



CUSTOMER CARE USER GUIDE

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Juniper Networks Customer Team

The Juniper Networks Customer Team consists of a number of 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
- Account creation, account access, and password reset
- Installed base management and installed base updates
- Support entitlement
- Entitlement to software downloads
- License key administration and management
- Product mis-ship processing, monitoring, and communication
- Order status
- Transfer of product ownership, inspection, and support reinstatement
- Communication of customer policies and business procedures

- Escalation management
- 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 seven 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 open a Technical Service Request (JTAC) or Admin Service Request (Customer Care) online or via telephone. Service Requests will be routed to the appropriate engineer or Customer Care team based on the product and/or issue.

- To create a Service Request online, visit the Juniper Networks Service Request Management tool at <https://my.juniper.net/#dashboard/servicerequests>
- **Note:** 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)
- If outside U.S. or Canada, use a country number listed here: <https://support.juniper.net/support/requesting-support/>.

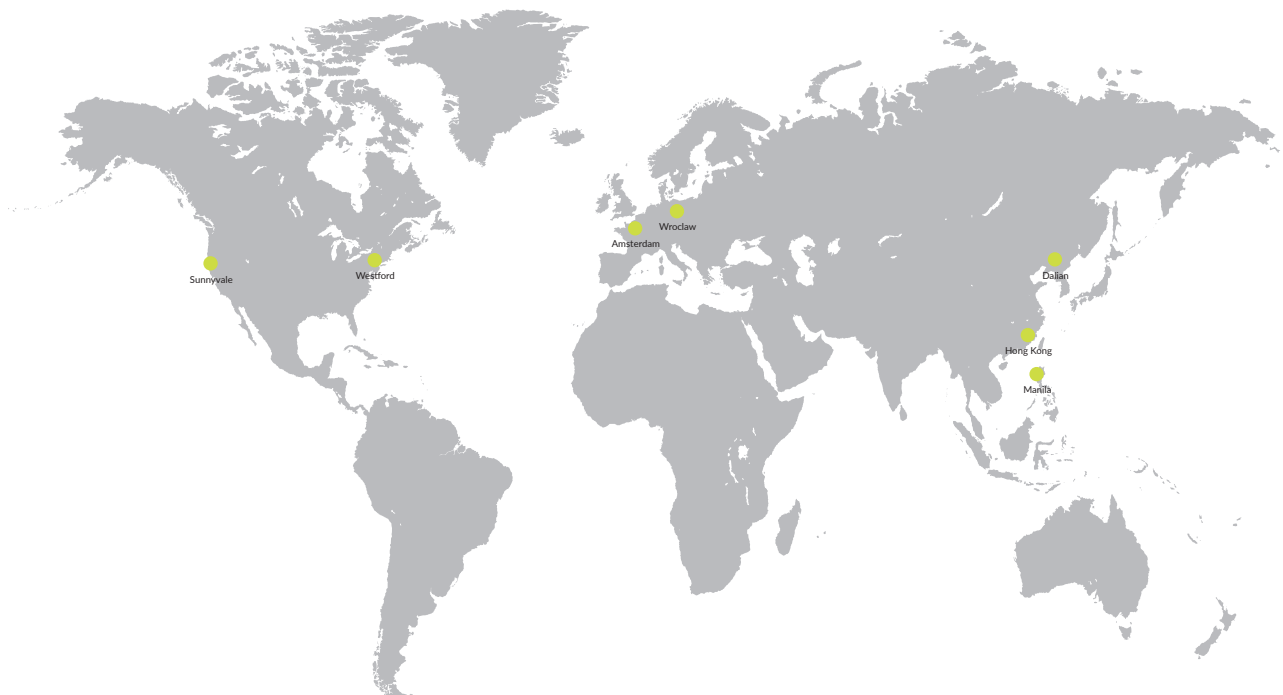


Figure 1: Global Customer Care

For non-English speaking customers, our Customer Care representatives can provide support in several languages such as Arabic, Dutch, French, German, Japanese, Korean, Polish, Putonghua, Russian and Spanish. They also have access to translation services to help facilitate communication in most other business languages.

