



JUNIPER NETWORKS JSI-LWC JSI Support Insights User Guide

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NETWORKS | Engineering
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Day One+



JSI on Juniper Support Portal Quick Start (LWC)

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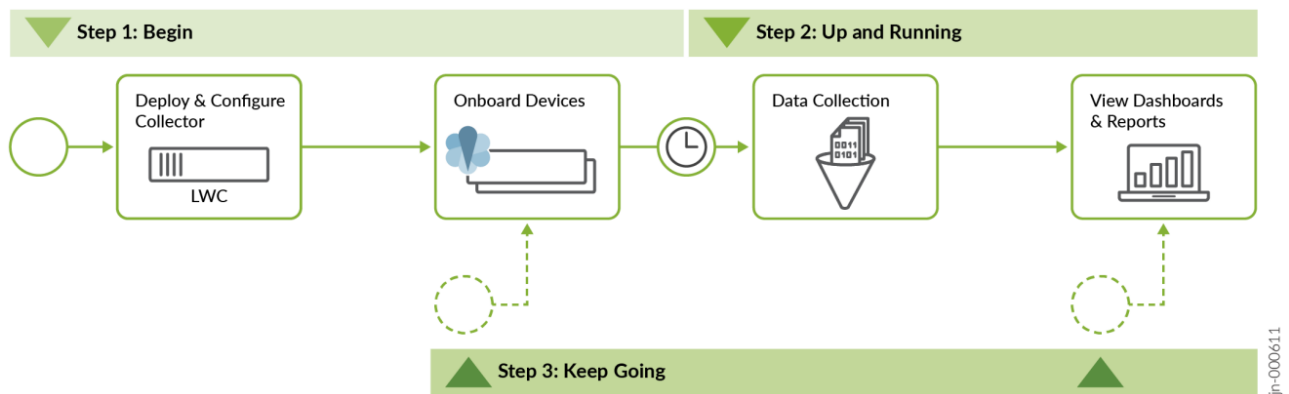
Step 1: Begin

In this guide, we provide a simple, three-step path, to quickly get you up and running with the Juniper Support Insight (JSI) solution. We've simplified and shortened the installation and configuration steps.

Meet Juniper Support Insights

Juniper® Support Insights (JSI) is a cloud-based support solution that gives IT and network operations teams operational insights into their networks. JSI aims to transform the customer support experience by providing Juniper and its customers with insights that help improve the network performance and uptime. JSI collects data from Junos OS-based devices on customer networks, correlates it with Juniper-specific knowledge (such as service contract status, and End of Life and End of Support states), and then curates that into actionable insights. At a high level, getting started with the JSI solution involves the following steps:

1. Installing and configuring a Lightweight Collector (LWC) device
2. Onboarding a set of Junos devices to JSI to initiate data collection
3. Viewing notifications about device onboarding and data collection
4. Viewing operational dashboards and **reports**



NOTE: This Quick Start guide assumes that you have ordered the JSI-LWC solution, which is available as part of Juniper Care support service, and that you have an active contract. If you have not ordered the solution, please contact your Juniper Account or Services teams. Accessing and using JSI is subject to the Juniper Master Procurement and License Agreement (MPLA). For general information on JSI, see [Juniper Support Insights Datasheet](#).

Install the Lightweight Collector

The Lightweight Collector (LWC) is a data collection tool that gathers operational data from Juniper devices on customer networks. JSI uses this data to provide IT and network operations teams with actionable operational insights into the onboarded Juniper devices on customer networks.

You can install the LWC on your desktop, in a two-post or four-post rack. The accessory kit that ships in the box has the brackets you need to install the LWC in a two-post rack. In this guide, we show you how to install the LWC in a twopost rack.

If you need to install the LWC in a four-post rack, you'll need to order a four-post rack mount kit.

What's in the Box?

- The LWC device
- AC power cord for your geographic location
- AC power cord retainer clip
- Two rack mount brackets
- Eight mounting screws to attach the mounting brackets to the LWC

- Two SFP modules (2 x CTP-SFP-1GE-T)
- RJ-45 cable with a DB-9 to RJ-45 serial port adapter
- Four rubber feet (for desktop installation)

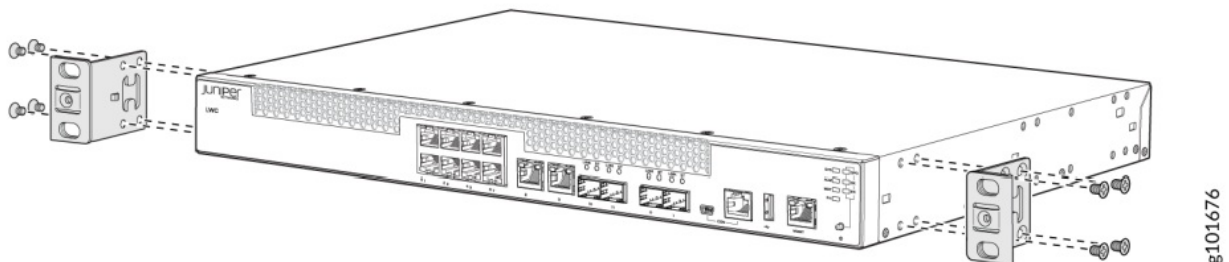
What Else Do I Need?

- Someone to help you mount the LWC in the rack.
- Four rack mount screws to secure the mounting brackets to the rack
- A number 2 Phillips (+) screwdriver

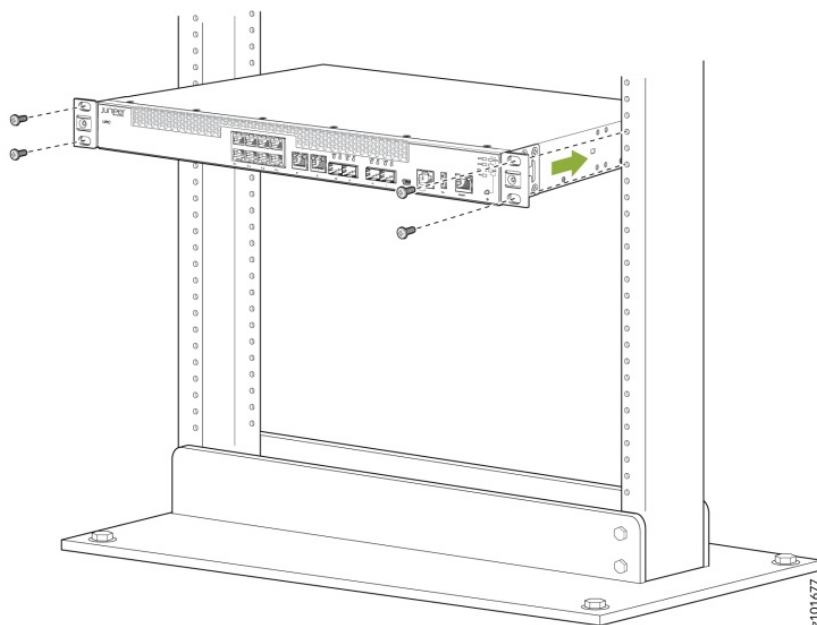
Mount a Lightweight Collector on Two Posts in a Rack

