JUNIPER NETWORKS

JTAC User Guide

Contents

1. JTAC Quick Reference Guide

Juniper Networks® Technical Assistance Center (JTAC) is your focal point of contact for post sales technical and network-related questions and issues on Juniper products 24x7x365 by engineers based globally.

1.1 Opening a Support Case with JTAC

You can open a Support Case with JTAC via the Web (noncritical) or phone:

- Web: https:// supportportal.juniper.net/ (Juniper Support Portal)

- Juniper MIST cloud portal (for MIST solutions)

- Juniper Support Portal Mobile App (App Store or Google Play)

- Phone: +1-888-314-5822 (toll-free, U.S. and Canada) or +1-408-745-9500 (U.S. and Canada)

- If outside U.S. or Canada, use a country number listed here: https://support.juniper.net/support/requesting-support/

Support Cases can also be created using Juniper Networks Junos® Space Service Now (details are provided later in this guide).

To ensure a quality response, Juniper does not accept new support cases via e-mail. However, e-mail can be used to update and track the status of a case once it is opened.

JTAC Support Flow

Customer

Is your network

No

Online Tools

Utilize Juniper Networks online support

tools for efficient and quick

1. Knowledge base
2. Technical documentation and literature
3. Download software releases for contracted products
4. White papers
5. Product security notices

Did the online tools solve

Yes

No

Yes

Phone JTAC for Priority 1 assistance

JTAC

Open a Case online via the Support Portal or Mist Cloud

JTAC provides 24x7 support

Did JTAC resolve the

Yes

Thank you for using the online tools and JTAC

JTAC works with Development Engineering and the Global Escalation team to resolve your issue

Note: To verify service entitlement by product serial number, please use our Serial Number Entitlement (SNE) tool located at: https://supportportal.juniper.net/s/serial-number-entitlement

1.2 Self-Help Online Tools/Resources

For quick and easy problem resolution, refer to the Juniper Networks Support site. The Support site provides easy access to the following:

- Technical documentation—Juniper TechLibrary: www.juniper.net/documentation/

- Knowledge Base and Technotes (http://kb.juniper.net): Thousands of troubleshooting articles, including configuration assistance, known issues, interoperability, and compatibility information.

- Technical Bulletins (TSB): Notifications on software and hardware updates, new software releases, End-of-Life announcements, and support news.

- Security Advisories (JSA): Security vulnerability and advisory notices.

- J-Net Community - Forums & Blogs: (https://community.juniper.net/): A community of network professionals who discuss issues, ideas, and tips. J-Net is also home to popular technical blogs that detail the latest Juniper technology.

- Problem Report (PR) Search: For the most complete and up-to-date information about known Juniper Networks Junos operating system defects, customers can access our PR Search Tool (https://prsearch.juniper.net/). This enhanced tool allows users to search for defects by PR number, Junos OS release version, and keyword, and it provides upgrade analysis and impact information. Users can also subscribe to PRs of interest to receive automated updates as specific PRs change.

- Software Downloads and Updates: https://support.juniper.net/support/downloads/ .

- Complete online Support Case management via the Juniper Support Portal: https://supportportal.juniper.net/s/case/Case/Default. For instructions on creating a Juniper Support user account, please see Appendix C.

2. Juniper Networks Customer Service Team

The Juniper Networks Customer Service Team consists of a number of groups within Juniper, all working together to quickly answer questions and resolve network issues. In addition to JTAC, there are two other primary support groups that make up the Customer Service Team: Customer Care and Global Logistics.

2.1 Customer Care

The Juniper Networks Customer Care Center is available on a 24x7x365 basis to anyone who requires nontechnical assistance for the following types of issues:

- Entitlement of Technical Support Cases

- Support site or Partner Center account registration

- Product registration

- Downloading software within the Support site or Partner Center

- License key management (VSYS, content security, etc.)

- Warranty and contract questions and issues

- Transfer of product ownership

- Resolving incorrect shipment issues

- Export compliance

- Return Materials Authorization (RMA) status inquiry

- Self-service enablement

- Grey market support reinstatement

- Partner enablement

Customer Care Contact Information

You can open an Admin Case with Customer Care via the Web (noncritical) or phone:

Web: https://supportportal.juniper.net/s/case/Case/Default

(Juniper Support) Phone: +1-888-314-5822 (toll-free, U.S. and Canada) or +1- 408-745-9500 (U.S. and Canada)

If outside U.S. or Canada, use a country number listed here: https://support.juniper.net/support/requesting-support/

For non-English speaking customers, Customer Care agents have access to translation services to help facilitate communication.

2.2 Global Logistics

If JTAC determines that your product is defective, an RMA is issued. The RMA is dispatched to a customer service representative (CSR) within the Global Service Operations Team (GSO). You receive instructions and status on your RMA via e-mail from the regional CSR.