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 a customer representative (CSR) within the Support Delivery Logistics team for processing. You will receive RMA acknowledgement and various status notifications via e-mail during the RMA lifecycle.

Self-Help Online Tools/Resources

For quick and easy problem resolution, Juniper Networks has designed a state-of-the-art online self-service portal called the Juniper Networks Support portal.

How to Obtain a Juniper Networks Support Portal Login and Password

Creating a Juniper Networks account will enable you to access secure resources within the Juniper Networks Support portal. To create an online account, please complete the four (4) easy steps outlined on the Web form located at: <https://userregistration.juniper.net/entitlement/setupAccountInfo.do>.

Juniper Networks Support Portal

The Juniper Networks Support portal is a critical part of Juniper Networks customer service and support strategy. It provides a worldwide 24x7x365 online channel to enable our customers to quickly and efficiently locate the tools, documentation, and assistance they need.

You can access the support center at <https://support.juniper.net/support/>.

Forgot Your Password?

If you have forgotten your password for the Juniper Networks Support portal, you can request an e-mail notification to unlock your account and reset your password here: <https://userregistration.juniper.net/entitlement/resetPasswordAction.do>.

Product and Support Contract Management

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

Register Product

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, please refer to KB: <https://kb.juniper.net/KB9917/>

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. You can submit your installed base location or configurations update via the Update Install Base tool at: <https://support.juniper.net/support/uib/index.page>.

Search Products and Contracts

To search for products and contracts registered under your profile, please visit MyJuniper: <https://my.juniper.net/>

Serial Number Entitlement Search

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 Service Request.

To search for service entitlement information by entering product serial number, software support reference number (SSRN) or contract ID, please visit: <https://entitlementsearch.juniper.net/entitlementsearch/>.

If the provided serial number is not entitled to support and the warranty has expired, the following options are available for obtaining support:

Purchase or renew a new support contract; please contact an authorized Juniper Partner to purchase or renew a support contract by visiting: www.juniper.net/us/en/partners/locator/

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

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.

Once a subscription license authorization code is activated or license renewal order confirmed, you also have the option to access the Agile Licensing Portal and download the license keys manually. To do this, please visit: <https://license.juniper.net/licensemanage/>

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

For further details on RMA license transfer, please refer to KB article <https://kb.juniper.net/KB13500/>

Reporting and Resolving Problems with Customer Care

General Questions and Problems

Juniper Networks has designed state-of-the-art, online, self-service options. If you have a question or issue that you cannot resolve yourself and it is not of a time-sensitive nature, please follow these guidelines to receive a quick and reliable solution.

For more details, please visit the sites below:

Find support guidelines and policies: www.juniper.net/support/guidelines.html

Find solutions and answer questions using our Knowledge Base: <http://kb.juniper.net>

Browse Product Information and Technical Documentation using the Juniper TechLibrary: <https://www.juniper.net/documentation/>.

Open an Admin Service Request online in the MyJuniper Service Request Management Tool: <https://my.juniper.net/#dashboard/servicerequests>

How to Open a New Service Request

Open a Customer Care Admin Service Request via the Web

Non-technical Admin Service Requests can be opened on the Web using the Service Request Management module located in MyJuniper. For non-technical issues requiring immediate action, it is recommended to create the Admin SR using our online portal. You may then follow up with a phone call to Juniper Customer Care if you require immediate attention to the issue.

1. Log into MyJuniper's Service Requests module - <https://my.juniper.net/#dashboard/servicerequests>
2. Select "Create New Service Request"
3. Select Admin Service Request and fill in the appropriate fields. When you are finished, select Save and a Service Request ID will be provided.
4. A Customer Care representative will contact you via phone or e-mail within 24 hours.

Open a Customer Care Admin Service Request by Telephone

1. Telephone +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/>.
2. Press the * key. You will be routed to a general queue and 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

- Search by Service Request ID using format YYYY-MMDD-NNNN where NNNN is the number of the SR (example: 2019-0101-0123).
- Search by RMA number using format RNNNNNNNNNN (example: R21056835)

For more information please refer to the information on 'Search Capabilities' beginning on page 21 of the [MYJ-SRM Overview Guide](#).

