

# CUSTOMER CARE USER GUIDE

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## About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable, and secure networks to move at the speed of business.

## Juniper Networks Services and Support

Juniper Networks is the leader in performance-enabling services that are designed to accelerate, extend, and optimize your high-performance network. Our services allow you to maximize operational efficiency while reducing costs and minimizing risk, achieving a faster time to value for your network. Juniper Networks ensures operational excellence by optimizing the network to maintain required levels of performance, reliability, and availability. For more details, visit <https://www.juniper.net/us/en/products.html>.

## Juniper Networks Customer Team

The Juniper Networks Customer Team consists of several groups within Juniper, all working together to quickly answer questions and resolve network issues. In addition to Juniper Networks® Technical Assistance Center (JTAC), there are two other primary support groups that make up the Customer Team: Customer Care and Support Delivery Logistics.

## Customer Care

Juniper Networks Customer Care organization is the primary owner of non-technical problem resolution and provides the following non-technical services to Juniper customers:

- Juniper Networks Support portal
- Juniper Digital Assistant and Live Chat
- Account access and password reset
- Support entitlement
- Entitlement to software downloads
- License key administration and management
- Product mis-ship monitoring and communication
- Transfer of product ownership, inspection, and support reinstatement
- Communication of customer policies and business procedures
- General inquiries on Support Delivery

- Logistics (RMA) status
- General inquiries on warranty, support contract status and setup

## Juniper Networks Global Customer Care Centers

Juniper Networks has two Customer Care centers located around the world. They are your focal point of contact for non-technical questions and issues 24x7x365.

### Customer Care Contact Information

Juniper Networks customers can contact Customer Care by opening Admin Cases in the Juniper Support Portal, by chat, or by telephone. Admin Cases will be routed to the Customer Care team who will then take appropriate actions to resolve the query and deliver a flawless Customer Service experience.

- To create an Admin Case online visit the Juniper Support Portal at <https://supportportal.juniper.net>. A valid Juniper Networks login account is required for access.
- Phone: +1-888-314-5822 (toll-free, U.S. and Canada) or +1-408-745-9500 (U.S. and Canada)
- For telephone support outside the U.S. or Canada, see <https://support.juniper.net/support/requesting-support/>.
- Juniper Digital Assistant is our real-time networking assistant. Access the Juniper Digital Assistant on self-service portals – look for the chat button on the bottom-right of the page.

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

## Government Customer Care

Our U.S. based, U.S. citizen Customer Care team will deliver a flawless Customer Service experience 24x7x365 and ensure Customer Success for our highest-level customers who purchase Juniper Government Advanced or Premium Care Services. For all technical and non-technical inquiries call

+1 833-900-1454 (toll free, US & Canada)  
+1 408-216-7007 (all other Countries)

Open cases on the Secure Juniper Gov Support Portal: <https://govsupport.juniper.net/>.

Refer to <https://supportportal.juniper.net/s/article/Juniper-Government-Gov-Support-Portal> for an overview.

