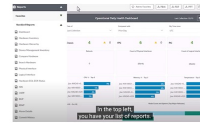


JUNIPER
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Support Insights



Juniper NETWORKS Support Insights User Guide

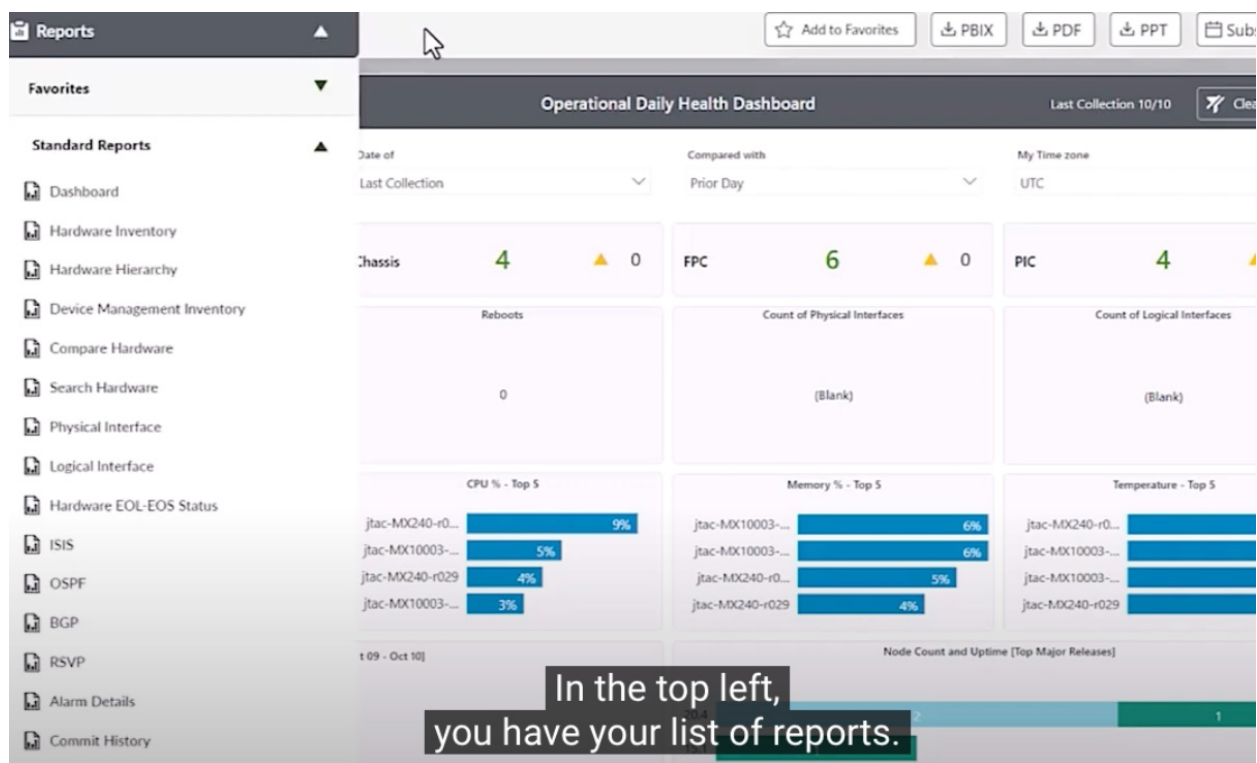
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Juniper NETWORKS Support Insights



Specifications

- Product Name: Juniper Support Insights
- Manufacturer: Juniper Networks
- Compatibility: Web browsers – Chrome, Firefox, Safari
- Password Policy: Up to 32 characters, case-sensitive, special characters allowed

Product Usage Instructions

Create Juniper Support Insights Account

1. Access Juniper Support Insights at <https://jsi.ai.juniper.net/> from a web browser.
2. Click Create Account and fill in your details (first name, last name, email, password).
3. Check your email for a confirmation link from Juniper Support Insights and click on “Validate me”.
4. Once the account is created, proceed to creating an organization.

Create Organization and Configure Settings

1. If you have an invite, open the invitation email and click on “Access organization-name” to register.
2. In the Create Organization page, enter the organization name and click Ok.
3. Select the organization from the list on the login page.

FAQ:

Q: What are the recommended web browsers to access Juniper Support Insights?

A: Juniper Networks recommends using the latest version of Chrome, Firefox, or Safari browsers.

Q: How many characters can the password contain for Juniper Support Insights account creation?

A: The password can contain up to 32 characters, including special characters, based on the password policy of the organization.

