

GUIDE TO DOWNLOAD YOUR SOFTWARE

This document describes how to download your Juniper Networks® software.

Step 1. Gather your software serial number

Retain it in a safe place, as it will be necessary to download software and to identify your installation when engaging Juniper for support.

Software Serial Number: The serial number is a unique 14-digit number that Juniper uses to identify your particular Juniper Networks software installation (or purchased capacity). You can find the software serial number in the Software Serial Number Certificate attached to the email sent when you ordered your Juniper Networks software.

Step 2. Download your software

From Juniper's main webpage, www.juniper.net, navigate to Support, then to Download Software. A Juniper User account is needed to access this page (instructions for creating an account are below). Look for and click on the product line of the software or the software platform on which it runs. Be prepared to provide your software serial number.

In order to access the download page, you need a Customer Support Center (CSC) user account with Juniper. To create a User account or to request access to the software's download page go to the Juniper entitlement page, www.juniper.net/entitlement, and submit an access request.

Step 3. Install the software according to the instructions in the product documentation.

For additional assistance, please contact Juniper Networks Customer Care by opening a case online via the CSC at https://tools.online.juniper.net/cm/case_create_choice.jsp (login to the CSC is required).

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