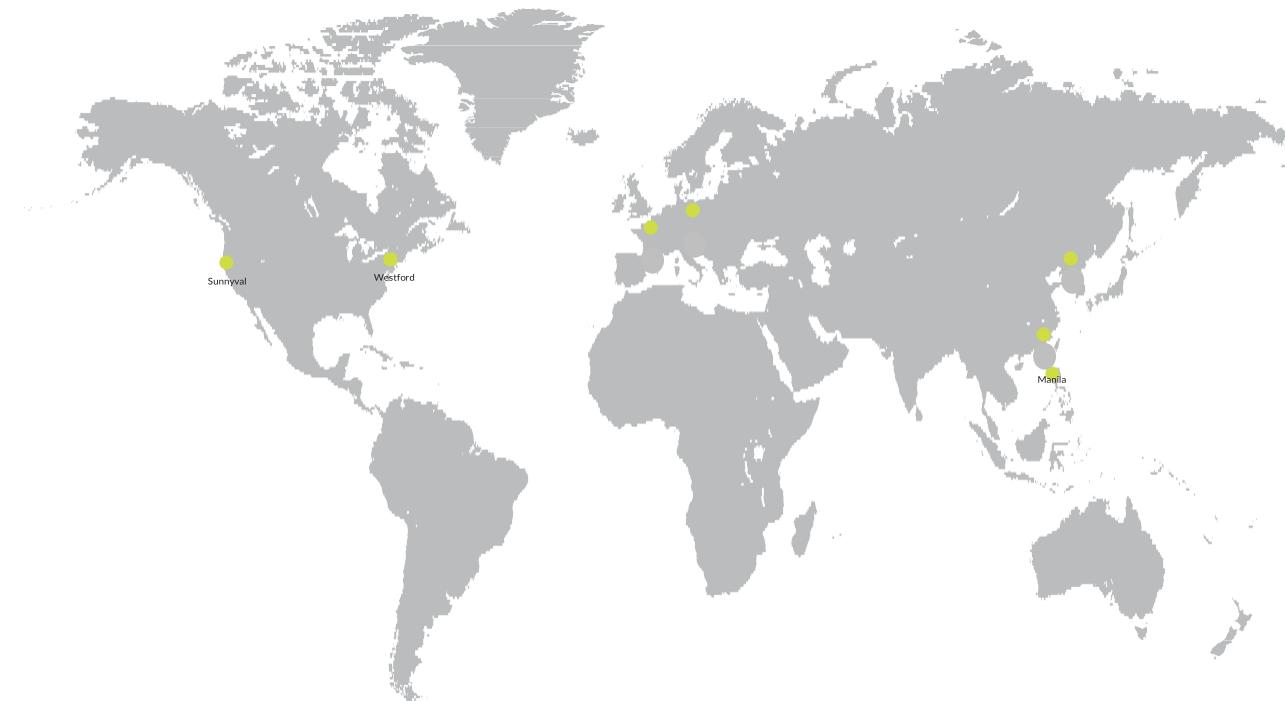


Figure 1: Global Customer Care

## Support Delivery Logistics

If JTAC determines that your product is defective or hardware is considered Dead on Arrival (DOA), a Return Material Authorization (RMA) number is issued. The RMA is dispatched to an RMA specialist within Customer Care for processing. You will receive RMA acknowledgement and various status notifications via e-mail during the RMA lifecycle.

## Juniper Support Portal

[Juniper Support Portal \(JSP\)](#), powered by Salesforce, is designed for ease of use. It enables an intelligent multi-channel customer support experience. Using it, you can troubleshoot issues, create and manage cases, view assets and RMAs, and even connect with a Juniper Support agent, all from within a single platform.

For more information on the features of the Juniper Support Portal, watch this brief video: [Juniper Support Portal Overview](#). Additional training resources are available today at the [Juniper Support Portal Training and Information](#) page, which is also available from inside the Juniper Support Portal via the "Quick Links" menu.

You can access JSP at <https://supportportal.juniper.net>.

Juniper Support Portal upgrades and simplifies the support landscape with the following capabilities:

- Integrated Customer and Partner support portal

- Post-sales support and services
- Powered by Salesforce Community Cloud, a state-of-the-art Customer Relationship Management solution
- Ability to:
  - Create and view support cases
  - View contracts, assets, RMAs
  - Identify assets with announced End-of-Life (EOL) dates
- Replacement for Case Manager

## How to Obtain a Juniper Networks - Juniper Support Portal Login and Password

A registered account is **required for access to Juniper Support Portal and recommended for related communications** (i.e., chat, email, text) regarding support cases, RMAs, or other support data within Juniper systems.

To create an online account, complete the four (4) easy steps outlined on the Web form located at: <https://userregistration.juniper.net/>.

## Password Reset Policy

To help ensure your trust and security in accessing Juniper Networks systems and tools, your password must be reset every six months. If you fail to do so, your Juniper Support Portal profile will be locked.

Upon expiry of your password, you will be prompted to change your password when you try to login. If you have forgotten your password, select “Reset my Password” on the login page. Clicking on “Reset my Password” will route you to the [Password Reset Tool](#) where you can change your password.

## Juniper Digital Assistant and Live Chat

Customers can save time by obtaining quick, automated answers to common support questions. If needed, seamlessly transfer to a live agent for additional help.

The Juniper Digital Assistant assimilates the information supplied by the customer during the chat and offers solutions accordingly.

Available from Juniper's online [Support](#) pages, Juniper Digital Assistant provides support when and where you need it for the following topics:

- Product support
- Welcome letter - email a copy of your J-CARE confirmation letter
- License assistance
- RMA status and product return instruction
- Software downloads - check entitlement and download SW/FW images
- Live Agent chat -Get live assistance when you require more than Chatbot assistance
- Knowledge-based support

To see Juniper Digital Assistant, be sure to disable browser protection (Firefox) or enable cookies (Chrome). You can find Juniper Digital Assistant in the lower right corner on any of the Support pages.

## Product and Support Contract Management

You can use online tools to view and update your install base or validate product registration and support entitlement.