3. Reporting and Resolving Problems with JTAC

3.1 Technical Support Entitlements

Any end user who has a Juniper Care Services contract, or any qualified Juniper Partner with an active contract (see www.juniper.net/us/en/partners), or any Juniper Partner Operate Specialist with an active contract who has a product covered under the product warranty or who has purchased a Juniper Networks support/ maintenance contract, is entitled to use the JTAC.

To verify support entitlements for your product(s), use our Serial Number Entitlement tool located at: https://entitlementsearch.juniper.net/entitlementsearch/.

If your Juniper Networks product is not currently covered under a support contract and you would like to learn about our services and their benefits, please contact your Juniper Partner or your Juniper Networks inside sales team at: insidesales-all@juniper.net or +1-866-298-6428, or go to: www.juniper.net/us/en/how-to-buy.

3.2 General Questions and Problems

If you have a product question or issue that you cannot resolve, and it is not of a time-sensitive nature, please follow these guidelines to receive a quick and reliable solution at the Juniper Networks Support site. It contains the following:

- Technical documentation—TechLibrary: https://www.juniper.net/documentation/

- Knowledge Base: http://kb.juniper.net

- Software downloads: https://support.juniper.net/support/downloads/

- Problem Report Search: https://prsearch.juniper.net/

- Technical Bulletin Subscriptions: https://kb.juniper.net/InfoCenter/index?page=subscriptions

- Community Forums and Blogs: http://forums.juniper.net

- Juniper Support Portal: https://supportportal.juniper.net/s/case/Case/Default

Table 1: Priority Ranking Guidelines for Support Cases

Priority	Juniper Responsibilities	Customer Responsibilities	Examples
P1: Critical	Resources dedicated 24x7x365 until a resolution or workaround is in place.	Designated resources that are available 24x7x365*. Ability to provide necessary diagnostic information. *If the assigned JTAC engineer cannot reach the customer within one hour, the priority is temporarily lowered.	Total loss or continuous instability of mission-critical functionality. Network or system is down causing users to experience a total loss of service. Inability to use a feature or functionality that is currently relied upon for mission-critical functionality.
P2: High	Resources are available 24x7x365. Ongoing case work will generally be performed Monday through Friday during local business hours or as otherwise agreed to with the customer.	Resources available Monday through Friday during local business hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information.	Issues that are impairing, but not causing a total loss of mission-critical functionality. Intermittent issues that affect mission-critical functionality. Inability to deploy a feature that is not currently relied upon for mission-critical functionality. Loss of redundancy of a critical hardware component.
P3: Medium	Resources are available 24x7x365. Ongoing case work will generally be performed Monday through Friday during local business hours or as otherwise agreed to with the customer.	Resources available Monday through Friday during local business hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information.	Issues in the network or on the system that are not causing impact to mission- critical functionality. Non-repeated issues that have impacted mission-critical functionality but have since recovered. Issues seen in a test or preproduction environment that would normally cause adverse impact to a production network. Time-sensitive questions or information requests. Workaround in place for Priority 1 and Priority 2 issues.
P4: Low	Resources are available 24x7x365. Ongoing case work will generally be performed Monday through Friday during local business hours or as otherwise agreed to with the customer.	Resources available Monday through Friday during local business hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information.	Information requests. Standard questions on configuration or functionality of equipment. Non-urgent RMA requests. Cosmetic defects.

Note: If you are experiencing a Priority 1 network down situation, please telephone the JTAC at +1-888-314-JTAC (+1-888-314- 5822 or +1-408-745-9500). For international or direct dial options in countries without toll free numbers, please visit us at: https://support.juniper.net/support/requesting-support/.

3.3 Non-Urgent Technical Support

Support Cases can be opened on the Web using the Juniper Support Portal:

This option should be used for any technical inquiry or product problem, including RMAs. Select "Create Case" and enter the information regarding your product and the problem you are reporting. For the "Select Type of Case," select "Tech or Tech- PAYG Cloud." After entering the appropriate information, select "Save" and a Support Case number will be provided. The Support Case is routed directly to a Technical Support Engineer (TSE).

Support Case examples include:

- Defect (bug) reporting

- RMA processing

- Configuration assistance

- Standard network troubleshooting

3.4 Urgent Problem Reporting

The next level of problem reporting into JTAC is priority problem reporting. Use this process if you have a network down or network impaired situation.

Phone: +1-888-314-5822 (toll-free, U.S. and Canada) or +1- 408-745-9500 (U.S. and Canada)

If outside U.S. or Canada: https://support.juniper.net/support/requesting-support/.

For non-English speaking customers, JTAC has access to translation services to help facilitate communication.

3.5 Escalation of JTAC Support Cases

If for any reason you are not satisfied with the progress of your case, you can escalate the Support Case at any time.

Escalating a Support Case through Juniper Support Portal

If you feel that your Support Case isn't progressing as required, you can request an escalation of your Support Case via Juniper Support Portal at: https://supportportal.juniper.net/. Click on the details of the Support Case in question and select the "Escalate the case" button on the Posts & Actions tab.