You can mount a Lightweight Collector (LWC) on two posts of a 19-in. rack (either a two-post or a four-post rack). Here's how to mount the LWC on two posts in a rack:

1. Place the rack in its permanent location, allowing adequate clearance for airflow and maintenance, and secure it to the building structure.
2. Remove the device from the shipping carton.
3. Read [General Safety Guidelines and Warnings](#).
4. Attach the ESD grounding strap to your bare wrist and to a site ESD point.
5. Secure the mounting brackets to the sides of the LWC using eight screws and the screwdriver. You'll notice there are three locations on the side panel where you can attach the mounting brackets: front, center, and rear. Attach the mounting brackets to the location that best suits where you want the LWC to sit in the rack.



6. Lift the LWC and position it in the rack. Line up the bottom hole in each mounting bracket with a hole in each rack rail, making sure the LWC is level.



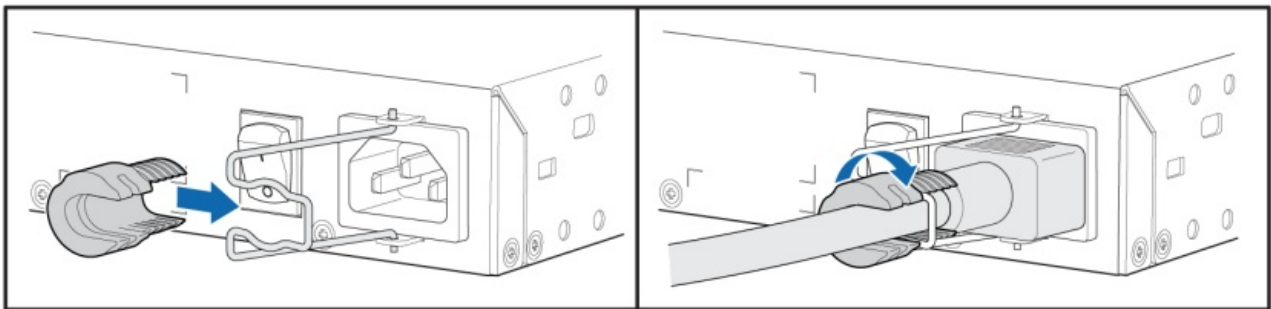
7. While you're holding the LWC in place, have a second person insert and tighten the rack mount screws to

secure the mounting brackets to the rack rails. Make sure they tighten the screws in the two bottom holes first and then tighten the screws in the two top holes.

8. Check that the mounting brackets on each side of the rack are level.

Power On

1. Attach a grounding cable to earth ground and then attach it to the Lightweight Collector's (LWC's) grounding points.
2. Turn off the power switch on the LWC rear panel.
3. On the rear panel, insert the L-shaped ends of the power cord retainer clip into the holes in the bracket on the power socket. The power cord retainer clip extends out of the chassis by 3 inches.
4. Insert the power cord coupler firmly into the power socket.
5. Push the power cord into the slot in the adjustment nut of the power cord retainer clip. Turn the nut until it is tight against the base of the coupler and the slot in the nut is turned 90° from the top of the device.



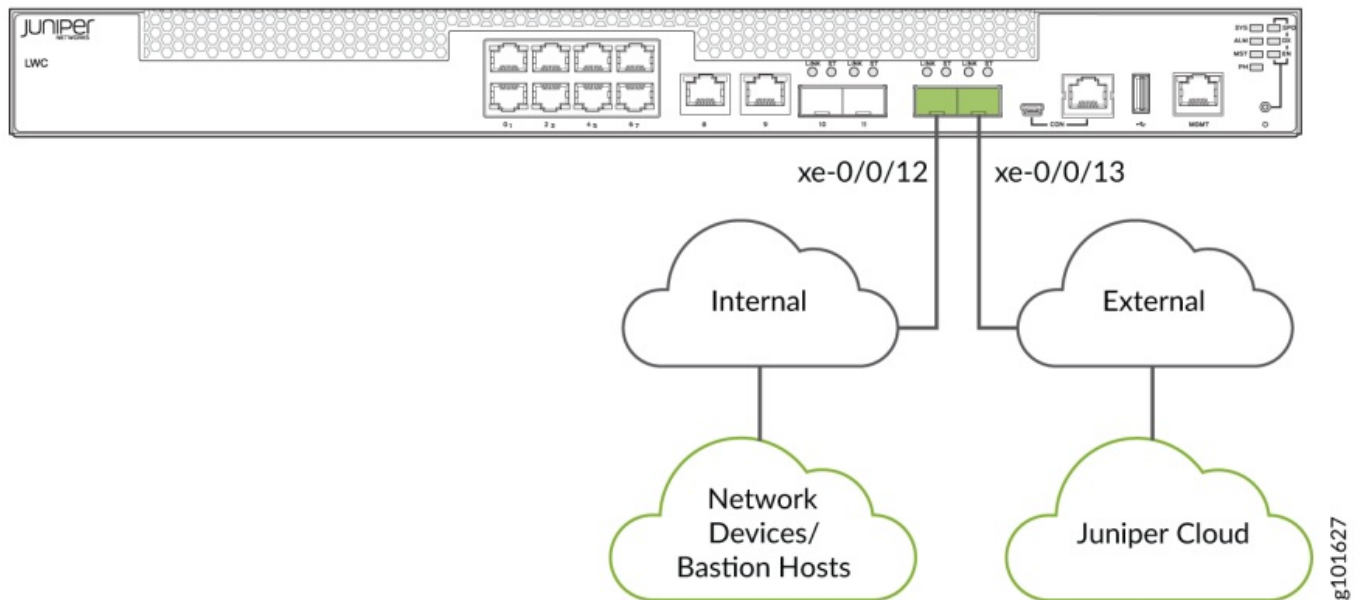
6. If the AC power source outlet has a power switch, turn it off.
7. Plug in the AC power cord to the AC power source outlet.
8. Turn on the power switch on the LWC's rear panel.
9. If the AC power source outlet has a power switch, turn it on.
10. Verify that the power LED on the LWC front panel is green.

