# Juniper Support Portal Overview

Navigation Guide: Commercial

JUNIPER
NETWORKS
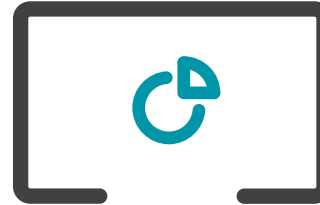
# Juniper Support Portal
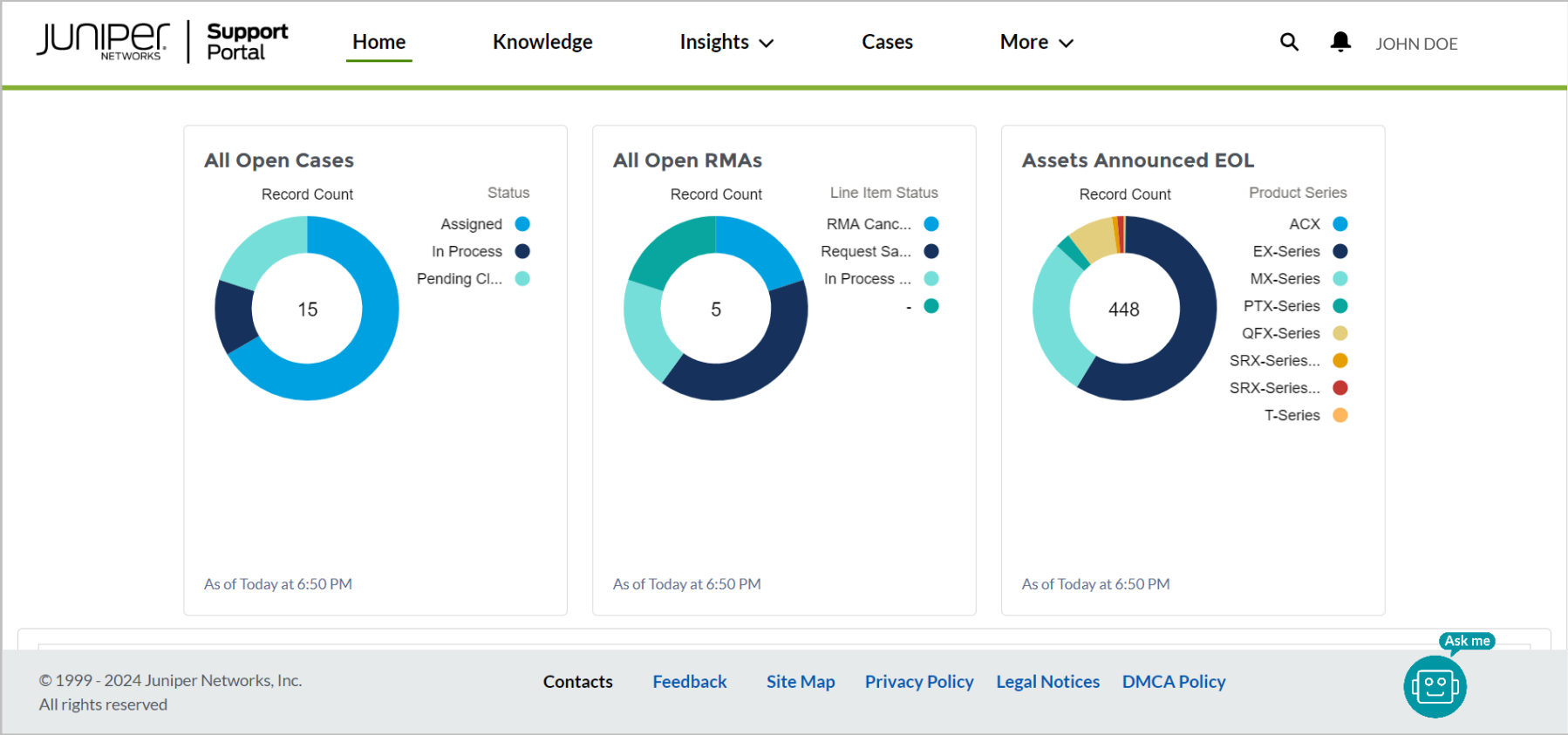


Juniper Support Portal is designed to be intuitive and easy to navigate.
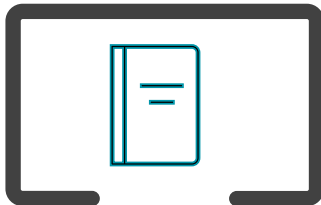
# Support Portal Features
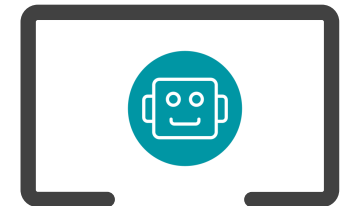
Create and view the
**progress of your cases**