### Product Registration

Juniper Networks auto-registers products based on the end customer information provided at the point of sale. However, it is critical that customers validate product registration accuracy and update their product installed base information as required. For more details on product registration and installed base management, refer to <https://supportportal.juniper.net/s/article/How-to-Juniper-Networks-Product-Registration-and-Install-Base-Management>

### Update Installed Base

It is important that we have an up-to-date record of your installed base so that our depots are stocked with the

correct parts to support you, and we can provide you with an accurate and timely renewal quotation.

The Juniper Partner or the End Customer is required to update their install base data if there is any add, change, or move. Juniper Networks will not be held accountable for not meeting the hardware replacement service level agreement for products that do not have an accurate install base record.

If the contracted SLA cannot be supported at the new site address, Juniper Networks will inform you and provide you with the next available hardware delivery option. Upon your acceptance, the location will be updated, and the contracted SLA will be updated to reflect the next available SLA.

Upon completion of location / configuration update and until stock is repositioned at the correct location, hardware replacement support will be provided as best effort.

You can submit your install base location or configurations update via Admin Case in the Juniper Support Portal. Choose Installed Base Update as the Request Type and complete the associated templates.

### Search Products and Contracts

To search for products and contracts registered under your profile, use the [Juniper Support Portal](#).

Customers with an active support contract (PAR support excluded) are entitled to 24x7 phone and web support. Note that serial number verification is required to open a Technical Case.

To search for service entitlement information, you can utilize the [Serial Number Entitlement tool](#) within the [Juniper Support Portal](#). You can search for entitlement details by entering the product serial number, software support reference number (SSRN) or contract ID.

If the provided serial number is not entitled to support and the warranty has expired, contact an authorized Juniper Partner to purchase or renew your support contract via the [Partner Locator](#).

Additional guidance on the usage of the Juniper Support Portal to view assets and contracts can be found at <https://support.juniper.net/support/portal/training/>

## Agile Licensing Portal

Juniper Networks has designed a state-of-the-art, online, self-service portal called the Agile Licensing Portal which enables customers to activate, retrieve, and find their product license key(s) as well as performing license transfers on RMA devices.

### Activate a Product Software License

Upon purchase of the required software license via an authorized Juniper Networks partner, you will receive a license activation code which you can use to activate and download the license activation keys to enable product features via our licensing systems. Refer to:

Manage Junos Software Licenses -

<https://license.juniper.net/licensemanage/>

Manage Non-Junos Software Licenses -

<https://lms.juniper.net/lcrs/license.do>

Where the software license requires no license unlocking key you will receive a Right to Use (RTU). This RTU should be maintained in a safe place and serves as the customer's proof of purchase.

#### Register and Retrieve Subscription License

For the first time a subscription license is purchased, you can activate the subscription license activation code via the [Juniper Agile Licensing Portal](#).

Once the subscription is activated, you can invoke a request from the product to retrieve the license unlocking keys via the internet if the product is configured and connected to the Internet.

For a subscription license renewal, a license authorization code will not be delivered. You will receive a "welcome letter" notification as a confirmation of your renewal.

Juniper products are programmed to automatically contact the Agile Licensing Portal (JAL) via the Internet and download a renewal subscription activation key as they near the end of their subscription period.

This automatic download only works if:

- (a) the product is configured and connected to the Internet; and
- (b) the renewal is processed before the original key expires.
- (c) the original license was activated.

Once a subscription license authorization code is activated or license renewal order confirmed, you have the option to access the Agile Licensing Portal and download the license keys manually. To do this, visit the [Juniper Agile Licensing Portal](#).

#### Generate Replacement License for RMA Device

If you have received an RMA replacement for your Juniper appliance and the defective appliance has a product activation key, you may self-serve the transfer of the license activation key from the defective to a replacement unit by visiting:

- RMA Transfer Junos software licenses -

<https://license.juniper.net/licensemanage/>

- RMA Transfer Non-Junos software licenses - <https://lms.juniper.net/lcrs/generateRMA.do>

For further details on RMA license transfer, refer to <https://supportportal.juniper.net/s/article/Transfer-license-keys-to-an-RMA-replacement-device>.

#### Self-Help Online Tools/Resources

For quick and easy problem resolution, Juniper Networks has various online self-service facilities that can be accessed via the Juniper Support Portal

If you have a question or issue that you cannot resolve yourself and it is not of a time-sensitive nature, follow these guidelines to receive a quick and reliable solution.

For more details, visit the sites below:

- [Support Guidelines and Policies](#)
- Chat with the Juniper Digital Assistant for a 24/7 real-time issue resolution: <https://support.juniper.net>.
- Find solutions and answer questions using our [Knowledge Base](#).
- Browse Product Information and Technical Documentation using the [Juniper Documentation](#)

#### How to Open a New Admin Case

Non-technical Admin Cases can be opened via the [Juniper Support Portal](#). You may then follow up with a phone call to Juniper Customer Care if you require immediate attention to the issue.