Connect the Lightweight Collector to the Networks

The Lightweight Collector (LWC) uses an internal network port to access the Juniper devices on your network, and an external network port to access Juniper Cloud.

Here's how to connect the LWC to the internal and external network:

1. Connect the internal network to the 1/10-Gigabit SFP+ port 0 on the LWC. The interface name is xe-0/0/12.
2. Connect the external network to the 1/10-Gigabit SFP+ port 1 on the LWC. The interface name is xe-0/0/13.

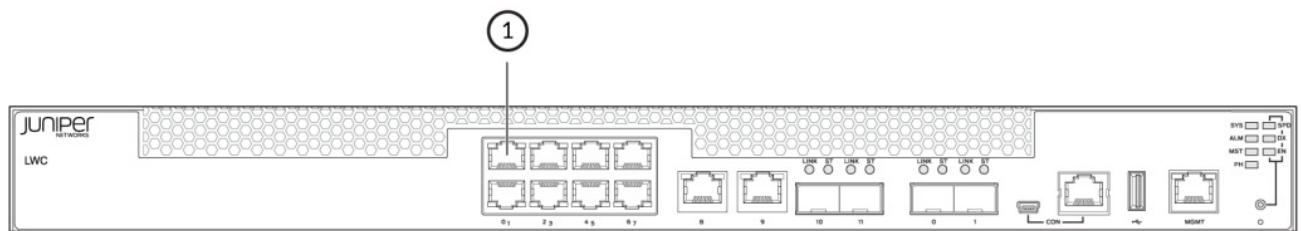


Configure the Lightweight Collector

Before you configure the Lightweight Collector (LWC), refer to the [Internal and External Network Requirements](#).

The LWC is preconfigured to support IPv4 and Dynamic Host Configuration Protocol (DHCP) on both the internal and external network ports. When you power on the LWC after completing the required cabling, a zero touch experience (ZTE) process to provision the device is initiated. Successful completion of the ZTE results in the device establishing IP connectivity on both the ports. It also results in the external port on the device establishing connectivity to Juniper Cloud via discoverable reachability to the Internet. If the device fails to automatically establish IP connectivity and reachability to the Internet, you must configure the LWC device manually, by using the LWC captive portal. Here's how to configure the LWC device manually, by using the LWC captive portal:

1. Disconnect your computer from the Internet.
2. Connect the computer to the port ge-0/0/0 on the LWC (labeled as 1 in the image below) using an Ethernet cable (RJ-45). The LWC assigns an IP address to the Ethernet interface of your computer through DHCP.



3. Open a browser on your computer and enter the following URL to the address bar:

<https://cportal.lwc.jssdev.junipercloud.net/>.

The JSI Data Collector login page appears.

4. Enter the LWC serial number in the Serial Number field and then click Submit to log in. On successful login, the JSI Data Collector page appears.

The following image displays the JSI Data Collector page when the LWC is not connected (releases earlier than version 1.0.43).

JSI Data Collector

Configure your Collector Connection Status ❌ Juniper Cloud Disconnected ❌ Not Provisioned

External Network

IP Type: Unsupported Value

Source: Unsupported Value

IP Address (VM):

IP Address (LWC):

Subnet Mask:

Gateway:

DNS Server: Not configured

Connection Status

❌ Gateway Disconnected

❌ DNS Disconnected

Active Proxy

IP Address:

Port:

Internal Network

IP Type: Unsupported Value

Source: Unsupported Value

IP Address:

Subnet Mask:

Gateway:

DNS Server: Not configured

Connection Status

❌ Gateway Disconnected

❌ DNS Disconnected

Instructions

Internal & External Networks

If any Connection Status (Internal or External) is red, click edit to modify the settings of that section until all Connection Status turns to green, at this point Juniper Cloud Connected Status will also be green and you may close this window and proceed with device onboarding.

Troubleshooting

Download the Light Request for Support Information (RSI) and Open a Tech Case in the Juniper Support Portal and attach the Light RSI file.

DOWNLOAD LIGHT RSI

File Format: .json*

In some cases, the Support Agent may request an Extensive RSI file. In such instances, you will need to re-enter the Captive Portal to download the Extensive RSI file here and upload to your Tech Case.

DOWNLOAD EXTENSIVE RSI

File Format: .json*

Reboot Collector

Press the button below to reboot the Collector. Confirm by pressing the button a second time within 30 seconds.

REBOOT

Shutdown Collector

Press the button below to shutdown the Collector. Confirm by pressing the button a second time within 30 seconds.

SHUTDOWN

The following image displays the JSI Data Collector page when the LWC is not connected (version 1.0.43 and later releases).

JSI Data Collector

Configure your Collector Connection Status ? Juniper Cloud Disconnected ? Not Provisioned

External Network

IP Type: IPv4

Source: DHCP

IP Address (LWC SW):

Subnet Mask:

Gateway:

DNS Server:

Connection Status

? Gateway Disconnected

? DNS Disconnected

Active Proxy

Enable/Disable: ☐

Internal Network

IPv4 Settings ☒ Enable/Disable

IP Type: IPv4

Source: DHCP

IP Address:

Subnet Mask:

Gateway:

DNS Server:

Connection Status IPv4

? Gateway Disconnected

? DNS Disconnected

IPv6 Settings ☐ Enable/Disable

IP Type: IPv6

Source: Static

IP Address: ::1

Prefix Length (/0 to /128): /128

Gateway:

DNS Server: Not configured

Connection Status IPv6

? Gateway Disconnected

? DNS Disconnected

Version: 1.0.43

NOTE: If the default DHCP configuration on the LWC is successful, the captive portal shows the LWC's connection status as connected, and populates the fields in all the configurations sections appropriately. Click the Refresh icon under the External Network or Internal Network sections to refresh the current connection states for that section.

