

# JUNIPER SOFTWARE UPGRADE TESTING SERVICE

## SERVICE DESCRIPTION DOCUMENT

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### 1. Introduction

This Services Description Document (“SDD”) describes Juniper Networks® Software Upgrade Testing Service (the “Services”) that Juniper makes available for purchase by End Users of Juniper Networks products (each, an “End User”) directly or through its authorized resellers.

The Services are subject to the terms of this SDD and of the Juniper Purchase and License Agreement (“JPLA”) a copy of which is posted at <https://www.juniper.net/us/en/legal-notices/juniper-networks-contracts-resource.html> (i.e., GTC plus the Customer Schedule or Channel Schedule, as applicable) or such other URL that Juniper may designate from time to time (or another written master services agreement signed by Juniper Networks and End User and covering within its scope the terms and conditions under which Juniper Networks will render support and maintenance services). In the event of any conflict between the terms of this SDD and that of the JPLA; the terms of this SDD shall take precedence. Unless otherwise stated in this SDD, capitalized terms used in this SDD shall be as defined in the JPLA.

The Services provide End User with Juniper expertise and resources to perform Juniper software upgrade validation and upgrade procedure testing in Juniper labs for a single Device Under Test (DUT) with End User’s specific configuration, for the role for which it has been deployed in an optimized simulation prior to implementation in End User’s production network. All services described in this SDD are delivered remotely from an authorized Juniper location unless otherwise specified in writing.

### 2. Eligibility and Purchasing

The Services are available for purchase only (i) by certain qualified End Users solely for their own end use and (ii) by Juniper Networks authorized resellers solely for resale to such End User identified by name and address in such reseller’s purchase order. The Services cover only those Juniper Networks’ products of End-User purchased from Juniper Networks or an authorized Juniper Networks reseller.

The Services cover only those Juniper Networks products as to which all the following eligibility requirements apply and are referred to as “Supported Juniper Products” in the Scope section below:

- i. End User is using Juniper products
- ii. End User has purchased or leased the Juniper products from either Juniper Networks, or a Juniper Networks authorized reseller

The services can be purchased using the following SKUs:

SKU	Description
SVC-SWUP-TEST-BAS	Software Upgrade Testing Service – BASE
SVC-SWUP-TEST-PLS	Software Upgrade Testing Service - PLUS

### 3. Service Features and Deliverables

As part of the Services, Juniper will use commercially reasonable efforts to provide the End User with the following:

#### 3.1 Kickoff Meeting

A Juniper technical consultant will be assigned as a Single Point of Contact (SPOC) for the Services. The assigned Juniper resource will set up a virtual kickoff meeting with End User’s key stakeholders.

The kickoff meeting provides:

- review of the End User’s requirements
- review of the Services engagement scope and milestones
- review of Juniper’s and End User’s responsibilities, data collection requirements from the End User, and the delivery process for the collected data

#### 3.2 Juniper Software Upgrade Testing

Software Upgrade Testing will provide End User with Juniper expertise and resources to perform Juniper software upgrade validation and upgrade procedure testing in Juniper labs prior to implementation in End User’s production network.

The testing covers one (1) software release upgrade test cycle from current deployed release of Junos OS or Junos OS Evolved to targeted release of Junos OS or Junos OS Evolved. This includes, a) setting up Juniper Networks’ internal post-sales testing lab environment known as Customer Certification Lab (CCL) for a single Device Under Test (DUT) with End User’s specific configuration, for the role for which it has been deployed in an optimized simulation; and b) testing and documenting the Method of Procedure (MOP) for the single DUT upgrade. Software upgrade testing is limited to a single platform type DUT in one role, e.g. MX480 as an edge router.

The standard tasks associated with the testing include:

- Assigning a test engineer for the duration of the Software Upgrade Testing to execute the target software upgrade testing process
- Setting up the identified target software version for the supported Juniper hardware DUT via Software Upgrade Recommendation deliverable
- Setting up the topology in the Juniper lab and configuring the topology
  - Analyzing the End User-provided network configuration data
  - Developing the Software Upgrade Test plan and reviewing the plan with the End User. Software upgrade test plan consists of Juniper recommended test cases. The test plan accommodates the End user’s test cases and scenarios where possible, but Juniper is not obligated to do so.
  - Establishing a lab test environment with lab devices and traffic flow configuration

- Executing the Software Upgrade Test Plan
- Validating software defects and issue handling
- Test reporting and single DUT upgrade MOP
  - Capturing results and developing final test exit report
  - Documenting the steps associated with the upgrade of the software code for the single DUT in the form of a MOP without traffic diversion and network migration steps