How to Track an Existing Service Request or RMA

Via MyJuniper Service Request & RMA Manager

You may track your Admin Service Requests or RMAs online by accessing MyJuniper at: <https://my.juniper.net/>

Manage a Service Request 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 Service Request.

Quick Reference Guide for Opening a Customer Care Admin Service Request

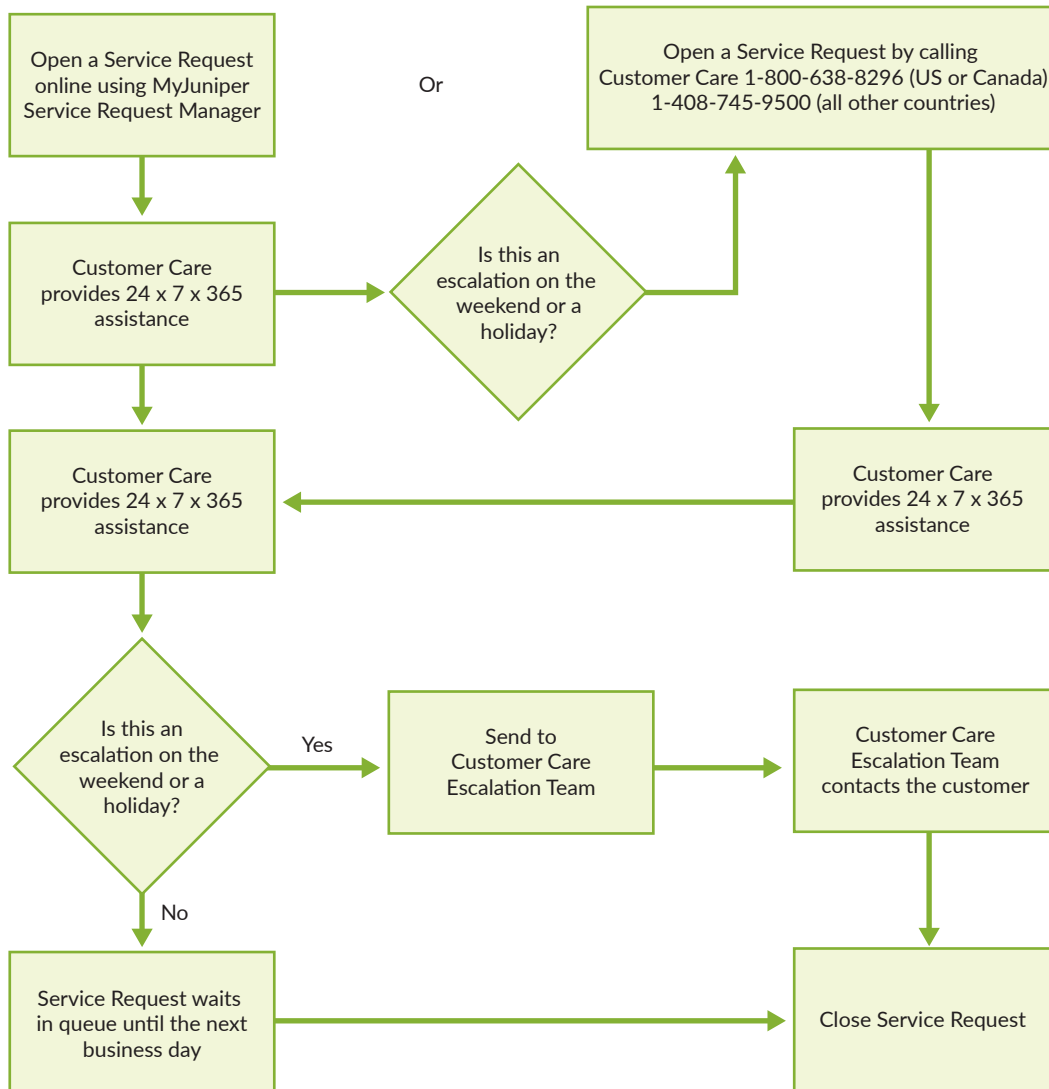


Figure 2: Quick Reference Guide for Opening a Customer Care Service Request

- Enter your 12-digit Service Request ID followed by the pound or hash (#) sign. Please do not include the dashes (example, 2019-0111-0120 is entered as 201901110120#)

Service Request Work Flow Within Customer Care

Once a non-technical Service Request is opened with Juniper Networks, the Customer Care representative will resolve the issue as quickly as possible. If escalation is required, the Service Request will be handed off to a Customer Care Escalation team member to resolve the issue.