You will be presented with six options (see Table 2 for details).

Escalating a Support Case to a JTAC Escalation Manager Over the Phone

Please call any of the JTAC phone numbers and select Option #2 to reach Customer Care. Once you reach Customer Care, ask to speak to a "JTAC Escalation Manager." Please be prepared to provide the Support Case number and the reason for requesting escalation.

JTAC Escalation Managers are available 24x7 and will follow up directly with you to understand the issue and outline the next steps for resolution.

Table 2: Service Request Escalation Options

Option	When to Select	Juniper Action
Faster technical progress	Select this option If you need faster progress by a JTAC engineer on your Support Case.	A Juniper Escalation Manager will be assigned to your escalation to ensure that your Support Case is properly prioritized and progress toward resolution is accelerated.
Support Engineer now	Select this option if you need a JTAC Support Engineer to contact you. Be as specific as possible in the additional information text field to help the Support Engineer better serve you.	A JTAC Support Engineer will contact you in a reasonable amount of time using your preferred method of communication (telephone or e-mail). When possible, the current owner of your Support Case will contact you.
Service Request reassignment	Select this option if you feel that the Support Case needs to be reassigned for any reason.	A Juniper Escalation Manager will be assigned to your escalation and will have your Support Case reassigned per your request.
Faster RMA progress	Select this option if you require an update to the RMA (part replacement) shipment or request status on RMA creation.	A Juniper Customer Care agent will be assigned to your request and will respond back with an update on your RMA request.

Note that these options are subject to change. They may be modified to better meet your needs.

For all options, we request that you provide additional details in the text box presented. This will help us serve you better. Once the submit button is clicked, a Juniper Customer Service Representative or manager will be assigned to your escalation request and will take action.

3.6 Product Defect (Bug) Reporting Process

Please check the product Release Notes for the latest information on known issues or existing bugs with our products. Any new and suspected product defects (bugs) found in the field should be reported to JTAC using the problem reporting procedure described above. The JTAC verifies all issues before they are escalated to development engineering, and all known product defects are documented.

3.7 Feature Enhancement Requests

All feature enhancement requests are directed to a Juniper Networks Systems Engineer (SE) either directly or through your Juniper Partner. These requests are forwarded to the Juniper Networks product management team. All feature enhancement requests are managed and prioritized by the local account managers and SEs. If a reported JTAC issue results in a feature request, JTAC notifies the appropriate account team to engage with you.

3.8 RMA Process

If For hardware troubleshooting and product replacement, a JTAC Support Case should be opened. If a hardware failure is determined to be the cause of the problem, or if a hardware

repair/replacement is required for any other reason, the Technical Support Engineer will create an RMA. The RMA number is communicated to you and linked to your Support Case so that you can view the status of the RMA online via Juniper Support Portal.

The RMA is dispatched to Global Logistics to validate entitlement and then process the RMA accordingly. Once the RMA has been confirmed, you will receive an e-mail with details of delivery status and/or return instructions.

Please see the RMA procedures section of this document for additional information.

Automated RMA provides the ability to initiate an RMA by going through a questionnaire and providing information to ascertain the failure details. Once the device or FRU has been deemed to have failed, an RMA would be generated automatically with a replacement device shipped as applicable. The case creation approach would guide the process towards creating an automated RMA or engaging a JTAC engineer

4. Using JTAC Systems

4.1 Opening a Support Case on the Juniper Support Portal

Before opening a Support case, you should have the following information available:

- Serial number (or) Software Support Reference number (SSRN)

- Description of the problem in detail

- Priority level and impact of the problem (see "Priority Management" section for complete priority level definitions)

- Software version

- Appropriate configuration, log, and/or debug data

- Current network topology (not required but highly recommended for speeding up the troubleshooting process for P1/P2 Support Cases)

- The remote access for Juniper Networks engineers to log into the hardware, if required

For additional information please review Juniper Support Portal Training videos which can be found here: https://support.juniper.net/support/portal/training/

Please refer to the following procedure for reporting a problem via the Juniper Support Portal:

1. Log into the password-protected Juniper Support Portal (https:// supportportal.juniper.net/) by entering your login and password.

2. Select Create Case and fill in the appropriate fields.

3. When you are finished, select Save and a Support case number will be provided.

4. A TSE (Technical Support Engineer) will contact you per the Response and Communication Guidelines in Table 3.

4.2 Tracking Support Cases or RMAs via Juniper Support Portal

If you have purchased a Juniper Networks support contract, you can track your Support Cases and RMAs following the procedure below.

Within the Juniper Support Portal (https://supportportal.junper.net/) home page, use the following criteria:

- Search by Support Case number using format YYYY- MMDD-NNNNNN where NNNN is the unique Service Request identifier for that date. (Example: 2019-0101- 012345).

- Search by RMA number using format RNNNNNNNNN (example: R21056835).