## 4. Service Term

- i. Service Term. Subject to Juniper's acceptance of a valid Purchase Order from End User or an Authorized Reseller, the term of the applicable Service Contract will begin on: (1) the date of Purchase Order acceptance if the Purchase Order does not include the associated Hardware (if any) or the Service Contract is for Software only; (2) the date the Hardware is deemed delivered by Juniper if the Purchase Order for the Service Contract includes associated Hardware; or (3) the date as agreed to in writing between the Parties (including as quoted by Juniper and listed in the Purchase Order), if any, in which event such date shall supersede any date determined under (1) or (2).
- ii. Renewal Term. The start date of the Service Contract following the initial Services term of the Services (and any subsequent renewal terms) will begin on the day after the immediately preceding Service Contract expired.

## 5. End User Responsibilities

Juniper Networks' obligation to provide the applicable Services is conditional upon End User meeting the following obligations:

- Provide information on the current network design, current software releases, and configurations in their network
- Provide information on business objectives and technical requirements for target software releases
- Provide information on planned short-term and long-term network changes such as new technology applications, major design changes, or service additions
- Review and provide response to Juniper within two (2) days of any inquiries or updates surfaced by Juniper team
- Provide inputs and guidance to develop the Software Upgrade Test plan (e.g. key business requirements or processes that are required to be executed during the software upgrade activity)
- Approve the final Software Upgrade Test plan and configurations prior to test execution
- Provide up-to-date contact information and designate at least two (2) but not more than four (4) senior technical representatives, who must be the primary technical interface and will be responsible for providing the network information required for the Services
- Participate in ongoing communications with Juniper Networks' primary contact(s) that will help in the delivery of the Services
- Provide a common documentation repository and populate the repository with services engagement documentation
- Ensure that the requirements identified for the proper working of the Juniper Networks' solution are in place. These requirements may be documented in the product documentation or user guides, or additional recommendations communicated by the Juniper Networks team from time to time for proper delivery of Juniper Networks' services
- Advise Juniper on any information Juniper may reasonably request about the execution of the Services throughout the delivery thereof. If third-party participation and co-operation is required for the End User to perform the End User responsibilities, End User shall be responsible for securing such participation and co-operation
- Provide written notice to Juniper Networks as soon as it becomes aware or has reason to believe that the End User will not meet any of the End-User responsibilities
- End User to be the primary contact and take full responsibility for any integration requirements with all the third-party vendors involved and End-User's back-office systems
- Provide any information Juniper may reasonably request about the execution of the Services throughout their

delivery. If third-party participation and cooperation is required for the End User to perform the End User responsibilities, the End User shall be responsible for securing such participation and cooperation

## 6. Availability

- Services shall be delivered remotely from an authorized Juniper location unless otherwise specified in writing
- All Services deliverables are available in English only unless otherwise specified in writing by Juniper
- The Services are available in countries excluding those listed in Group E under the U.S. Export Administration Regulations (currently, Belarus, Cuba, Iran, North Korea, Russia, Syria, and the non-governed regions of Ukraine including Crimea, Donetsk, Luhansk, Kherson and Zaporizhzhia) and any other countries as to which the furnishing of such Services may be prohibited by law or regulation
- The lead time to start the Services delivery is typically four to eight (4 to 8) weeks from the date of purchase
- Services shall be delivered during the hours of 9:00 a.m. to 5:00 p.m., Customer local time, working week, excluding Juniper observed holidays as per the Juniper delivery team's authorized location
- Juniper's obligation to perform any particular Services hereunder is contingent upon Juniper receiving from End User such cooperation, network access, consents, information, and materials that Juniper may reasonably request to enable Juniper's proper and efficient performance of such Services and to enable Juniper to do so in compliance with all applicable laws and regulations

## 7. Scope

The Services are designed to test the upgrade path for the recommended software on supported DUT, Juniper is not responsible for (i) more than one (1) cycle of software upgrade testing (ii) all activities associated with upgrade over the term of the contract; or (iii) a full upgrade and functionality of the solution.