The JSI Data Collector page displays configuration sections for the following:

- **External Network**—Lets you configure external network port that connects the LWC to the Juniper's Cloud. Supports DHCP and static addressing. The External Network configuration is used to perform device provisioning.
- **Internal Networks**—Lets you configure the internal network port that connects the LWC to the Juniper devices

on your network. Supports DHCP and static addressing.

- **Active Proxy**—Lets you configure the active proxy IP address as well as the port number if your network infrastructure controls access to the Internet through an active proxy. You need not configure this element if you are not using an active proxy.

5. Click the Edit button under the element that needs to be updated. You need to modify the fields in:

- The Internal Network and External Network sections if their connection states indicate that they are disconnected.
- The Active Proxy section if you are using an active proxy.

If you choose to use an active proxy, ensure that it forwards all the traffic from the LWC to the AWS cloud proxy (see Outbound Connectivity Requirements table in Configure the Network Ports and Active Proxy for the AWS cloud proxy URL and ports). Juniper cloud services blocks all the inbound traffic coming through any path other than the AWS cloud proxy.

NOTE: In version 1.0.43 and later releases, the Active Proxy section is collapsed by default if an active proxy is disabled or not configured. To configure, click Enable/disable to expand the Active Proxy section.

NOTE:

- The subnet of the IP address assigned to the internal network port must be different from the subnet of the IP address assigned to the external network port. This applies to both DHCP and static configurations.

6. After modifying the fields, click Update to apply the changes and return to the homepage (the JSI Data Collector page).

If you want to discard your changes, click Cancel.

If the LWC connects to the gateway and DNS successfully, the respective configuration element (internal or external network section) on the JSI Data Collector homepage shows the connection status as Gateway Connected and DNS Connected with green tick marks against them.

The JSI Data Collector homepage displays the Connection Status as:

- **Juniper Cloud Connected** if the external connectivity to the Juniper Cloud is established and the active proxy (if applicable) settings are correctly configured.
- **Cloud Provisioned** if the device is connected to Juniper Cloud and has completed the Zero Touch Experience (ZTE) process. After the Cloud connection status becomes Juniper Cloud Connected, it takes about 10 minutes for the provision status to become Cloud Provisioned.

The following image shows how the JSI Data Collector page appears when the LWC is connected successfully. The following image displays the JSI Data Collector page when the LWC is connected successfully (releases earlier than version 1.0.43).

JSI Data Collector

Configure your Collector Connection Status Juniper Cloud Connected Cloud Provisioned

External Network

IP Type

Source

IP Address (VM)

IP Address (LWC)

Subnet Mask

Gateway

DNS Server

EDIT **C**

Connection Status

Gateway Connected

DNS Connected

Active Proxy

Hostname / IP Address

Port

CANCEL **UPDATE**

Internal Network

IP Type

Source

IP Address

Subnet Mask

Gateway

DNS Server

EDIT **C**

Connection Status

Gateway Connected

DNS Connected

Instructions

Internal & External Networks

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SHUTDOWN

The following image displays the JSI Data Collector page when the LWC is connected successfully (version 1.0.43 and later releases).

JSI Data Collector

Configure your Collector Connection Status Juniper Cloud Connected Cloud Provisioned

External Network

IP Type

Source

IP Address (LWC SW)

Subnet Mask

Gateway

DNS Server

EDIT **C**

Connection Status

Gateway Connected

DNS Connected

Active Proxy ☐ Enable/Disable

Internal Network

IPv4 Settings ☒ Enable/Disable

IP Type

Source

IP Address

Subnet Mask

Gateway

DNS Server

EDIT **C**

IPv6 Settings ☐ Enable/Disable

IP Type

Source

IP Address

Prefix Length (/0 to /128)

Gateway

DNS Server

Connection Status IPv4

Gateway Connected

DNS Connected

Connection Status IPv6

Gateway Disconnected

DNS Disconnected

Instructions

Internal & External Networks

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File Format: .json*

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REBOOT

Shutdown Collector

Press the button below to shutdown the Collector. Confirm by pressing the button a second time within 30 seconds.

SHUTDOWN

NOTE: On Captive Portal versions earlier than 1.0.43, if you are unable to configure an IP address via DHCP, you must manually assign an IP address to the connecting device and accept an unsecured connection. For more information, see <https://supportportal.juniper.net/KB70138>.

If the LWC does not connect to the cloud, click Download Light RSI to download the light RSI file, create a Tech Case in the Juniper Support Portal, and attach the downloaded RSI file to the case.

In some cases, the Juniper support engineer might ask you to attach the Extensive RSI file to the case. To download it, click the Download Extensive RSI.

The Juniper support engineer might ask you to reboot the LWC for troubleshooting. To reboot the LWC, click

REBOOT.

If you want to shut down the LWC, click SHUTDOWN.

Step 2: Up and Running

Now that you've deployed the Lightweight Collector (LWC), let's get you up and running with Juniper Support Insights (JSI) on Juniper Support Portal!

Access Juniper Support Insights

To access Juniper Support Insights (JSI), you must register on the [User Registration](#) portal. You also require a user role (Admin or Standard) assigned. To get a user role assigned, contact [Juniper Customer Care](#) or your Juniper Services team.

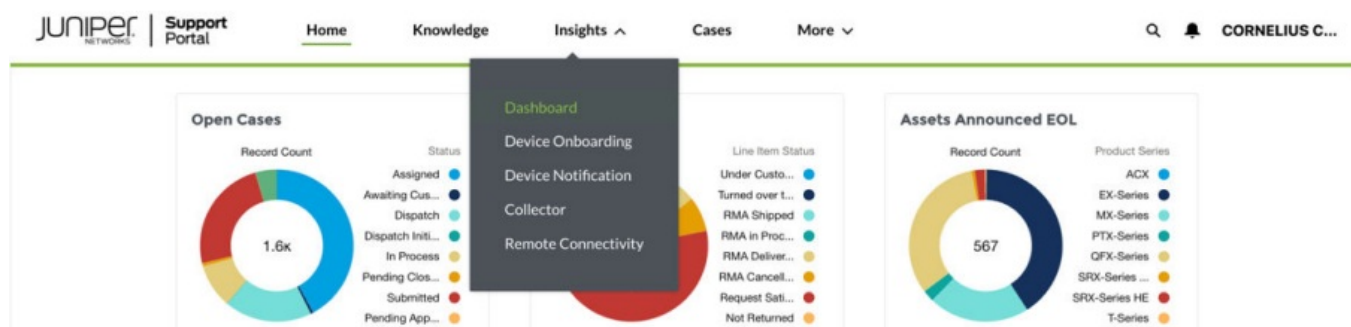
JSI supports the following user roles:

- Standard—The Standard users can view the device onboarding details, operational dashboards, and reports.
- Admin— The Admin users can onboard devices, perform JSI management functions, view the operational dashboards and reports.