View your
**RMAs and asset details**

Access
**support tools**

Search
**knowledge**

Chat with
**Juniper Digital Assistant**
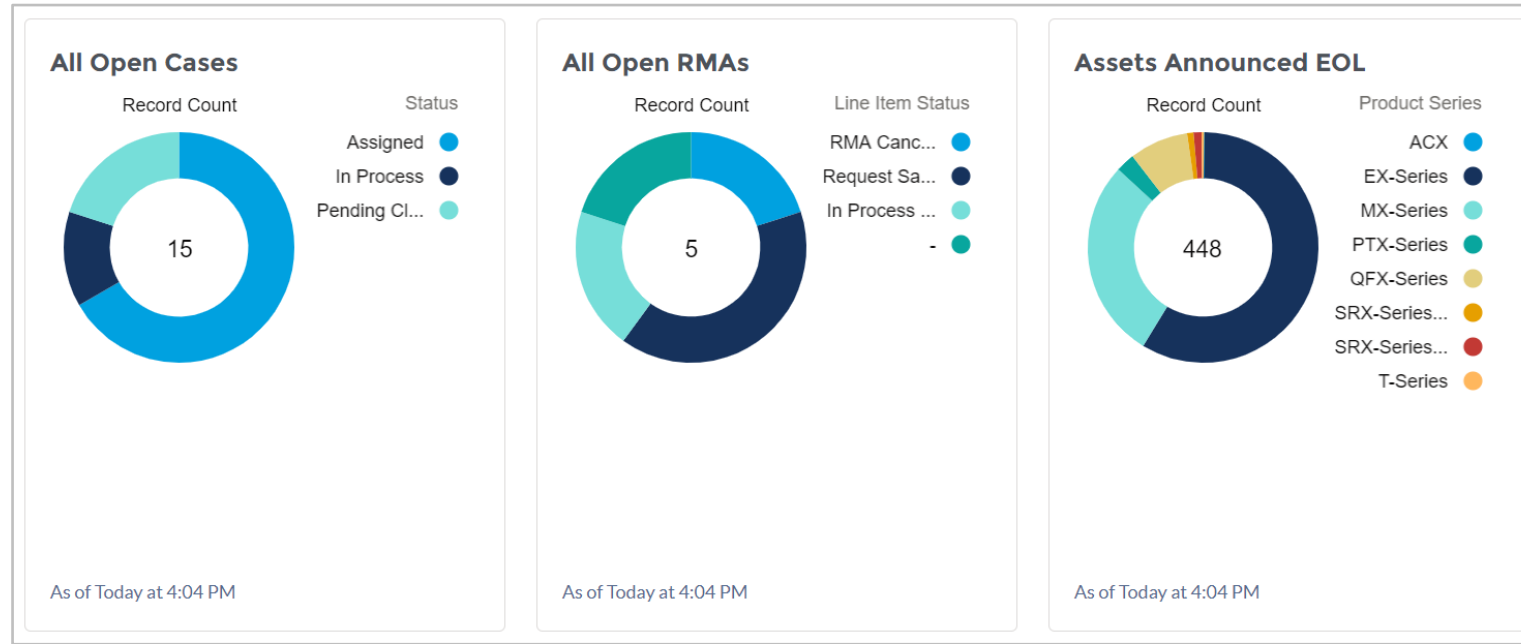
# Logging in to the Support Portal