- Search by customer tracking number using a keyword search that matches your company's internal Service Request number. These options appear as radio buttons below the query text field on the Juniper Support Portal home page.

The Support Case or RMA search results page provides the following details (from left to right):

- Status (Open or Closed)

- Support Case or RMA ID Number (with a hyperlink to the Case itself)

- Site Name and Site ID Number

- Contact Name (whoever opened the Support Case, with hyperlinked contact details)

- Last Modified (date and time, listed as United States Pacific Time Zone)

- Platform (hardware type)

- Priority (as set when created).

Note: The column names can be sorted. By clicking a column name, you can sort the search results by that column's criteria (for example, sort by Support Case number, Platform, or Status).

4.3 Using JTAC Phone System

New Support Cases

1. Telephone your local JTAC.

2. Press the * key. You will be routed to a general queue and your call will be answered by the next available Customer Care agent.

3. Be prepared to provide the Customer Care agent with the following information:

    a. Serial number

    b. Description of the problem in detail

    c. Priority level and impact of the problem (see Table 1: Priority Ranking Guidelines for Service Requests for complete priority level definitions)

    d. Software version

    e. Appropriate configuration and/or debug data

    f. Current network topology (not required but highly recommended for speeding up the troubleshooting

process for P1/P2 Support Cases)

      g.   Remote access for Juniper Networks engineers to log into the switches, if required

For Existing Support Cases

1. Telephone your local JTAC.

2. Enter your 14-digit Support Case number followed by the pound or hash (#) sign. Please do not include the dashes (example, 2021-0901-912034 is entered as 20210901912034#).

3. If the engineer assigned to your Support Case is not available, your call will be routed to the general queue and answered by the next available engineer. You will also have an option to leave a voicemail for the currently assigned engineer.

4.4 Junos Space Service Now Support Cases

Junos Space Service Now is available today to all customers with a Juniper support contract. Service Now is the center point of the Juniper service automation solution, enabling users to automatically detect incidents, collect diagnostic data, and simplify incident escalation. It also automates inventory management, thus reducing time spent in manual asset tracking. Service Now is integrated with Juniper Support Portal, allowing it to open a Support Case with Juniper on any incidents detected by Advanced Insight Scripts (AI-Scripts), when necessary.

Support Cases are automatically populated with all relevant device and incident information, including configuration and context. This substantially reduces time to resolution by providing JTAC engineers with all relevant network and product data at the time a Support Case is opened, so that they can immediately begin Support Case resolution in real time.

For details on how AI-Scripts detect incidents and how to open a Support Case on those incidents through Service Now, please refer to the Service Now User Guide located in the Service Automation Tech Library.

5. Support Case Work Flow Within JTAC

Once a Support Case is opened with JTAC, a TSE is assigned and will resolve the issue as quickly as possible. The TSE will update you via telephone or e-mail, as well as update the Support Case notes so that they are viewable by you over the Web.

If escalation is required, the Support Case is assigned to an appropriate subject matter expert within JTAC who works the Support Case to completion. This engineer may engage other resources within JTAC and with engineering teams that have additional product and technology knowledge specific to your Support Case to help resolve the issue in a timely manner. The JTAC TSE remains the Support Case owner and acts as your primary interface for the duration of your Support Case.

5.1 JTAC Engineer Responsibilities

Once you have initiated a Support Case with Juniper Networks, the JTAC engineer will take the following actions:

- Take ownership of the Support Case.

- Begin troubleshooting, diagnostics, and problem replication as appropriate.

- Provide you with periodic updates on problem status and escalate the problem as required according to escalation management guidelines, or at your request.

- Generate an RMA when the JTAC engineer determines that your product is defective. In these Support Cases, RMA information such as the number and the type of replacement is provided to you and noted in the Juniper Support Portal.

- Close the Support Case when you agree that the problem has been resolved.

You can monitor the Support Case progress by logging into the Juniper Support Portal. Please note that you only have access to those Support Cases you initiate within the Juniper Support Portal: https://supportportal.juniper.net/.

5.2 Support for Third-Party Optics

Juniper Networks does not prevent the use of non-Juniper- certified (third-party) optical transceivers (e.g., by means of a software-enforced lock) but cannot guarantee the proper operation of third-party optical transceivers and/or cables that are not qualified and supplied by Juniper Networks.

Juniper recommends the use of optical transceivers purchased from Juniper with your Juniper devices. Juniper conducts rigorous testing of Juniper-certified optical transceivers on all its devices to ensure compliance with optical, electrical, mechanical, and thermal specifications. For a complete list of supported optics on a platform, visit Hardware Compatibility Tool | Juniper Networks Pathfinder.

JTAC provides support for Juniper-supplied optical transceivers. However, JTAC does not provide support and is not responsible for third-party optical transceivers that are not qualified or supplied by Juniper Networks. It is the customer's responsibility to interface directly with any third-party optics vendor.