Create an Admin Case for the following types of non-technical issues:

- Account Registration
- Login Assistance
- Product Registration
- Entitlement to Download Software
- License Key management
- Warranties & Contracts

#### Open an Admin Case Online

1. Log into the [Juniper Support Portal](#).
2. Select the Cases tab at the top of the page.
3. Select Create Case.
4. On the New Case page:
  - Select Admin if you have a non-technical issue.
  - Select Next.
5. In the New Case: Admin page,
  - Select the appropriate Request Type and Request Sub Type based on the nature of the query.

- Select the case Priority based on the critical level of the issue.
- Select the required contact method from the Initial Follow-up Method drop-down menu.
- Enter a contact number in the Preferred Callback Telephone Number field.
- Enter a short summary about the inquiry in the Summary field.
- Enter the detailed information about the inquiry in the Description field and click Next.
- Enter the Serial #/ Software Support Reference # if available and select the green arrow.
- The Product Series and Platform fields are auto populated.
- Select Finish.

A Customer Care representative will contact you via phone or e-mail.

#### Open a Customer Care Admin Case by Telephone

1. Telephone +1-888-314-5822 (toll-free, U.S. and Canada) or +1-408-745-9500 (U.S. and Canada). For locations outside the U.S. and Canada, see [Contact Support](#) to find a local phone number.
2. When you call, you will be asked for:
  - Your preferred language:
    - For English, press 1 or stay on the line
    - For all other languages, press 2
  - The nature of your call:
    - For an existing case, press 1
    - For a new case, press 2

Your call will be answered by the next available Customer Care representative.

3. Be prepared to provide the Customer Care representative with the following information:
  - Serial number, contract number, license information (if applicable)
  - Definition of the problem in detail
  - Priority level and impact of the problem
  - Software version

#### How to Track an Existing Admin Case or RMA

##### Via Juniper Support Portal

You may track your Admin Cases or RMAs online by accessing the [Juniper Support Portal](#).

- Search by Admin Case ID using format YYYY-MMDD-NNNNNN where NNNNNN is the number

of the Case (example: 2019-0101-01236).

- Search by RMA number using format RNNNNNNNNN (e.g., R21056835)

Additional guidance on using Juniper Support Portal to view cases and RMAs can be accessed at <https://support.juniper.net/support/portal/training/>.

#### Manage an Admin Case by Telephone

1. Telephone our global support at the local number listed. Call +1-888-314-5822 (U.S. and Canada) or +1-408-745-9500 (International outside of U.S. and Canada) to obtain the latest information on your Admin Case.
2. Enter your 13-digit Admin Case ID followed by the pound or hash (#) sign. Do not include the dashes (e.g., 2019-0111-012016 is entered as 20190111012016#)

#### Customer Care Responsibilities

Once you have initiated an Admin Case with Juniper Networks, the Customer Care representative will take the following actions:

- Take ownership of your Admin Case;
- Provide assistance;
- Provide you with periodic updates on problem status and escalate the problem as required according to escalation management guidelines, or at your request;
- Close the Admin Case when you agree the problem has been resolved

You can monitor the Admin Case progress by logging into the [Juniper Support Portal](#). Note that you have access to those Admin Cases you initiate or those which are initiated against accounts to which you have an association in the records.

#### Customer Communication Guidelines

The chart below provides Global Customer Care targets for providing response, communication, and resolution to customer issues. These targets are based on the priority assignment of the Admin Case.

Table 1: Priority Ranking Guidelines for Admin Case

Priority	Impact and Response Time
P1: Critical	Immediate response is required. Customer Care to respond within 2 hours. It is highly recommended that you call Customer Care in this situation. (e.g., a critical license issue).
P2: High	Affects business operations. 24-hour response time. (e.g., software download

requests, license issues).

P3: Medium	Limited impact to business operations. Response time is within 2 business days. (e.g., support activated against wrong SN and needs to be moved, need activation code/license).
P4: Low	No effect on business operations. Response time within 3 business days. (e.g., user registration issues).

### Escalation Process

If the issue is not resolved to your satisfaction or in the expected timeframe, call Customer Care at +1-888-314-5822 or +1-408-745-9500 and ask for the Team Lead or request an escalation.

Customer Care managers are available 7x24x365 for managing escalations. Upon reaching Customer Care, provide your Admin Case number and ask for the escalation of the case.