Here's how to access JSI:

1. Log in to Juniper Support Portal (supportportal.juniper.net) by using your Juniper Support Portal credentials.
2. On the Insights menu, click:

- Dashboards to view of a set of operational dashboards and reports.
- Device Onboarding to perform device onboarding to initiate data collection.
- Device Notifications to view notifications about device onboarding, data collection, and errors.
- Collector to view the details of the LWC associated with the account.
- Remote Connectivity to view and manage Remote Connectivity Suite requests for a seamless device data collection (RSI and core file) process.



View the Lightweight Collector Connection Status

You can view the Lightweight Collector (LWC) connection status on the following portals:

- Juniper Support Portal
- The LWC captive portal. The captive portal provides a more detailed view, and has options that let you change the LWC configuration settings and perform troubleshooting.

View the Connection Status on Juniper Support Portal

Here's how to view the LWC connection status on Juniper Support Portal:

1. On Juniper Support Portal, click Insights > Collector.
2. Check the summary table to see the Connection Status of the LWC. The status should be shown as Connected.

If the status is shown as Disconnected, check if the LWC is installed and the two ports are cabled correctly. Ensure that the LWC fulfills the Internal and External Network Requirements as specified in the [LWC Platform Hardware Guide](#). In particular, ensure that the LWC meets the Outbound Connectivity Requirements.

View the Connection Status on the Captive Portal

See "Configure the Lightweight Collector" on page 6 for more information.

Onboard Devices

You'll need to onboard devices to initiate a periodic (daily) data transfer from the devices to the Juniper Cloud. Here's how to onboard devices in a JSI setup that uses an LWC:

NOTE: You must be an admin user to onboard a device.

Here's how to onboard devices to JSI:

1. On Juniper Support Portal, click Insights > Device Onboarding.
2. Click New Device Group. The following image represents the device onboarding page with some sample data filled in.

The screenshot shows the Juniper Support Portal Device Onboarding page. It is divided into three main sections: Device Group, Credentials, and Connections. The Device Group section includes fields for Name (Data Center Device Group), Description, IP Address (192.0.2.0, 192.0.2.1), Collector Name (DD1120AN0169), and Site ID (00000050001). The Credentials section includes fields for Credential Name (testuser), Select Credential Type (User Name / Password), User Name (mypassword), and Password (masked with dots). The Connections section includes a radio button for Direct (selected) and a radio button for Via Bastion Host. A Submit button is located at the bottom right.

3. In the Device Group section, enter the following details for the devices to be associated with the LWC:
 - Name—A name for the device group. A Device Group is a collection of devices with a set of common credentials and modes of connection. The operational dashboards and reports use the device groups to provide a segmented view of the data.
 - IP Address—IP addresses of the devices to be onboarded. You can provide a single IP address or a list of IP addresses. Alternatively, you can upload the IP addresses through a CSV file.

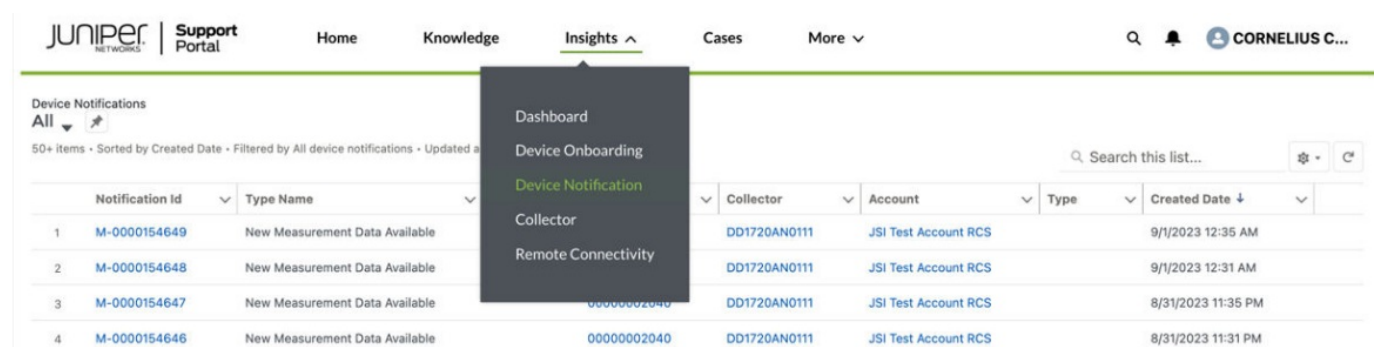
- Collector Name—Automatically populated if you have only a single LWC. If you have multiple LWCs, select from the list of available LWCs.
 - Site ID—Automatically populated if you have only a single Site ID. If you have multiple Site IDs, select from the list of available Site IDs.
4. In the Credentials section, create a set of new credentials or select from the existing device credentials. JSI supports SSH keys or usernames and passwords.
 5. In the Connections section, define a connection mode. You can add a new connection or choose from the existing connections to connect the device to the LWC. You can connect the devices directly or through a set of bastion hosts. You can specify a maximum of five bastion hosts.
 6. After entering the data, click Submit to initiate device data collection for the device group.

View Notifications

Juniper Cloud notifies you about the device onboarding and data collection status. Notification could also contain information about errors that need to be addressed. You can receive notifications in your email, or view them on Juniper Support Portal.