JTAC will provide assistance on Juniper products that include third-party optical transceivers as long as the customer performs a preliminary analysis and troubleshooting. JTAC might recommend that the third-party optical transceiver and/or cables be replaced with an equivalent Juniper optic or cable that is qualified for the device.

The use of third-party optical modules with high-power consumption (for example, coherent ZR or ZR+) can potentially cause thermal damage to or reduce the lifespan of the host equipment. Any damage to the host equipment due to the use of third-party optical transceivers is the users' responsibility. Juniper will accept no liability for any damage caused due to such use.

5.3 Resolution Process

The assigned TSE will make use of all required resources to provide a resolution to the reported problem. Where a resolution is not readily available, the TSE will look for ways to work around or mitigate the impact of the problem until a resolution is available.

To keep you informed of the progress on all open issues, the TSE will update the online Support Case notes. You can log into Juniper Support Portal (https:// supportportal.juniper.net/) and obtain updated status information on your Support Case.

As part of the resolution process, the TSE may take any of the following steps:

- Review configuration/debug information to identify resolution of issue
- Replicate the scenario/issue in the JTAC lab (where possible)
- Troubleshoot live on the affected equipment
- Create an RMA where the cause of a problem is related to failed hardware
- Create an Engineering Defect (problem report or bug) where the cause appears to be a product defect

5.4 Defect Resolution Process

Any software product defects (bugs) found in the field should be reported to the JTAC using the JTAC Technical Problem Reporting Procedures described above.

Once verified to be a software defect, the TSE will open a problem report with the appropriate engineering group. A problem report number will be assigned and communicated back to you. The defect will be noted in your Support Case so that you can view the status of the defect online (where possible).

The TSE will continue to work with you to determine if a workaround is required until a resolution can be provided in the software.

Once the problem report is resolved, you can typically find it in the next software maintenance release. The TSE will

provide details of the planned release to you. If a fix is required in a shorter time frame, the TSE can work with you and JTAC Escalation to determine if an interim release can be provided.

5.5 Customer Communications Guidelines

Junos Table 3 provides JTAC targets for providing responses and communication to customer issues. These targets are based on the priority assignment of the Support Case.

Table 3: Response and Communication Guidelines

Service Request Priority	Initial Response Target	Update Frequency*
P1	Within 1 hour	Updated every four hours
P2	Within 1 hour	Updated every business day
P3	Within 8 hours	Updated every three business days
P4	Within 24 hours	Updated once per week

*Or as otherwise negotiated with you. Each issue is unique and carries a different set of complexities and challenges. Juniper Networks will make all reasonable efforts to provide a response within the assigned target.

Note: If you are experiencing a Priority 1 network down situation, please phone the JTAC at +1-888-314-5822 (toll- free, U.S. and Canada) or +1-408-745-9500 (U.S. and Canada). If outside the U.S. or Canada, use a country number listed here: www.juniper.net/support/requesting-support.html.

6. Reporting Security Vulnerabilities with SIRT

Security Incident Response Team (SIRT)

SIRT is the focal point and accountable for all security vulnerabilities with or related to Juniper products or services. The team's role is to respond to and manage vulnerability reports from start to finish. In addition, SIRT plays a support role for customer security incidents ranging from distributed denial of service (DDoS) attacks to full network penetrations.

SIRT works with the Operational Security Community, other CSIRT Teams, our customers, and other media to maintain situational awareness of the threats to Juniper (be it our products, services, or customers). This information is processed and communicated to the larger SIRT Team, our peers in the company, and our customers. Additionally, SIRT fosters new Best Common Practices (BCPs) and drives industry operational security communities which safeguard our customers' networks.

To Report a Potential Security Vulnerability, refer to: www.juniper.net/us/en/security/report-vulnerability/.

Sign Up to Receive Juniper Security Advisories (JSAs)

1. To sign up to receive Juniper Security Advisories, please visit http://kb.juniper.net/InfoCenter/index?page=subscriptions, and login with your Juniper Support User ID.

2. Select Security Advisories, under "Create a New Subscription." Complete and save the form.

7. Return Materials Authorization (RMA) Procedures

Additional details can be found at: https://support.juniper.net/support/rma-procedure/.

7.1 Requesting an RMA

To request an RMA, please create a Support Case via Juniper Support Portal and select the Case Type: Tech. You can also request an RMA by contacting your local JTAC via phone.

If any equipment arrives at a Juniper Networks shipping and receiving dock with an unnumbered RMA, and the equipment serial number cannot be verified against an existing RMA, the equipment will not be accepted and will be returned to sender at the sender's cost.

7.2 RMA Troubleshooting

In most Support Cases, troubleshooting of the unit is conducted before an RMA is issued to confirm that the unit is defective. The following process typically takes place:

- Customer contacts the JTAC

- Problem is described to the TSE.

- TSE opens a Support Case and conducts diagnostics.