Alternatively, you can also use any of the below Escalate Case options available in Juniper Support Portal on the corresponding Admin Case based on your requirement:

- Faster Admin Case Progress
- Case Reassignment

### Mis-Shipment Process

Mis-shipment requests should come from the customer who placed the order directly with Juniper Networks. To be eligible, mis-shipment requests must be submitted within 90 days of the product being shipped.

The classification of a mis-ship is as follows:

- A non-technical end customer/partner reported problem with the original delivery of product(s) ordered. This includes the following:
  - Missing or incorrect component parts and/or subassemblies
  - Missing or incorrect documentation

Customer Care will assist in opening the Admin Case and provide updates and a tracking number once the correct part has been shipped.

### Grey Market/Reinstatement

For Juniper Networks' Service and Support Inspection and Reinstatement Policy, see  
<https://support.juniper.net/support/pdf/guidelines/juniper-networks-services-support-inspection-reinstatement-policy.pdf>.

This Services & Support Inspection & Reinstatement Policy applies to all Juniper hardware, software, and cloud services. Requirements for support and licensing are dependent on whether the requesting party is the original purchaser of the hardware, software license and/or cloud services subscription. The original purchaser is the legal entity which originally purchased the new or Juniper Certified Pre-Owned product from an authorized Juniper partner or Juniper Networks.

The Gray Market is where products are traded through distribution channels that are often legal, but are unofficial, unauthorized, or unintended by the original manufacturer. Therefore, Juniper products that are sold by an unauthorized intermediary (e.g., unauthorized reseller or brokers) and advertised as 'new,' 'used,' or 'refurbished' will be considered Gray Market products.

Additional details on Gray Market product support can be found at

<https://support.juniper.net/support/pdf/guidelines/gray-market-product-reinstatement-policy.pdf>

## Return Materials Authorization (RMA) Procedures

RMAs fall into four standard categories. Juniper Networks processes RMAs in accordance with product warranty or contracted support entitlement related to these RMA types:

- Advance Replacement
- Return to Factory Repair
- Dead on Arrival (DOA)
- Standard Product Warranty

See Juniper's [Product Warranty Policy](#) page for more details.

For more information on Service Entitlement, see the [Juniper Care Services data sheet](#).

For details on repair and return policies and procedures, see the [RMA Procedures page](#).

Per Juniper policy, replacement under End User Support Agreement excludes physical damages caused by fire or "acts of God" such as floods, hurricanes, etc. RMA requests for such hardware damages will not be accepted. Refer to the [Support Guidelines](#) page for more details.

Note that the Repair Centers follow an internal Agile system for loading JUNOS at the time of repair. As a result, the latest software version in the replacement device is not guaranteed.

For RMA return instruction details, see the guide that applies to your location:

- [Latin America](#)
- [U.S. and Canada](#)
- [EMEA EU](#)
- [EMEA Non-EU](#)
- [Asia Pacific](#)

Juniper Networks Logistics has worldwide RMA return locations. A complete list of return locations can be found at <https://support.juniper.net/support/rma-locations/>.

## RMA Troubleshooting

In most 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:

1. Customer contacts the Juniper Technical Assistance Centre (JTAC) through initiation of a Technical Admin Case (Tech Case).
2. Problem is described to the TSE (Technical Support Engineer).
3. TSE performs diagnostics and if the product is

determined to be defective, the TSE creates an RMA request.

4. After a request for RMA is created, Customer will see the validation number in Juniper Support Portal.
5. If the RMA displays a pending status and if there is a need to change the details on the RMA or cancel the RMA, customer can click on the corresponding validation number, and use the **"Ask A Question"** feature to contact our RMA specialists. Alternatively, customers can also use the **RMA Assistance or Live Chat with Customer Care** option within Juniper Digital Assistant. Our RMA specialists will review and address any gaps on the pending RMA to progress it accordingly.
6. Once the RMA gets created successfully, Customer will see an R200XXXX number in Juniper Support Portal. The RMA is processed according to the warranty or service contract associated to the device, and an RMA notification is sent out. Further E-Mail notifications will be sent throughout the RMA process and copied to the Technical Case.
7. Customer returns the faulty unit to Juniper for repair or receives replacement 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 include a valid RMA number and be returned in accordance with Juniper RMA return procedures.

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

If you don't have the return label, you can request it from the Asset Recovery at [asset-recovery@juniper.net](mailto:asset-recovery@juniper.net).

Refer to the listing of [RMA Locations](#) for specific addresses, as return locations vary by country.

## Returns Not Received

Juniper Networks has a ten (10) business day standard return policy for Advance Replacement support contracts. After this time, Juniper Networks has the discretion to charge 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.

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**Engineering**  
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