Here's how to view notifications on Juniper Support Portal:

1. Click Insights > Device Notifications.
2. Click a Notification ID to view the content of the notification.



The screenshot shows the Juniper Support Portal interface. The 'Insights' menu is open, highlighting 'Device Notification'. Below the menu, a table displays a list of notifications. The table has columns for Notification ID, Type Name, Collector, Account, Type, and Created Date. The first four rows show notifications for 'New Measurement Data Available' with various IDs and timestamps.

| Notification ID | Type Name | Collector | Account | Type | Created Date |
|-----------------|--------------------------------|--------------|----------------------|----------------------|--------------------|
| M-0000154649 | New Measurement Data Available | DD1720AN0111 | JSI Test Account RCS | | 9/1/2023 12:35 AM |
| M-0000154648 | New Measurement Data Available | DD1720AN0111 | JSI Test Account RCS | | 9/1/2023 12:31 AM |
| M-0000154647 | New Measurement Data Available | DD1720AN0111 | JSI Test Account RCS | | 8/31/2023 11:35 PM |
| M-0000154646 | New Measurement Data Available | 00000002040 | DD1720AN0111 | JSI Test Account RCS | 8/31/2023 11:31 PM |

The JSI operational dashboards and reports are dynamically updated based on a periodic (daily) device data collection, which is initiated when you onboard a device. The dashboards and reports provide a set of current, historic, and comparative data insights into the devices' health, inventory, and lifecycle management. The insights include the following:

- Software and hardware systems inventory (chassis to component level detail covering serialized and non-serialized items).
- Physical and logical interface inventory.
- Configuration change based on commits.
- Core files, alarms, and Routing Engine health.
- End of Life (EOS) and End of Service (EOS) exposure.

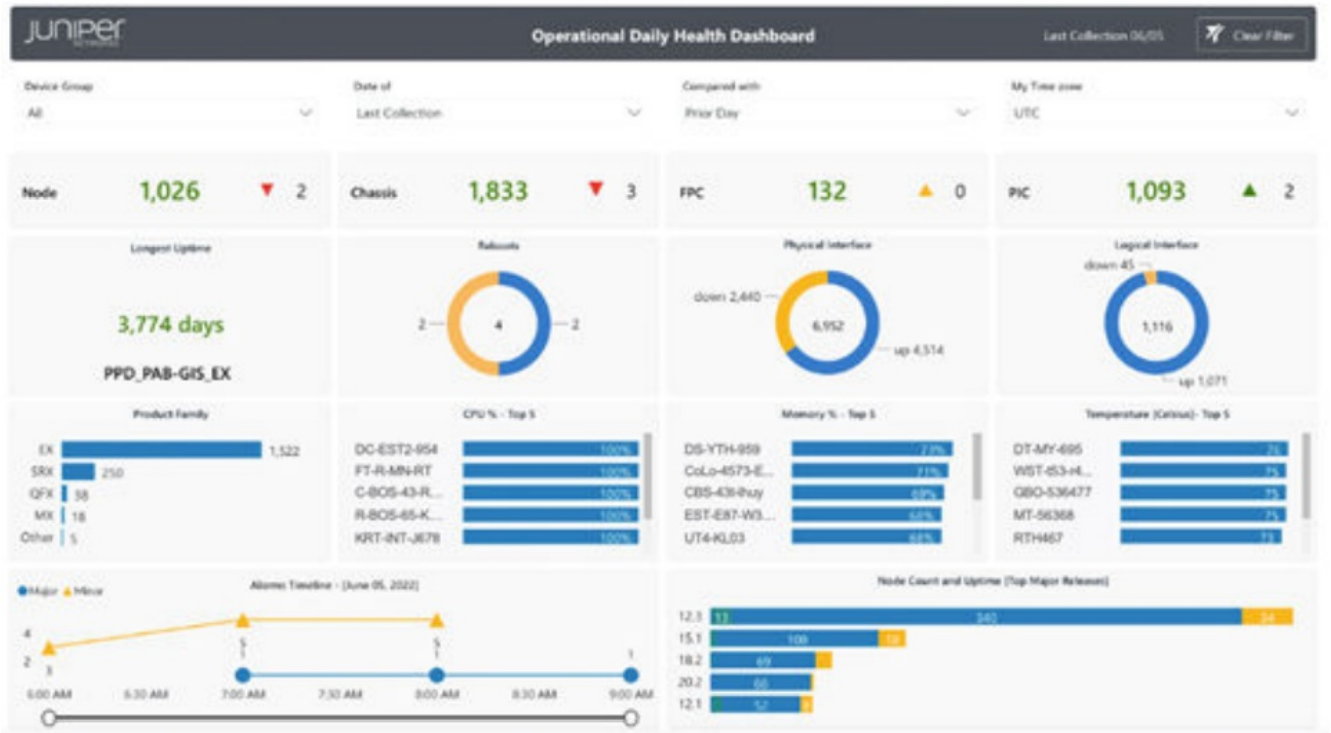
Juniper manages these operational dashboards and reports.

Here's how to view the dashboards and reports on Juniper Support Portal:

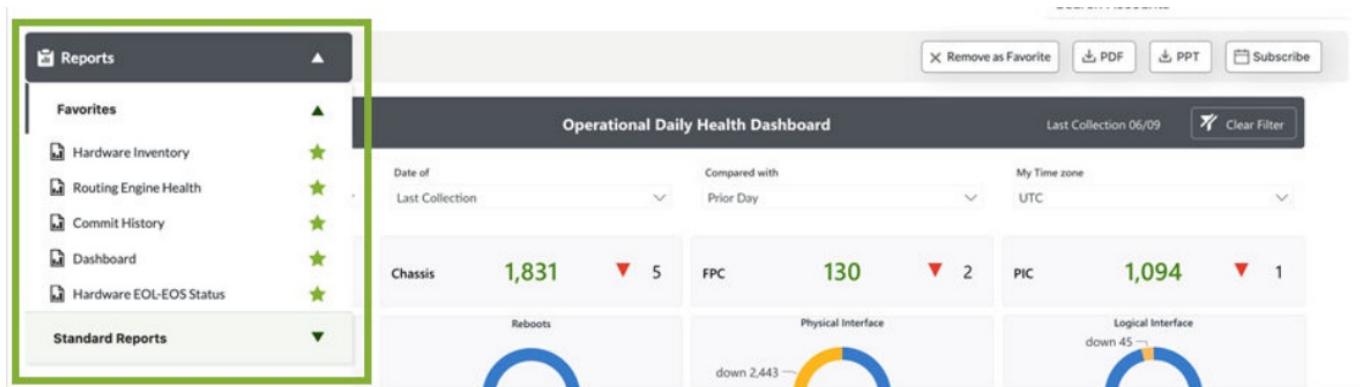
1. Click Insights > Dashboard.

The Operational Daily Health Dashboard is displayed. This dashboard includes charts that summarize the KPIs

associated with the account, based on the last collection date.