1. Type your Juniper account email ID in the Email ID field and click **Next**.

2. Type your password and click **Verify.**

# Banner
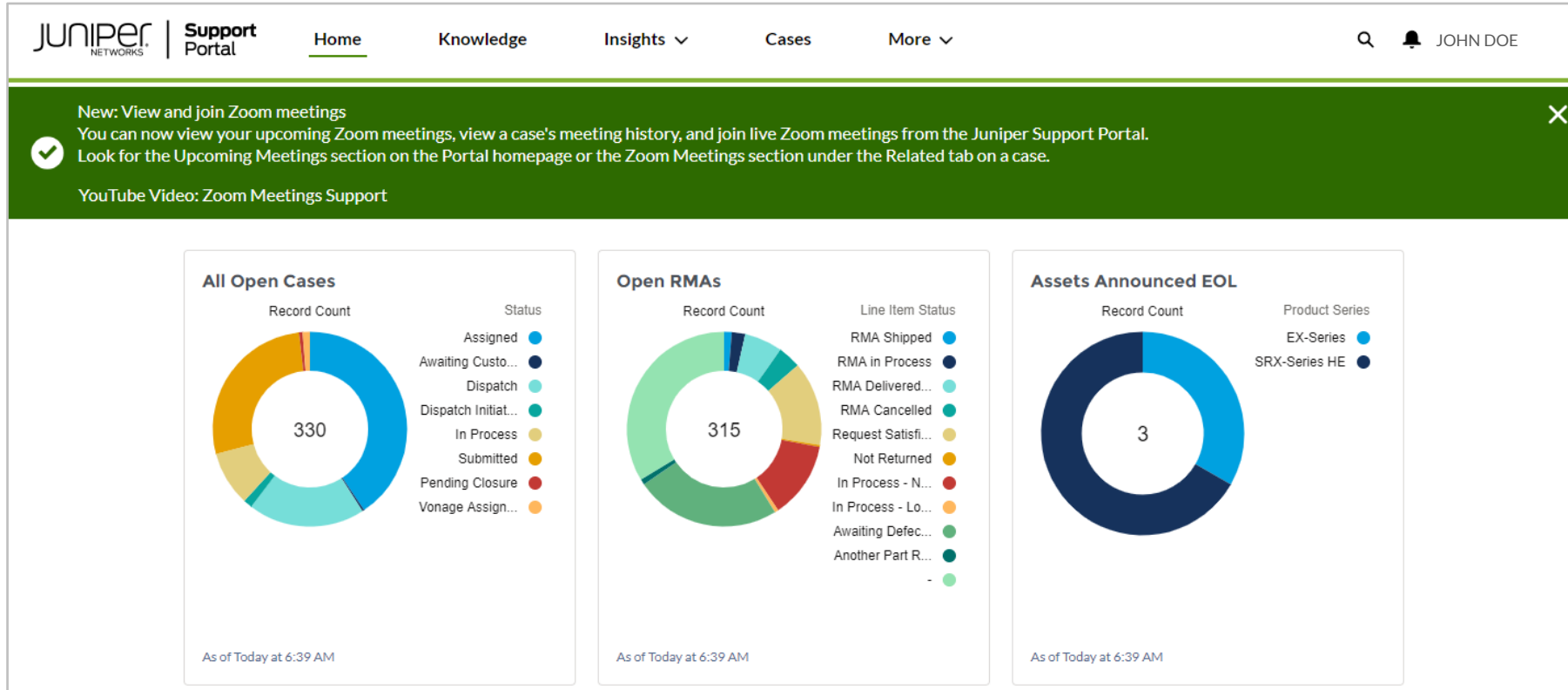


A banner appears at the top whenever Juniper wants to share important information about new features, functionalities, or updates.

# Homepage



- **All Open Cases** - Displays a status summary of all your open cases by status. You can view the total cases in progress or cases that need your response from this section.

- **All Open RMAs** - Provides a summary of your open RMAs. You can view their status.

- **Assets Announced EOL** – Displays a list of all assets announced as EOL.

# Featured Content

**Featured Content**

Junos Upgrade FAQs and Junos End-of-Support (EOS) enforcement notification for 12.x, 14.x, 15.x, and 16.x

Juniper Support Insights ('Insights') DayOne+ Guide

Juniper Support Insights ('Insights') Feature Notes

Junos Software Versions - Suggested release to consider and evaluate
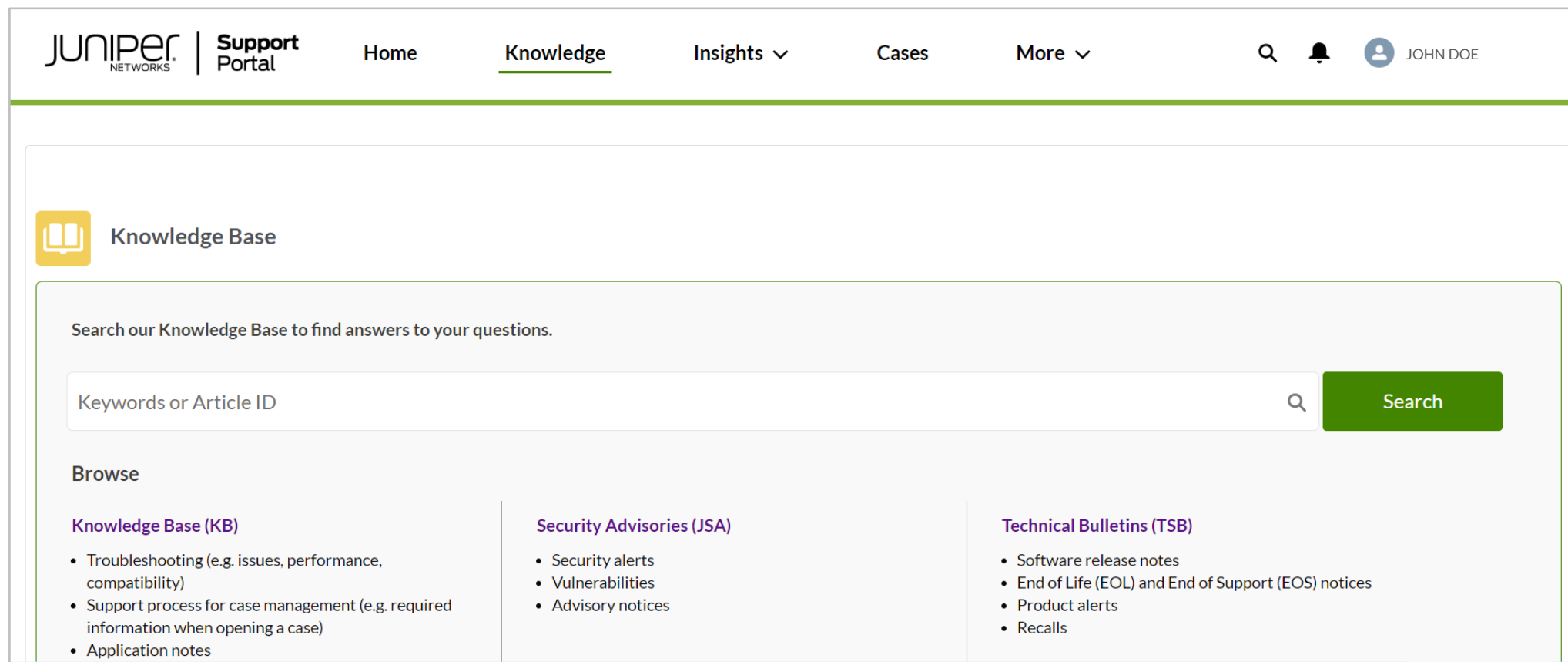
The **Featured Content** section contains links to popular articles and documents to help you along your support journey, such as Juniper Support Insights and Junos-suggested releases.