- If the product is determined to be defective, the TSE creates an RMA and dispatches it to the appropriate Global Logistics RMA queue.

- After the RMA is dispatched to the queue, a Global Logistics customer service representative (CSR) processes the RMA according to warranty or service contract, and updates customer with the RMA number. E-mail notification will be sent to customer with a copy to the Support Case.

- Customer returns the faulty unit to Juniper for repair or receives equipment with instructions on how to return the defective unit.

Handling of Returned Goods

Whenever a product is determined to be defective, an RMA is generated. All returns must be processed using this RMA number and addressed following RMA templates.

Important: Label the outside of the box with the RMA number to ensure proper tracking and handling.

Please refer to https://support.juniper.net/support/rma-procedure/ for specific addresses, as returns vary by contract manufacturer.

7.3 Tracking RMAs via Juniper Support Portal

The RMA search page in Juniper Support Portal provides the following details from left to right:

- RMA ID Number (with a hyperlink to the RMA itself)

- Status (Open or Closed)

- Account Name

- Support Case Number (with a hyperlink to the Support Case itself)

- Serial Number (of the RMA'd part)

- Part Number (of the RMA'd part)

- Create Date (date and time RMA was created with the time listed, such as United States Pacific Time Zone)

Note: The column names can be sorted. By clicking a column name, you can sort the search results by that column's criteria, for example, sort by RMA ID, Platform, or Status.

RMA Repair Analysis and Failure Analysis Reports

Juniper Networks will perform Repair Analysis (RA) on suspect defective hardware products in accordance with Juniper internal policies. RA is available without approval up until five years after first revenue shipment (FRS). Approval of RA requests for products five years post FRS is at the discretion of Juniper Networks. Juniper does not support RA for products that are End of Life or End of Service. The RA will be performed by a Juniper Networks authorized technician. In order to properly diagnose and analyze the hardware failure, all hardware components related to the RA request must be returned to Juniper Networks fully intact. The removal of any component(s) from the product will prevent Juniper from performing a valid RA and will void the request. RA definitions are as follows:

- Repair Analysis—Routine repair correcting the cause of a failure and verification of functionality. Repair Analysis involves repair, test, and verification of a reported failure, then repair data uploaded into Juniper Networks Service Request tracking system. If you and the JTAC engineer agree that RA is not sufficient in providing an explanation of the failure, we can perform Failure Analysis (FA) when required.

- Failure Analysis—Systematic analysis of a failure symptom to identify the underlying root cause, facilitating corrective action. FA involves simulation of a symptom and reported environment, root cause analysis of a failure, and corrective action implementation. Root cause analysis involves destructive testing of the hardware. Time frames for analysis posting from date of receipt at Juniper Repair Centers are:

- RA flagged: 30 calendar days

- FA interim results: 15 calendar days (with further FA timelines to be determined thereafter)

Please note that in some countries there may be delays in returns due to country-specific export policies, and in some countries, it may not be possible to export failed product.

7.4 Returns Not Received

You have ten (10) business days to return the defective part under an RMA. After 10 business days, Juniper Networks has the discretion to charge you at full list price for the non-return of a defective part. This notice is included in the confirmation of the RMA that is sent to you on the date of issuance. RMAs that are "not received" can occur in one of the following ways:

- The return is received after 10 business days and processed in the normal manner by the Juniper Networks RMA repair and return department.

- You decide not to return the equipment and the RMA is canceled when you issue a purchase order for the specified equipment.

- You claim the return and submit a proof of delivery to the Juniper Networks RMA repair and return department.

8. Appendix A: Juniper Networks Product Warranty—Business Summary

All information contained in this document is meant as a summary only, and the formal warranty statements will always supersede any information provided in this document. All Juniper warranty statements can be found at: https://support.juniper.net/support/warranty/.

8.1 Product Warranty Summary

Warranty Start Date for All Products

"Start Date" is (i) the date the product is shipped from the manufacturing facilities of Juniper Networks, Inc. ("Juniper Networks"), or (ii) in the Service Request of resale by an authorized Juniper Networks distributor, the date not more than ninety (90) days after original shipment of this product by Juniper Networks.

8.2 Entitlement Details

8.2.1   JTAC Warranty Assistance

The JTAC provides online RMA processing assistance to warranty customers but does not provide phone support, installation/configuration assistance, troubleshooting assistance, or priority response times.

8.2.2   Standard Hardware Warranty Support

Juniper provides a 20-day return-to-factory hardware repair or replacement RMA. Customers are responsible for all shipping costs under the warranty. Juniper has 20 business days from receipt of the defective product to repair or replace the defective unit under the warranty RMA.

8.2.3   General Warranty Business Rules

The All products must be registered through the Juniper Support site to activate the warranty. For details on how to register your products, please visit us at: https://supportportal.juniper.net/s/article/How-to-Juniper-Networks-Product-Registration-and-Install-Base-Management?language=en_US.