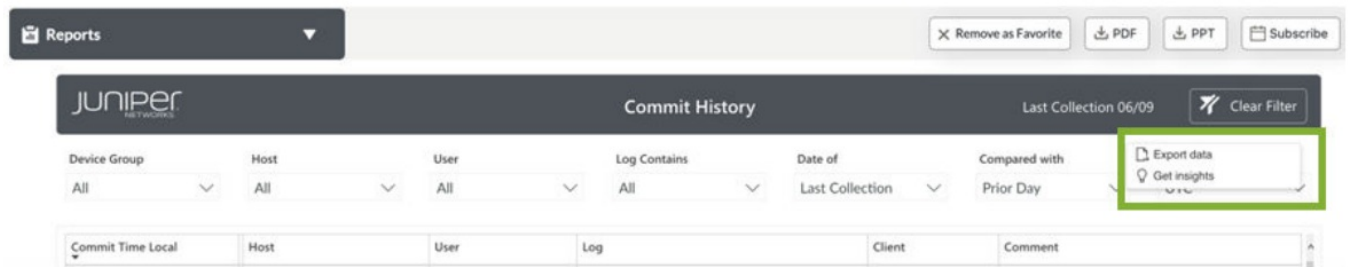


2. From the Reports menu on the left, select the dashboard or report you want to view.



The reports typically consist of a set of filters, an aggregated summary view, and a detailed tabular view based on the data collected. A JSI report has the following features:

- **Interactive views**—Organize the data in a meaningful way. For example, you can create a segmented view of the data, click through, and mouse-over for additional details.
- **Filters**—Filter data based on your requirements. For example, you can view data specific to one or more device groups for a specific collection date and a comparison period.
- **Favorites**—Tag reports as favorites for ease of access.
- **Email Subscription**—Subscribe to a set of reports to receive them at a daily, weekly, or monthly frequency.
- **PDF, PTT, and Data formats**—Export the reports as PDF or PTT files, or in data format. In data format, you can download the report fields and values for each report component (for example, chart or table) by using the Export Data option as shown below:



Prepare for a Remote Connectivity Suite Request

The JSI Remote Connectivity Suite (RCS) is a cloud-based solution that streamlines the support and troubleshooting process between Juniper support and customers by making the device data collection (RSI and core file) process seamless. Instead of iterative exchanges between Juniper support and the customer to obtain the right device data, RCS retrieves this in the background automatically. This timely access to essential device data facilitates swift troubleshooting of the issue.

At a high level, the RCS request process involves the following steps:

1. Submit a technical support case through the customer portal.
2. A Juniper support engineer will contact you about your technical support case. If necessary, the Juniper support engineer may propose an RCS request to retrieve device data.
3. Depending on the rules from the RCS settings (Ask Approval enabled), you may receive an email containing a link to authorize the RCS request.
 - a. If you consent to share the device data, click the link in the email, and approve the request.
4. The RCS request will be scheduled for a specified time and the device data is securely relayed to Juniper support.

NOTE: You must have JSI administrator privileges to configure RCS device settings, and approve or deny RCS requests.

View RCS Requests

Here's how to view RCS requests on Juniper Support Portal:

1. On Juniper Support Portal, click Insights > Remote Connectivity to open the Remote Connectivity Requests Lists page.

The Remote Connectivity Requests Lists page lists all the RCS requests made. You can use the drop-down list on the top left corner of the page to customize your viewing preference.

Remote Connectivity Requests
Recently Viewed ▾

50+ items

| Log Request Id ▾ | Type ▾ | Approval Status ▾ | Related Case Number ▾ | Device Serial Number ▾ | Log Request Create Date/... ▾ | Created By ▾ |
|-----------------------------|----------------------|-------------------|-----------------------|------------------------|-------------------------------|-------------------------------|
| 1 LR-000271 | Core File Collection | Approved | TEST-2023-0831-634439 | | 8/31/2023 10:56 AM | Ray Smith |
| 2 LR-000270 | RSI Collection | Approved | TEST-2023-0831-634439 | | 8/31/2023 10:35 AM | Ray Smith |
| 3 LR-000220 | RSI Collection | Pending Approval | TEST-2023-0823-634289 | | 8/29/2023 7:20 AM | George Wilson |
| 4 LR-000222 | RSI Collection | Pending Approval | TEST-2023-0823-634289 | | 8/29/2023 7:52 AM | Jane Miller |

2. Click the Log Request Id of an RCS request to open the Remote Connectivity Requests Detail page.

From the Remote Connectivity Requests Detail page, you can view the RCS request details and perform the following tasks:

- Modify the serial number.
- Adjust the requested date and time (set to a future date/time).

NOTE: If the time zone is not specified in your user profile, the default time zone is Pacific Time (PT).

- Append notes.
- Approve or deny the RCS request.

Juniper

Support Portal

HomeKnowledgeInsightsCasesMore

Search

John Smith

Remote Connectivity Request

LR-000270

RCS Type

RSI Collection

Requested

Ray Smith

Status

Document Uploaded

Access Request Date and Time

8/31/2023, 10:40:00 AM

JTAC Notes

RSI Request for 12:40pm CST

Case Details

Case Number

TEST-2023-0831-634439

Case Type

Tech

Serial Number / Software Support Ref No

Software

Version

19.4

System/Router Name

a10-40

Summary

8/31 RCS Test

Requested Serial Number

Serial Number / Software Support Ref No.

Software

17.3R2.10

Product Series

EX

Platform

SRX1500

System/Router Name

cdo-SRX1500-r001

☐ Change Serial Number or SSRN

Approval Details

☐ I would like to change the requested Date & Time

Notes

Back


Deny


Approve

Configure RCS Device Settings


You can configure both RCS collection and core file collection preferences from the RCS settings page. Here's how to configure the Remote Connectivity RSI Collection settings on Juniper Support Portal:

1. On Juniper Support Portal, click Insights > Remote Connectivity to open the Remote Connectivity Requests Lists page.
2. Click Settings on the top right corner of the page. The Remote Connectivity RSI Collection Settings page opens. This page enables you to set global collection permissions and create permission exceptions based on different criterias.


Remote Connectivity Settings
 Configure your log collection settings. Set global permissions or create collection rules by day, device, or device group.

Account Name  JUNIPER NETWORKS

RSI Collection
 Core File Collection


Global Collection Permissions
 *Select the default collection permissions for all devices and device groups. 