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# Juniper Digital Assistant
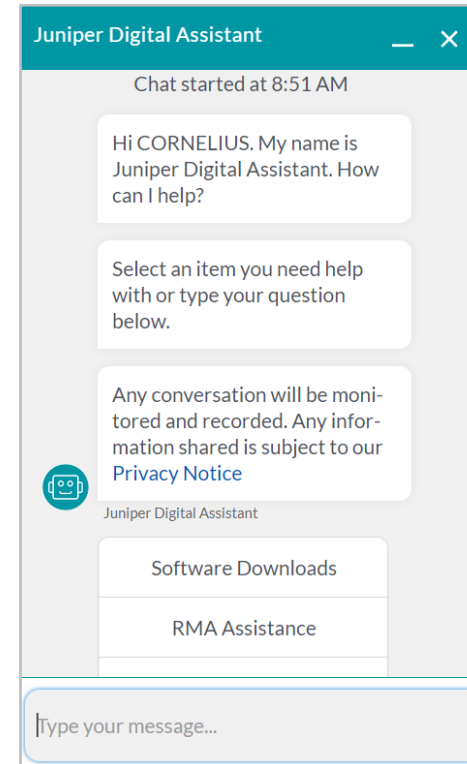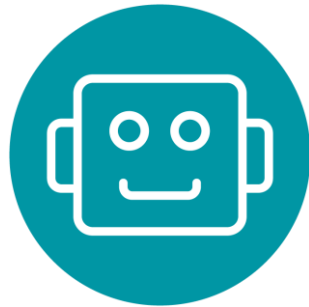


If you need help, click the icon to start a chat with the Juniper Digital Assistant.

# Knowledge

JUNIPER NETWORKS | Support Portal

Home | **Knowledge** | Insights ⌄ | Cases | More ⌄ | 🔍 🔔 👤 JOHN DOE

📙 **Knowledge Base**

Search our Knowledge Base to find answers to your questions.

| Keywords or Article ID | 🔍 | **Search** |

**Browse**

**Knowledge Base (KB)**

- Troubleshooting (e.g. issues, performance, compatibility)
- Support process for case management (e.g. required information when opening a case)
- Application notes

**Security Advisories (JSA)**

- Security alerts
- Vulnerabilities
- Advisory notices

**Technical Bulletins (TSB)**

- Software release notes
- End of Life (EOL) and End of Support (EOS) notices
- Product alerts
- Recalls