Customer Care Responsibilities

Once you have initiated a Service Request with Juniper Networks, the Customer Care representative will take the following actions:

- Take ownership of your Service Request
- 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 Service Request when you agree the problem has been resolved

You can monitor the Service Request progress by logging into the Service Request Manager located in the password-protected MyJuniper self-service portal at <https://my.juniper.net/#dashboard/servicerequests>. Please note that you have access to those Service Requests 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 Service Request.

| Service Request Priority | Response Time Target |
|--------------------------|------------------------|
| P1 | Within 2 hours |
| P2 | Within 24 hours |
| P3 | Within 5 business days |
| P4 | Within 7 business days |

Customer Care Escalation Procedures

Definition of Customer Care Escalation: Customer Care representative has exhausted the ability to resolve the issue and has handed off the Service Request to the Escalation team.

Response and Resolution Guidelines

Our systematic escalation process is intended to notify and brief various levels of management throughout the lifecycle of a Service Request. Escalation timeframes are measured on a 24x7x365 basis.

If the issue is not resolved to your satisfaction or in the expected timeframe, call the Customer Care number +1-888-314-5822, or +1 408-745-9500 and ask for your Service Request to be assigned to an Escalation team member. For P1 escalations occurring on weekends or after office hours, please request to have the on-call escalations Customer Care person contacted.

Customer Care managers are available 7x24x365 for management escalations. Upon reaching Customer Care, please provide your Service Request number and ask for the escalation manager.

Mis-Shipment Process

Mis-shipment requests should come from the customer who placed the order directly with Juniper Networks. Eligible mis-shipment requests are those 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 Service Request 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, please refer to: www.juniper.net/support/990222.pdf.

Juniper Networks Product Warranty

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

General Warranty Business Rules

To ensure that you receive your full product warranty benefits, please ensure your installed base records are maintained accurately. To validate installed base accuracy, you may use either MyJuniper or the Serial Number Entitlement tool below.

- MyJuniper: <https://my.juniper.net/>
- SN Entitlement Tool: <https://entitlementsearch.juniper.net/entitlementsearch/>

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)
- Non-Contracted/Out of Warranty

Please refer to Product Warranty Policy details at: <https://support.juniper.net/support/warranty/>.

Please refer to Juniper Care Services data sheet for more details on service entitlement at: <https://www.juniper.net/assets/us/en/local/pdf/service-descriptions/9060093-en.pdf>

Please refer to the Repair and Return Policy and Procedures for further detail on RMA procedures at: <https://support.juniper.net/support/rma-procedure/>

Please note that hardware 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. Please refer to <https://support.juniper.net/support/guidelines/> page 3, 2.e. iii) for more details.

For RMA return instruction details, please visit:

US and Canada:

<https://support.juniper.net/support/pdf/rma/9060006-EN.pdf>

Latin America:

<https://support.juniper.net/support/pdf/rma/9060005-EN.pdf>

EMEA EU:

www.juniper.net/support/9060007-EN.pdf

EMEA Non-EU:

<https://support.juniper.net/support/pdf/rma/9060007-EN.pdf>

Asia Pacific:

<https://support.juniper.net/support/pdf/rma/9060008-EN.pdf>

Juniper Networks Logistics has worldwide RMA return locations. A complete list of return locations can be found by visiting:

<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 Service Request (Tech SR).
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 and dispatches it to Support Delivery Logistics.
5. After the RMA is dispatched to Support Delivery Logistics, it is processed according to warranty or service contract, and an RMA notification is sent out. Further E-Mail notifications will be sent throughout the RMA process and copied to the Technical Service Request.
6. 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.

Please refer to <https://support.juniper.net/support/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.

Industry Recognition

Juniper Networks sets 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 history of the Association of Support Professionals competition ever to earn six consecutive ASP Awards—an unprecedented industry accomplishment.

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, please visit www.juniper.net/us/en/products-services.

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

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