7.1 Testing is limited to topology, as per the [Juniper Software Upgrade Services Reference Document](#).

- End User-provided network topology configuration will be adjusted to DUT in Juniper's CCL reference test topology
- Software Upgrade Testing will support configurations and procedures as per the table below

<b>Juniper Platforms (DUT)</b>	MX series, PTX series, ACX series, SRX series, EX series, QFX series
<b>Service Provider Roles (DUT)</b>	Business Edge, LSR, LER, BNG, CGNAT, Route Reflectors
<b>Firewall Roles (DUT)</b>	Branch, NGFW, Perimeter firewall, Gateway Firewall SNAT, DNAT, Zone, IPsec, Firewall Filters
<b>Data Centre Roles (DUT)</b>	Legacy MC LAG, Spine leaf, EVPN Multihoming, EVPN-VXLAN ERB, CRB, Collapsed Fabric
<b>Protocols and Services</b>	Protocols and services that can be set up with the reference topology in Juniper CCL with basic IXIA licenses simulated. Examples: OSPF, BGP, ISIS, L3VPN
<b>Method of Procedure (MOP)</b>	Single device upgrade steps performed in the lab from deployed release to target release without traffic diversion and without network migration steps
<b>Network Operating System (NOS)</b>	From Junos OS to Junos OS, Junos OS Evolved to Junos OS Evolved
<b>Link Speed</b>	1G, 10G, 40G, 100G
<b>Traffic type and speed</b>	Unicast, Multicast, Internet MIX (iMIX). End-to-end traffic check maximum 20G

7.2 Software Upgrade Test Plan is based on Juniper recommended test cases and is limited to the following test areas and the test case numbers for two available service offerings as per the table below. The Software Upgrade Test Plan accommodates the End User's test cases and scenarios where possible, but Juniper is not obligated to do so.

Software Upgrade Testing Service – BASE	Software Upgrade Testing Service – PLUS
<p>Basic upgrade testing covering the following test areas -</p> <ul style="list-style-type: none"> <li>• Software upgrade</li> <li>• Configuration validation check post upgrade</li> <li>• Post Upgrade: Management connectivity check</li> <li>• Post Upgrade: Hardware status checks</li> <li>• Downgrade/Rollback</li> <li>• Basic protocols and traffic check</li> </ul>	<p>Basic upgrade testing, limited negative testing and limited functional testing covering the following test areas -</p> <ul style="list-style-type: none"> <li>• Software upgrade</li> <li>• Configuration validation check post upgrade</li> <li>• Post Upgrade: Management connectivity check</li> <li>• Post Upgrade: Hardware status checks</li> <li>• Downgrade/Rollback</li> <li>• Basic protocols &amp; traffic check</li> <li>• Software negative</li> <li>• Hardware Negative</li> <li>• Services check</li> <li>• Protocol operation</li> <li>• Interface operation</li> </ul>
Software Upgrade Test Plan is limited to up to twenty (20) test cases	Software Upgrade Test Plan is limited to up to seventy (70) test cases

### 7.3 Software defect validation and issue handling is limited to

- Issues observed during test execution will be reported and tracked internally. Fixes for the reported issues will be verified, if available, within the duration of Software Upgrade Test Cycle
- In the event of an identified software feature issue, Juniper will attempt to recommend a solution and/or workaround to overcome the issue on the selected Juniper Software version

## 8. Exclusions

Juniper Networks is not obligated to provide Services for any of the following:

- Problems with Juniper products or software or parts thereof that are past their End-of-Support date (as provided for in Juniper's EOL/EOS Policies)
- Third-party products
- Gray-market products
- End User or third-party modified software code
- Software Upgrade Recommendation Report for management or orchestration platform used to manage DUT
- Software Upgrade Testing exclusions:
  - Non-Juniper hardware platform
  - Any associated management or orchestration platform release certification testing
  - Scale and Performance testing
  - Execution of the customer provided test plan

- Software Upgrade Testing configurations and procedures exclusions as per the table below

<b>Juniper Platforms (DUT)</b>	SSR, NFX, vMX, vSRX, cSRX, SD-WAN
<b>Service Provider Roles (DUT)</b>	SP Roles that cannot be implemented with the reference topology in Juniper CCL - Seamless MPLS, No SR, No Inter AS
<b>Firewall Roles (DUT)</b>	Group VPN, Advance Security features - IDP, ATP, SecIntel, AAMW, DNS Security, Screens, SSL Proxy), Cluster
<b>Data Centre Roles (DUT)</b>	Inter DC, BMS EVPN Type 5 Solution, VCF, OTT DCI, Collapsed Spine with EVPN Multihoming, EVPN-VXLAN on-demand Security inspection
<b>Protocols and Services</b>	Protocols and services that cannot be set up with the reference topology in Juniper CCL with basic IXIA licenses simulated. For example: BGP PIC, LFA, Redundancy, traffic convergency.
<b>Method of Procedure (MOP)</b>	Traffic diversion steps in upgrade (MOP), Validation of the End User provided MOP, Full migration MOP
<b>Network Operating System (NOS)</b>	Paragon, Apstra, MIST and cloud integration
<b>Link Speed</b>	400G, 800G
<b>Traffic type and speed</b>	Advance security traffic, Line rate bandwidth

## 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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