The **Knowledge** section provides technical documents based on the channel types. You can click each channel to view the list of documents. For more information, refer to the **Search, View, and Subscribe to Knowledge Base Articles** guide.
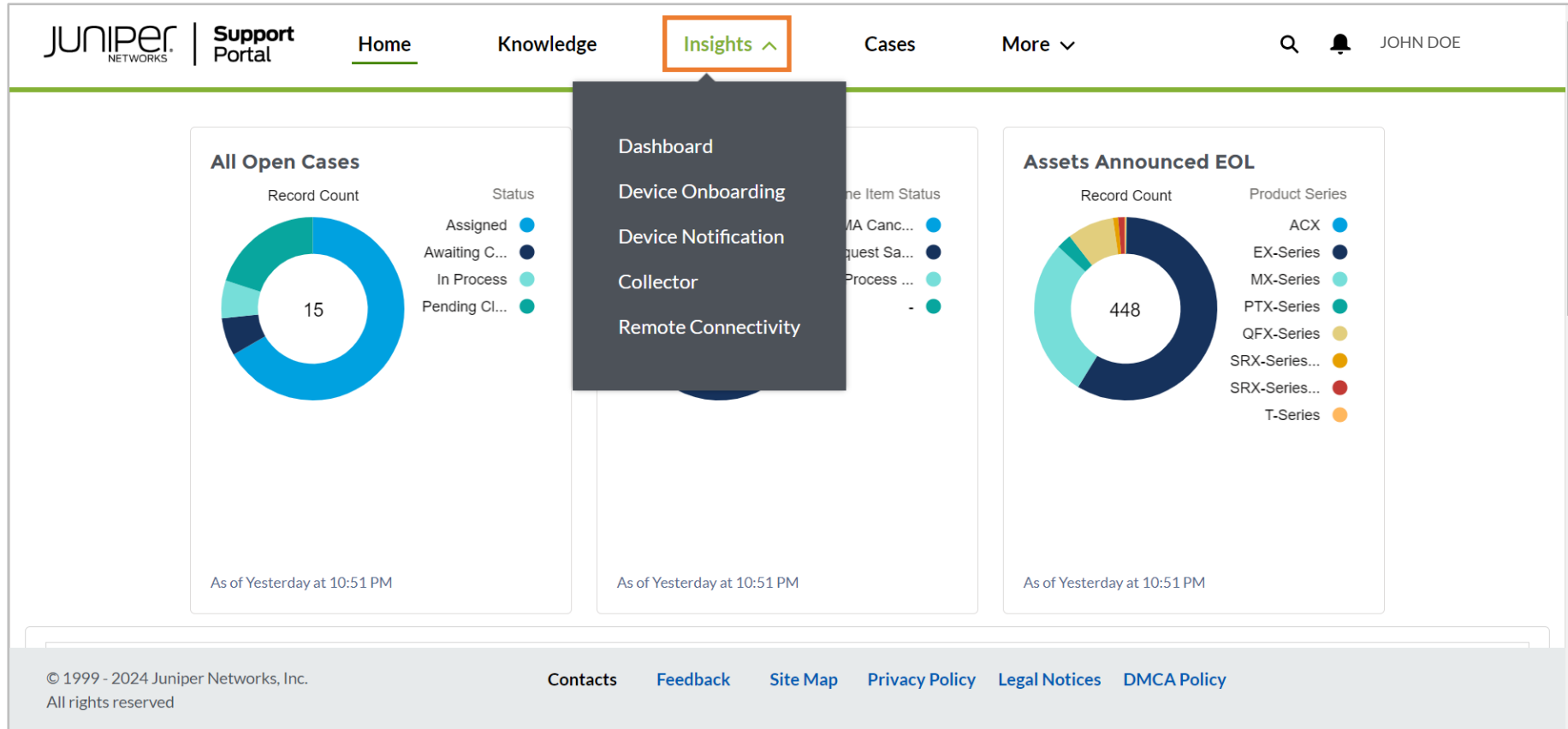
# Insights



The **Insights** feature is a dynamic tab and is only visible when customers have enabled Juniper Support Insights (JSI). JSI is a service that easily and securely connects Juniper devices to the cloud and provides actionable intelligence that helps improve network performance and uptime.

# Cases Overview



The **Cases** section provides all cases visible to you. The filter drop-down is set to **Recently Viewed** by default. You can filter your cases in different ways, such as by all closed cases, all open cases, and all my closed cases.

# Cases Features



**Features:**

- **View Upcoming Meetings** – Is a dynamic feature that details upcoming meetings.

- **Create Case** – Enables you to create a new case.

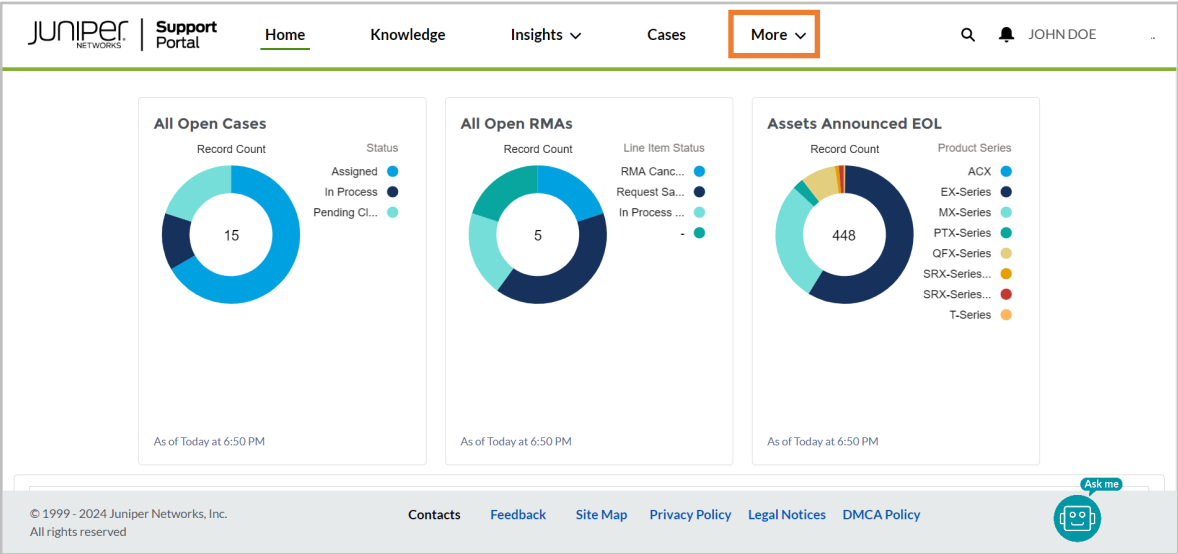# Cases – View Controls



You can also create your custom views with the LIST VIEW CONTROLS option.