Quick Start

Juniper Support Insights

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Step 1: Begin

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This guide walks you through the simple steps that network administrators should complete to set up the Juniper Support Insights application, onboard cloud-connected devices, and gather operational insights from the devices.

Create Juniper Support Insights Account

To access Juniper Support Insights, you must create an account in Juniper Support Insights and activate your account.

You can create an account in Juniper Support Insights in one of the following ways:

- If you do not have an invite to join an organization, access the Juniper Support Insights portal, create an account, and create your organization.
- If you already have an invite from the administrator of an organization in Juniper Support Insights, use the invite to create an account and join the organization.

Create an Account Without an Invite

To create an account and log in as the first admin user without an invite:

NOTE: By default, the user who creates an organization has the admin role in the organization.

1. Access Juniper Support Insights at <https://jsi.ai.juniper.net/> from a web browser.
NOTE: Juniper Networks recommends that you use the latest version of Chrome, Firefox, or Safari browsers to access Juniper Support Insights.
2. Click Create Account.
The New Account page appears.
3. Type your first name, last name, e-mail address, and password.
The password is case sensitive and can contain up to 32 characters, including special characters, based on the password policy of the organization.
4. Click Create Account.
Juniper Support Insights sends a confirmation e-mail to activate your account.
5. From your e-mail account, open the verification e-mail sent by Juniper Support Insights, and click Validate me.

The New Account page appears.

6. Once you have successfully created an account with Juniper Support Insights, you can now create an organization. See “Create Organization and Configure Settings” on page 3.

Create an Account Using an Invite

If you have received an invite from an administrator to join an existing organization:

1. From your e-mail account, open the invitation e-mail sent by Juniper Support Insights and click Access organization name.

The Invite to Organization page opens in your default browser.

2. Click Register to Accept.

The New Account page appears.

3. Type your first name, last name, e-mail address, and password.

The password is case sensitive and can contain up to 32 characters, including special characters, based on the password policy of the organization.

4. Click Create Account.

Juniper Support Insights sends a confirmation e-mail to activate your account.

5. From your e-mail account, open the verification e-mail sent by Juniper Support Insights, and click Validate me.

The Select an Organization page appears.

6. Click the organization for which you received the invite.

You are logged in to the application and can access the selected organization. The tasks you can perform in this organization depends on your user role. See Predefined User Roles Overview for more information.

Create Organization and Configure Settings

An organization represents the customer (for a service provider) or a branch (for an enterprise). You are the super user for the organization that you create. A super user in Juniper Support Insights can create an organization, configure organization settings and invite users to access the organization.

You can create an organization from the login page where you log in to Juniper Support Insights, or by clicking the Utilities option in My Account page.

To create an organization

1. Log into Juniper Support Insights.
2. Click Create Organization on the login page.

The Create Organization page appears.

3. In the Organization Name field, enter a name for the organization.
4. Click Ok.

The organization appears in the organization list on the login page.

5. Click the organization you created.

You have successfully logged in to your organization in Juniper Support Insights.

You can now perform the following tasks:

View organization name and organization ID, modify the organization name, and assign organization to a Managed Service Provider (MSP).

- Enable or disable the password policy for the organization and modify the password policy when the password policy is enabled.
- Modify the session timeout policy for the organization.
- Add, modify, and delete identity providers.
- Add, modify, and delete custom roles.
- Enable or disable the Juniper Networks support team access to the organization for troubleshooting.
- Configure webhooks for the organization.
- Integrate your Juniper support resources to your organization.
- Generate, edit, and delete API tokens for various roles in the organization.
- Add Lightweight Collector (LWC) account to gather operational information from devices in the organization.

For detailed information and the steps to configure organization settings, see [Manage Organization Settings](#).

Add Users to Organization

You must be an administrator with Super User privileges to manage users and user invitations. You can add a user to the organization by sending the user an invite from Juniper Support Insights. When you send an invite, you can assign a role to the user depending on the function they need to perform in the organization.

To invite an user to the organization:

1. Click Organization > Administrators.
The Administrators page appears.
2. Click the Invite Administrators icon.
The Administrators: New Invitation page appears.
3. Enter user details such as e-mail address, first name and last name, and the role that the user should perform in the organization. For more information about user roles, see [Predefined User Roles Overview](#).
The first name and last name can be up to 64 characters each.
4. Click Invite.
An e-mail invite is sent to the user and the Administrators page displays the status of the user as Invite Pending. The user must accept the invitation within seven days, after which the invitation expires. If the status changes to Invite Expired, you can delete the user, reinvite the user, or cancel the invitation. For more information, see [Manage Users and Invites](#).
5. Optional) Repeat the above steps to add more users to the organization.

