

Release Notes

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Juniper Support Insights on Juniper Cloud

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Introduction

Juniper® Support Insights (JSI) is a cloud-based support solution that gives IT and network operations teams operational insights into their networks. JSI aims to transform the customer support experience by providing Juniper and its customers with insights that help improve the network performance and uptime. JSI collects data from Junos OS-based devices on customer networks, correlates it with Juniper-specific knowledge (such as service contract status, and End of Life and End of Support states), and then curates that into actionable insights.

October 17, 2023

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New Features

- **JSI Service on Juniper Cloud**—This feature was introduced in an earlier release on the standalone Juniper Cloud. With this release, this feature is also supported on a Juniper Cloud-hosted application.

[See "[JSI Service on Juniper Cloud](#)" on page 2.]

- **Software Upgrade Recommender**—This feature was introduced in an earlier release with limited functionality, and is now fully supported with this release.

[See "[Software Upgrade Recommender](#)" on page 3.]

Resolved Issues

There are no issues resolved this week.

October 10, 2023

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New Features

The following features are released this week:

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NOTE: The following feature is currently supported on the standalone Juniper Cloud only.

JSI Service on Juniper Cloud—With this feature, the Installed Base (**Administration > Inventory**) tab can onboard additional device models that are currently not supported by a Juniper Cloud-hosted application, to a JSI service on Juniper Cloud. The JSI service provides basic device monitoring services by collecting minimal details and statistics in order to troubleshoot issues on these devices.

A banner on the **Installed Base** tab displays the following statistics:

- assured—Total count of your devices that are connected to a Juniper Cloud-hosted application.
- attached—Total count of your devices that are connected to JSI service.
- not connected—Total count of your devices that are neither onboarded to a Juniper Cloud-hosted application or JSI service.

The status field in the Installed Base tab shows the device connection status with any of the following values:

- Assured—The device is onboarded to a Juniper Cloud-hosted application from the Routers, Switches, Proxy Edges, or Firewalls tabs.
- Attached—The device is onboarded to the JSI service from the Installed Base tab.
- Not connected—The device is neither onboarded to a Juniper Cloud-hosted application or JSI service.

An icon beside the assured and attached status indicate if the device is currently connected to Juniper Cloud (green icon), or currently disconnected from Juniper Cloud or offline (red icon).

- **NOTE:** The following feature is currently not fully functional.

Software Upgrade Recommender—The following new fields are available under the *Device* Quick View (**Installed Base > Quick View** icon) pane and *Device* Details (**Installed Base > Device**) page to provide Junos OS software version recommendations for connected devices.

- Recommended Software Release
- Last Updated
- Junos Software Versions-Suggested Releases

Resolved Issues

There are no issues resolved this week.

August 29, 2023

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New Features

The following features are released this week:

- The following features are added to the **Installed Base (Administration > Inventory)** tab:

- View banners on the number of devices with upcoming hardware and software EOS dates.
- View general and contract information, and hardware and software (connected devices only) End of Life (EOL) dates for the devices on the Overview (**Installed Base > Device Details**) tab.
- View information on the security vulnerabilities published by the Juniper Security Incident Response (SIRT) team for the device on the SIRT (**Installed Base > Device Details**) tab.
- View information on the proactive bug notifications (PBNs) published by the Juniper Security Advisory for the device on the PBN (**Installed Base > Device Details**) tab.

[See **About the Inventory Page** section in the [Juniper Cloud Administration Guide](#).]

Resolved Issues

There are no issues resolved this week.

Known Issues

This section lists the known issues in Juniper Support Insights.

- On the Device Quick View (**Inventory > Installed Base > select device > click Quick View icon > *Device Quick View***) panel, the software EOL dates for adopted devices displays "---" instead of displaying the following dates:
 - End of Support
 - End of Engineering
 - First Release Shipping

Workaround: None.

- The Software End of Support banner (**Inventory > Installed Base**) displays inaccurate information for the **Ending** field.

Workaround: None.

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