8.3 Juniper Networks Product Warranty

For those products that do not have an active support contract and are within the first 12 months of purchase, your product may fall under the product warranty entitlement guidelines.

For complete details and terms of the warranty, please visit us at: www.juniper.net/support/warranty.

9. Appendix B: Juniper Services

9.1 Overview

Juniper provides flexible service offerings that deliver mission- critical support for hardware and software products around the clock, 365 days a year. These tailored offerings keep your network running reliably, reduce network risk, lower operational costs, and protect your network investment.

Table 4: Juniper Care, Advanced Care, and Premium Care Features

Feature	Juniper Care	Advanced Care*	Premium Care*
24x7 JTAC access	✓	Not applicable	Not applicable
Juniper Support Insights (JSI)	✓	✓	✓
Software releases	✓	Not applicable	Not applicable
Hardware replacement options, Onsite Technician	✓	Not applicable	Not applicable
Online support	✓	Not applicable	Not applicable
Software Support Evaluation Tool	✓	Not applicable	Not applicable
Support Case API	✓	Not applicable	Not applicable
Priority Access to Senior Engineers	Not applicable	✓	✓
Enhanced Response Time	Not applicable	✓	✓
Escalation Management and Technical Issue Resolution	Not applicable	✓	✓
Active Issue Management (24x7)	Not applicable	✓	✓
Best Practice Knowledge Transfer	Not applicable	✓	✓
Custom Reports and Consultation	Not applicable	✓	✓
Onboarding Assistance	Not applicable	✓	✓
Proactive Operational Support	Not applicable	✓	✓
Technical Knowledge Transfer and Q&A	Not applicable	✓	✓
Designated Remote Technical Liaison	Not applicable	✓	✓
Environment-specific Technical Guidance	Not applicable	✓	✓
Quarterly Business Review	Not applicable	Not applicable	✓
Customer Success Plan	Not applicable	Not applicable	✓
Proactive Account Management	Not applicable	Not applicable	✓
Flexible Services Credits	Optional	Optional	Optional
Service Advocate	Not applicable	Not applicable	✓
Resident Engineer	Optional**	Optional**	Optional**
Resident Consultant	Optional**	Optional**	Optional**

* An active Juniper Care support contract is a prerequisite to purchasing Advanced Care and Premium Care.

** Additional fees and contracts apply. An active Juniper Care, Advanced Care, or Premium Care contract must be in place for all equipment at the customer site.

9.2 Juniper Care Services

Juniper Care services deliver hardware replacement options that are right for you, providing mission-critical support for Juniper hardware and software products around the clock, 365 days a year. For details, please see the Juniper Care data sheet.

9.3 Juniper Advanced Care Services

Juniper Advanced Care builds on Juniper Care, delivering enhanced support features including new P1 and P2 (30 minutes), P3 (4 hours), and P4 (4 hours) response times. For details, see the Advanced Care DataSheet.

9.4 Juniper Premium Care Services

Juniper Premium Care builds on and includes all the features of Advanced Care and includes an assigned 8x5 Service Manager and faster response times: 15 minutes (P1), 30 minutes (P2), 2 hours (P3), and 4 hours (P4). For details, see the Premium Care DataSheet.

9.5 Juniper Support Insights

To the extent that End User has purchased an active subscription thereto, End User will have access to and usage of Juniper Support Insights (JSI). Access and use are subject to the terms and conditions of the Juniper Purchase and License Agreement ("JPLA").

Juniper Support Insights extends AI-driven support to Junos devices, giving IT and network operations teams proactive, operational health insights across their entire network. Juniper Support Insights connects Junos-based platforms to the Juniper Cloud for actionable intelligence that can be used to optimize the network and streamline network operations. Data is collected, correlated with Juniper support data, and then curated into actionable insights. Juniper Support Insights provides access to a secure portal, as part of the Juniper Support Portal, to manage device onboarding and discovery as well as view the JSI Operational Dashboards and Reports. For specific details on (i) JSI in general, refer to the then-current JSI data sheet (JSI Data Sheet), and ii) JSI security and privacy, refer to the JSI Security and Privacy Overview Technical Brief.

Table 5: Juniper Care Hardware Replacement Options

	Core	Core Plus	Next-Day Delivery	Next-Day Ship	Next-Day Onsite	Same-Day	Same-Day 2-Hour	Same-Day Onsite
JTAC access	•	•	•	•	•	•	•	•
Software releases	•	•	•	•	•	•	•	•
JSP online support	•	•	•	•	•	•	•	•
Hardware Replacement Option: Return-to-Factory		•						
Advanced Hardware Replacement Option: Next-Business Day Advanced Replacement part delivery			•		•			
Advanced Hardware Replacement Option: Next-Business Day Advanced Replacement part shipment				•				
Advanced Hardware Replacement Option: Same-Day 4-Hour Advanced Replacement part delivery						•		•
Advanced Hardware Replacement Option: Same-Day 2-Hour Advanced Replacement part delivery							•	
Onsite technician					•			•
Service APIs	•	•	•	•	•	•	•	•
Juniper Software Support Evaluation Tool - JSSET	•	•	•	•	•	•	•	•
Juniper Support Insights	•	•	•	•	•	•	•	•