☒ Ask Approval
 ☐ Always Allow
 ☐ Always Deny

Edit

Day and Time Rules Create specific day and time exceptions to your global collection permissions.


Add

| Day | Duration | Permission Type | Notes | Action |
|--|---------------------|-----------------|-------|---|
| Monday;Tuesday;Wednesday;Thursday;F... | 12:00 AM - 11:59 PM | Always Allow | test |  |

Device Group Rules Create separate collection rules for specific device groups. 

Add

| Device Group Name | Permission Type | Notes | Action |
|----------------------|-----------------|-------|--------|
| No items to display. | | | |

Device List Rules Create separate collection rules for specific devices. 

Add

| Device List | Permission Type | Notes | Action |
|----------------------|-----------------|-------|--------|
| No items to display. | | | |

- Global collection permissions are configured at an account level. For multiple JSI-connected accounts, you can select the account using the Account Name drop-down list on the top right corner of the page.
- To configure global collection permission, click Edit in the Global Collection Permissions section and change permission to one of the following:
 - Ask Approval—An approval request is sent to the customer when Juniper support initiates an RCS request. This is the default setting when no permission is explicitly selected.
 - Always Allow—RCS requests initiated by Juniper support are automatically approved.
 - Always Deny—RCS requests initiated by Juniper support are automatically declined.

NOTE: When you have the global collection permission, and one or more exceptions configured with conflicting permissions, the following order of precedence will apply:

 - Device list rules
 - Device group rules
 - Day and time rules
 - Global collection permission
- To create exceptions based on specific day and time, click Add in the Date and Time Rules section. The Day and Time Rules Settings page opens.
You can configure an exception based on days and duration, and click Save to save the exception and return to the Remote Connectivity RSI Collection Settings page.

RSI Collection

Core File Collection

***Select Days**

☒ Monday ☒ Wednesday ☒ Friday
☒ Tuesday ☒ Thursday ☐ Sunday
☐ Saturday

Set your duration

***Start Time** 9:00 AM ***End Time** 5:00 PM ☐ All Day

***Select Permission Type**

☒ Ask Approval ☐ Always Allow ☐ Always Deny

Notes

Ask approval during working hours

Cancel Save

6. **NOTE:** Before configuring collection rules for device groups, ensure that a device group already exists for the account.

To create separate collection rules for specific device groups, click Add in the Device Group Rules section. The Device Group Rules Settings page opens.

You can configure the collection rule for a specific device group, and click Save to save the rule and return to the Remote Connectivity RSI Collection Settings page.

RSI Collection

Core File Collection

Select Device Groups

| Device Group Name | Description |
|---|-------------|
| <input checked="" type="checkbox"/> Device Group Name | |
| <input checked="" type="checkbox"/> RCS Device Group | |

***Select Permission Type**

☐ Ask Approval ☒ Always Allow ☐ Always Deny

Notes

Cancel Save

7. To create separate collection rules for individual devices, click Add in the Device List Rules section. The Device List Rules Settings page opens.

You can configure the collection rule for individual devices, and click Save to save the rule and return to the Remote Connectivity RSI Collection Settings page.

RSI Collection

Core File Collection

* Device List ⓘ

IP Addresses (IPv4 or IPv6)

192.168.0.1

OR

Upload IP Addresses File in CSV Format

Upload CSV

Or Drop CSV

Download Sample IP Address CSV File

* Select Permission Type

☒ Ask Approval

☐ Always Allow

☐ Always Deny

Notes

Cancel

Save

Step 3: Keep Going

Congratulations! Your JSI solution is now up and running. Here are some of the things you can do next.

What's Next?

| If you want to | Then |
|--|---|
| Onboard additional devices or edit the existing onboarded devices. | Onboard additional devices by following the procedure explained here: “Onboard Devices” on page 13 |
| View the operational dashboards and reports. | See “View Operational Dashboards and Reports” on page 14 |
| Manage your notifications and email subscriptions. | Log into the Juniper Support Portal, navigate to My Settings and select Insights to manage your notifications and email subscriptions. |
| Get help with JSI. | Check for solutions in the FAQs: Juniper Support Insights and the Lightweight Collector and Knowledge Base (KB) articles. If FAQ or KB articles do not address your issues, contact Juniper Customer Care . |

General Information

| If you want to | Then |
|---|---|
| See all documentation available for Juniper Support Insights (JSI) | Visit the JSI Documentation page in the Juniper TechLibrary |
| Find more in-depth information about installing the Lightweight Collector (LWC) | See the LWC Platform Hardware Guide |

Learn with Videos

Our video library continues to grow! We've created many, many videos that demonstrate how to do everything from install your hardware to configure advanced Junos OS network features. Here are some great video and training resources that will help you expand your knowledge of Junos OS.

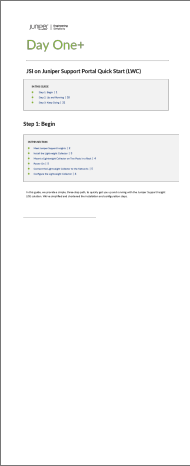
| If you want to | Then |
|---|---|
| Get short and concise tips and instructions that provide quick answers, clarity, and insight into specific features and functions of Juniper technologies | See Learning with Juniper on the Juniper Networks main YouTube page |
| View a list of the many free technical trainings we offer at Juniper | Visit the Getting Started page on the Juniper Learning Portal |



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Documents / Resources

| | |
|---|---|
|  | <p>JUNIPER NETWORKS JSI-LWC JSI Support Insights [pdf] User Guide</p> <p>JSI-LWC JSI Support Insights, JSI-LWC, JSI Support Insights, Support Insights, Insights</p> |
|---|---|

References

-  [CEC Juniper Community](#)
-  [Get Started with Free Juniper Training](#)
-  [Contact - Support - Juniper Networks](#)
-  [CEC Juniper Community](#)
-  [Juniper Support Insights \(JSI\) Documentation | Juniper Networks](#)
-  [General Safety Guidelines and Warnings | Juniper Networks](#)
-  [LWC Platform Hardware Guide | Juniper Networks](#)

- [📖 Configure the LWC Device | Juniper Networks](#)
- [📖 Configure the LWC Device | Juniper Networks](#)
- [📖 FAQs: Juniper Support Insights | Juniper Support Insights | Juniper Networks](#)
- [📖 User Manual](#)