# More
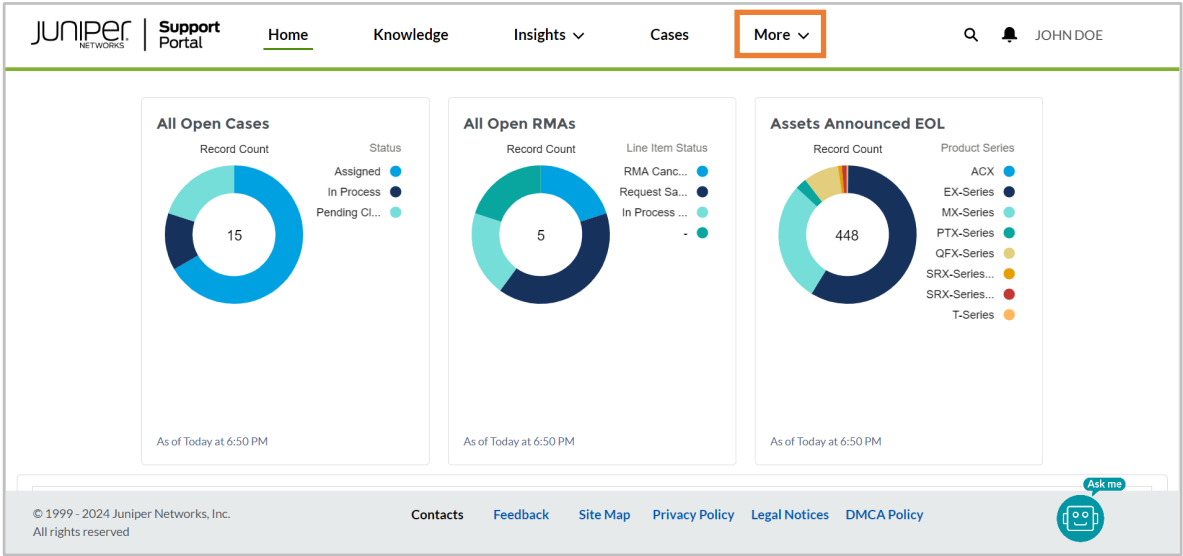
You can use the More drop-down option to explore RMAs, Assets, and Service Contracts, and Product to Services Mapping details.