9.6 Juniper AI Care Services

Juniper AI Care services are specifically designed to support MIST cloud solutions to deliver AI Ops driven support experience. The Services are the industry's first AI-powered services portfolio spanning the entire customer lifecycle, designed to simplify day-to-day operations and boost productivity, ensuring post-deployment operational excellence and peace of mind for our customers. AI Care Services ensure our customers received the right level of guidance and support at every stage, helping them fully leverage the capabilities of Juniper Mist solutions. Check the AI Care Services Datasheet for more information at https://www.juniper.net/content/dam/www/assets/datasheets/us/en/services/juniper-ai-care-services-for-mist-ai-datasheet.pdf

10. Providing Feedback

Your feedback is important for letting us know how we are performing. For every Support Case you submit, at the time of close, you will be sent an e-mail with a link asking you to participate in a brief survey. You will also have an opportunity to provide feedback on our RMA handling by responding to a survey link included in the RMA Proof of Delivery notification.

11. Appendix C: Obtaining a Juniper Support Login and Password

Creating a Juniper Networks online account will enable you to access secured resources like the Juniper Support site and the Partner Center. To create an online account, please complete the four (4) easy steps outlined below on the Web form located at: https://userregistration.juniper.net/entitlement/ setupAccountInfo.do.

You are required to use your company e-mail domain for your Juniper Support account user ID. This will allow Juniper to properly identify you, link your account to the appropriate company profile, and ensure proper entitlement. Individual account e-mail addresses must match the company's e-mail domain listed within the service contract in order for the account to be set up.

- Step 1: Enter your valid partner company e-mail address, country, and product serial number information.

- Step 2: Enter your name, company name, job title, job function, address, and local time zone information.

- Step 3: Accept the Compliance Agreement to download software.

  Note: The Compliance Agreement is a legal document that Juniper is required to obtain to comply with U.S. Federal law before access to download encrypted versions of software can be granted.

  You can still obtain an account without accepting the encryption agreement, but you will not receive access to the software download tools.

- Step 4: You will receive an e-mail in about 15 minutes confirming your request for an account that includes additional instructions to activate your Juniper Networks online account.

  Note: All Juniper Networks indirect resellers who purchase product from a distributor only and do not have a financial relationship with Juniper have access to:

  - Knowledge Base

  - White papers

  - Support documentation

  Note: All Juniper Networks direct JNASC partners have access to the full suite of features and benefits as listed above.

12. Industry Recognition

We highly value the Technology Services Industry Association (TSIA) as a leading proof point of our strategy to offer and deliver the best mission-critical support in the industry, and we welcomed the TSIA's rigorous evaluation and feedback based on our entry for Service Excellence in Mission-Critical Support for Hardware. Juniper had carefully articulated a service and support vision, strategy, and proof points on its service execution. Throughout Juniper's STAR Award entry, the judges found a significant long-term track record that demonstrated service excellence in mission-critical support across a wide set of industry best practice metrics, including customer satisfaction, operational quality, financial metrics, and peer validation through industry associations. Juniper believes that long-term demonstrated success over this diversified set of group benchmarks is truly indicative of service excellence in mission-critical support, and the TSIA judges agreed for the second consecutive year that no company was executing better than Juniper.

Juniper Networks sets a new standard for online support excellence as the company is ranked among the world's best for the sixth consecutive time. Juniper becomes the first and only company in the 13-year history of the Association of Support

Professionals competition ever to earn six (6) consecutive ASP Awards—an unprecedented industry accomplishment.

Juniper Networks global customer support website, the Customer Support Center, has been recognized for the sixth consecutive year as one of the "Ten Best Web Support Sites" of 2010 by the ASP. No other networking company has ever earned more than two consecutive ASP awards. This prestigious award showcases excellence in online service and support. In addition, Juniper was named to the ASP's Web Support Hall of Fame in 2009, which honors sites that have been named among the "Ten Best Web Support Sites" for at least four years. The award winners were selected by a panel of judges with expertise in Web support design and implementation, using a scoring system based on 25 separate performance criteria. The evaluation process considers overall usability, design, and navigation; knowledge base and search implementation; interactive features; customer experience; and how companies addressed a major site development challenge. The ASP is an international membership organization for customer support managers and professionals.

> *"Juniper continues to demonstrate leadership in the development and execution of mission-critical support for enterprise hardware companies. Winning the STAR Award two years in a row is an accomplishment not achieved by many companies"*
>
> *— JB Wood, President and CEO of TSIA*

About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for End-Users. Our solutions deliver industry-leading insight, automation, security, and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability, and equality.

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