

OBTAIN YOUR JUNIPER NETWORKS OPENET SOFTWARE

This document briefly describes how to obtain your software for the Juniper Networks® Openet solution.

Step 1. Get your software serial number

The software serial number is a unique 14-digit number that Juniper uses to identify your particular Openet software installation. You can find the software serial number in the Software Serial Number Certificate attached to the e-mail that you received when you ordered your Juniper Networks Openet solution software. Remember to retain this number in a safe place, as you will need it to download software and to identify your installation when engaging Juniper for support.

Step 2. Download Juniper Openet solution software

In order to access the download page, you will need to have 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 at www.juniper.net/entitlement, and submit an access request.

All Juniper Networks Openet solutions are deployed by a trained and experienced Juniper Professional Services (PS) technical consultant member as a mandatory component of the service provided to the customer. You can either download the software yourself or have the Juniper PS technical consultant download the software from the Juniper site utilizing your CSC user account credentials.

If you decide to download the software yourself from Juniper's main webpage (www.juniper.net), navigate to Support, then to Download Software. Use your login credentials to access this page, then 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. Once downloaded, you can provide the software to the PS technical consultant for deployment.

Step 3. Ask the Juniper PS technical consultant to provide the services and deliverables as identified in accordance with the Juniper PS SOW

Upon successful completion of the services, you and Juniper PS will sign a Certificate of Acceptance document similar in content to that detailed in the SOW, which confirms that all work with associated documentation has been completed.

The Juniper PS consultant will upload a copy of the signed Certificate of Acceptance form to the Juniper Customer Support Center (CSC).

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To purchase Juniper Networks solutions, please contact your Juniper Networks representative at 1-866-298-6428 or authorized reseller.

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