# Quick Links



**Quick Links** enables you to access resources outside the Support Portal, such as Software Downloads and the Agile Licensing Portal. You can also request support or provide feedback using these options.
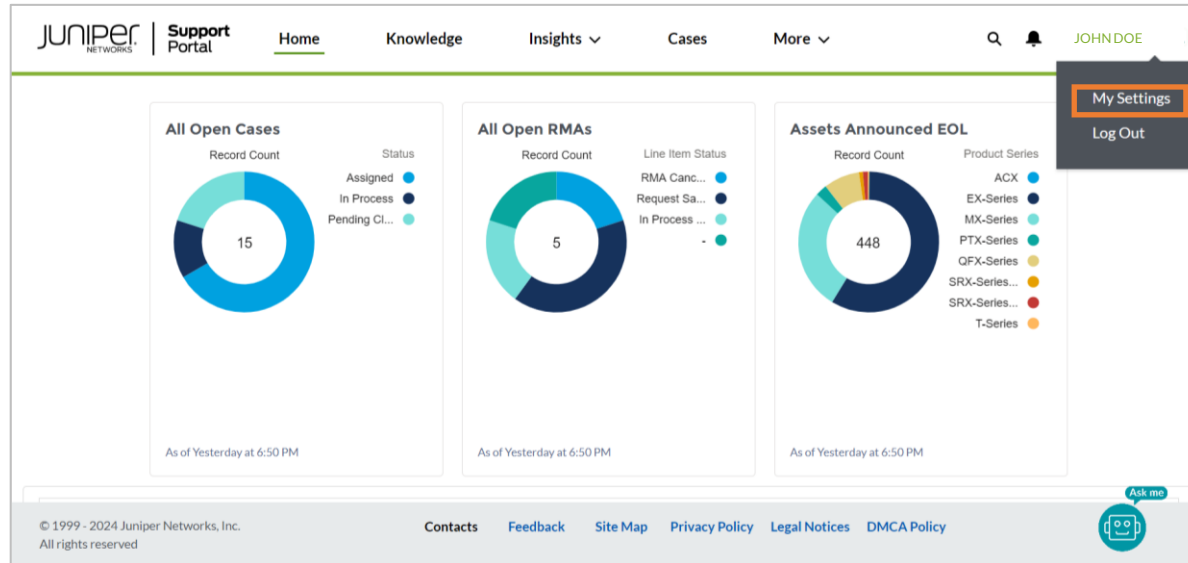
# Notifications
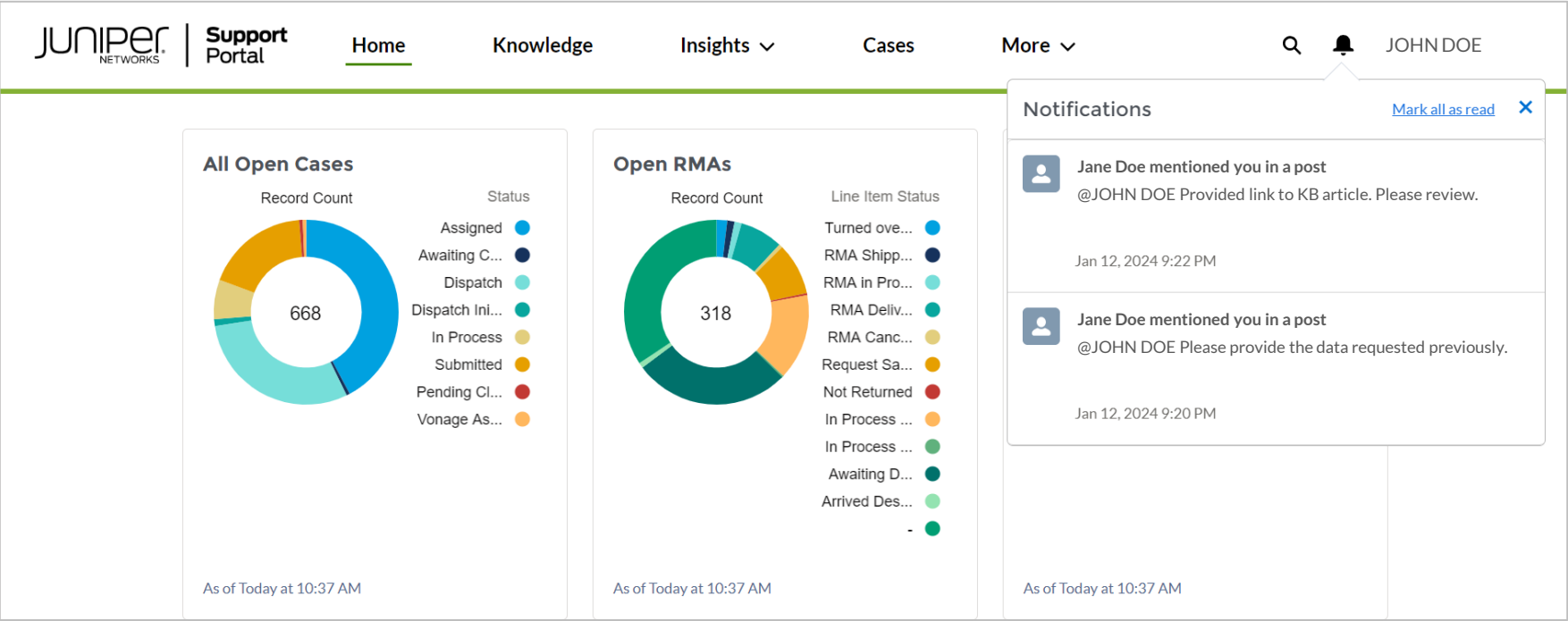


The **Notifications** icon displays notifications whenever someone mentions you in a case, asset, or other details. You can click a notification to view the details or respond to it.
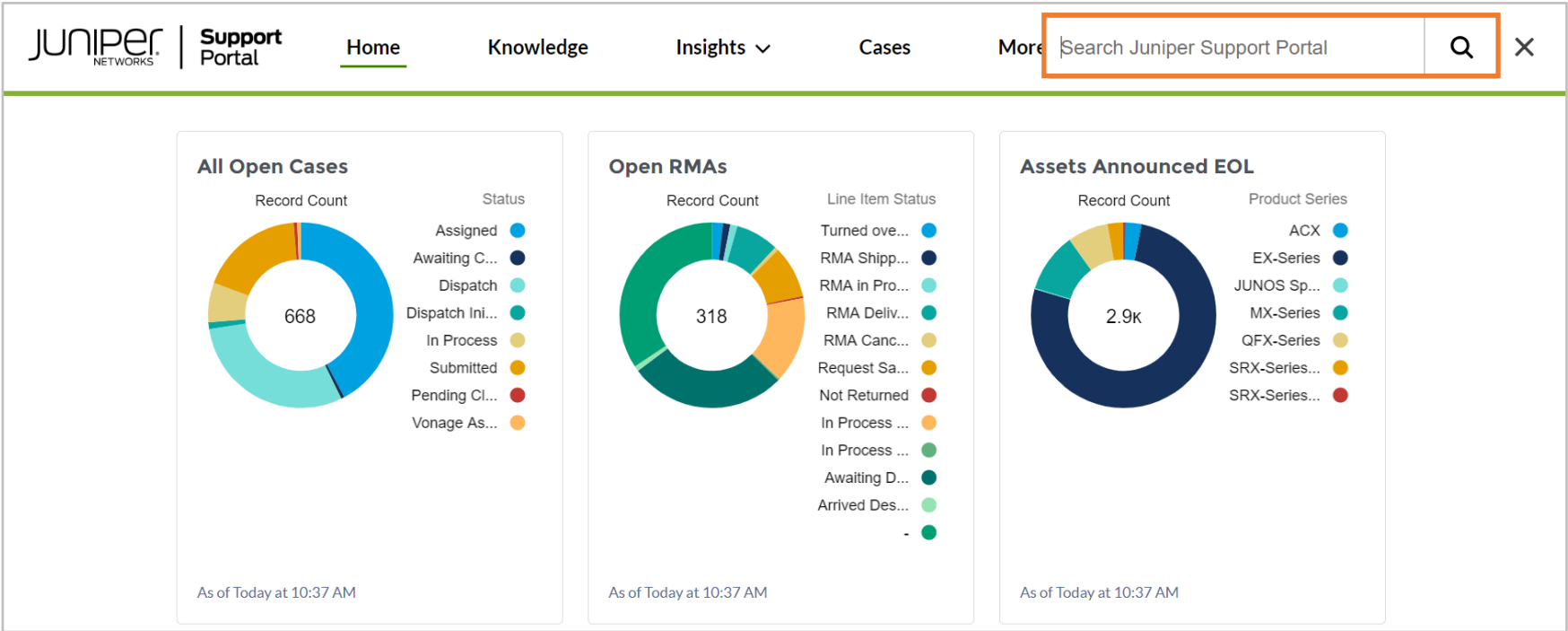
# Search

