

GUIDE TO DOWNLOAD YOUR JUNOS SPACE VIRTUAL APPLIANCE SOFTWARE

This document describes how to download your Juniper Networks® Junos Space Virtual Appliance software.

Step 1. Gather your software serial number

Retain it in a safe place, as it will be necessary to download Junos Space Virtual Appliance 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. You can find the software serial number in the Software Serial Number Certificate attached to the email sent when you ordered your Juniper Networks Junos Space Virtual Appliance software.

Step 2. Download Junos Space Virtual Appliance software

From Juniper's main webpage, www.juniper.net, navigate to Support, then to Download Software, or go directly to the main Juniper Software Download page at www.juniper.net/customers/csc/software/. A Juniper User account is needed to access this page (instructions for creating an account are below). Look for and click on "Junos Space Virtual Appliance." Be prepared to provide your software serial number and step through to the "Junos Space Virtual Appliance" listing.

In order to access the download page, you need a Customer Support Center (CSC) user account with Juniper. If you do not have one already, then go to the Juniper entitlement page, www.juniper.net/entitlement, and submit an access request for Junos Space Virtual Appliance software download with these steps.

1. In the "Issue Type" drop-down, select "Access to software downloads."
2. In the "Description of Issue," enter the software serial number presented on a separate page in this attachment.
3. In the "URL Accessed," enter www.juniper.net/customers/csc/software/.
4. Complete the remaining required fields, such as name, company name, and email address.

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).