The **Search** feature helps you search for content using a case asset number, a product number, or a keyword.

# Settings



The **My Settings** section displays user profile details. It also enables you to manage how you want to be notified about your events and knowledge subscriptions. The Insights feature is a dynamic tab and is only visible when customers have enabled Juniper Support Insights (JSI).

# Logging Out of the Support Portal
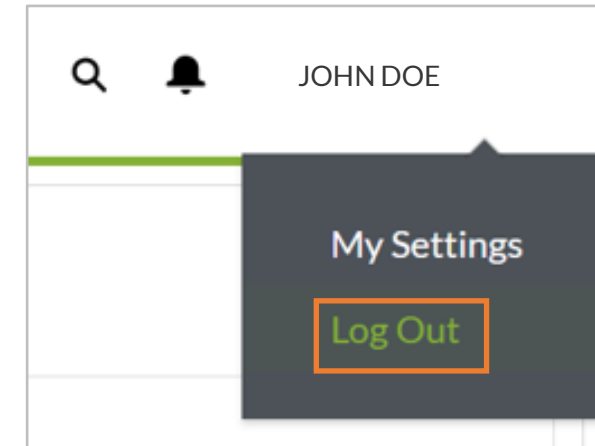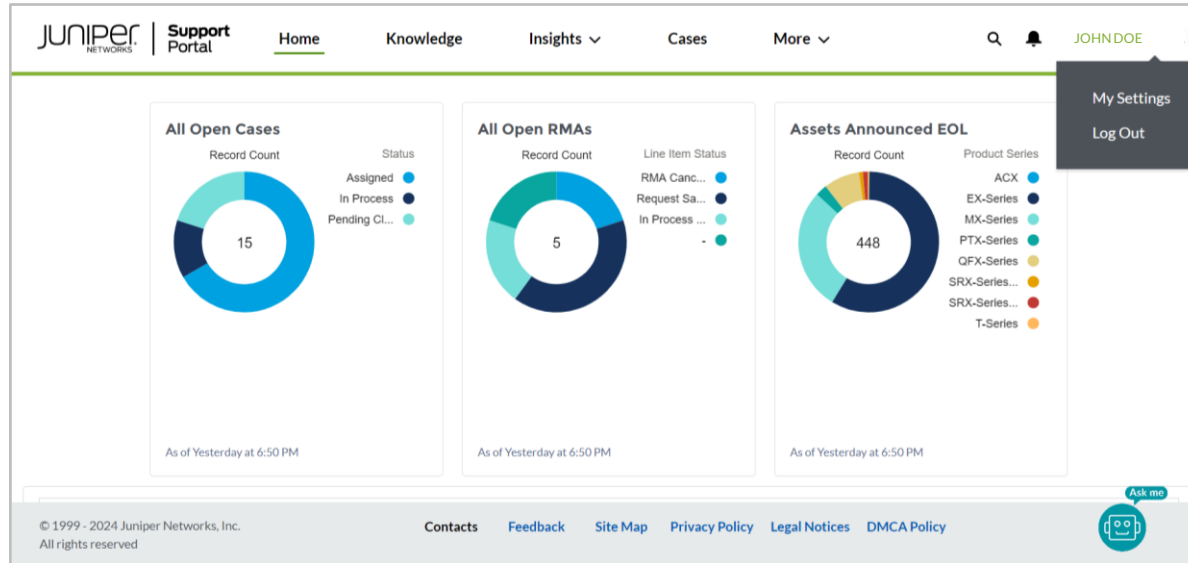




Click **Log Out** to log out from the application.

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# Additional Information

| | |
|---|---|
| Create, View, and Manage Cases | View and Manage RMAs |
| View Service Contracts | View Assets |
| Global Search | Search, View, and Subscribe to Knowledge Base Articles |
| Subscriptions | Meeting Support |

For more information on these topics, visit the **Juniper Support Portal Training and Information** page.

# THANK YOU

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