Step 2: Up and Running

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Add Sites to the Organization

A site identifies the location of the devices in an organization. The superuser can add, modify, or delete sites in an organization.

To add a site:

1. Click Organization > Site Configuration.

The Sites page appears.

2. Click the Create Site icon.

The Site Configuration: New Site page appears.

3. Enter a unique name for the site, select the country, and a valid location. These are the mandatory parameters for creating a site.
4. Click Save.

A confirmation message indicating that the site is created is displayed, and the site is listed on the Sites page. For more information, see Manage Sites.

Integrate Your Juniper Support Resources to Your Organization

To enable the correlation of devices maintained within Juniper's support databases to your Juniper Support Insight experience, you must associate your organization with your Juniper support resources. To create this association, use your Juniper Support credentials (created through the Juniper Support Portal), to integrate your support resources to your organization.

To integrate your Juniper support resources to your organization

1. Click Organization > Settings.

The Organization Settings page appears.

NOTE: If no Juniper account is currently associated with the organization, the Installed Base tab on the Inventory page will display a link to add a Juniper account. Clicking on the Add Juniper Account link will open the Organization Settings page.

Locate the Juniper Account Integration tile in the Organization Settings page.

2. On the Juniper Account Integration tile, click Add.

The Add Juniper Account window appears.

3. Enter the access credentials (e-mail and password) of the Juniper Networks account to be linked, and then click OK.

Juniper Support Insights validates the Juniper Networks account, adds the user's primary Juniper account to the organization, and populates the Installed Base tab (Organization > Inventory page) with the details of the devices assigned to the account.

The Juniper Account Integration tile displays your Juniper Networks account name.

Adopt Switches, Routers, and WAN Edges

You should be a user with superuser or network administrator privileges to adopt a device (switch, router or WAN edge) to Juniper Support Insights. You can adopt a device that is already a part of the network, and manage the device from the application. The status of a device that is already installed and connected to the network, but is not managed by Juniper Support

Insights appears as Not Connected on the Installed Base tab (Organization > Inventory page). After the device connects with Juniper Support Insights, the status of the device changes to Attached, indicating that the device is managed by Juniper Support Insights.

Before you adopt a device, ensure that:

- The device can reach the gateway.

NOTE: If a firewall exists between Juniper Support Insights and the device, configure the firewall to allow outbound access on TCP ports 443 and 2200 from the management port of the device.

- The device can connect to the Internet by pinging the IP address 8.8.8.8.

To adopt a device

1. Click Organization > Inventory.

The Installed Base tab of the Inventory page appears.

2. Click Adopt Switches, Adopt Routers, or Adopt WAN Edges depending on the type of device you want to adopt. Alternatively, click Adopt Switches, Adopt Routers, or Adopt WAN Edges on the Switches, Routers, or WAN Edges tabs respectively.

The Device Adoption page appears. This page contains the outbound SSH configuration that is required for the device to establish a connection.

3. (Optional) Click Prerequisites to verify whether the device meets the requirements to be adopted.
4. From the Device Adoption page, click Copy to Clipboard to copy the CLI configuration statements.
5. Access your device using Telnet or SSH, and log in to the device in configuration mode.
6. Paste the contents of the clipboard and commit the configuration on your device.

The device connects to Juniper Support Insights and can be managed by the application.

7. After you adopt a device, you can verify the device's connectivity with the application by running the following command on the device: `user@host> show system connections |match 2200`

An output similar to the following indicates that the device is connected to Juniper Support Insights: `tcp 0 0 ip-address :38284 ip-address :2200 ESTABLISHED 6692/sshd: jcloud-s`

View Insights for Your Devices

After the device connects to Juniper Support Insights, you can access reports and data insights on your devices through interactive user-friendly dashboards.

Juniper Support Insights displays the following information within the dashboards on the Installed Base tab of the Inventory page

- Assets and contracts reports
- Hardware EOL and EOS information
- Bug (PBN) analysis dashboards
- Security vulnerability dashboards
- Software upgrade recommender

Step 3: Keep Going

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What's Next

Now that you've onboarded your device to Juniper Support Insights, here are some things you might want to do

next.

If you want to	Then
Know more about the insights that Juniper Routing Insights provides.	See About the Inventory Page .
Learn how to monitor and manage the licenses for your connected devices.	See Licensing Overview .

General Information


If you want to	Then
Know more about Juniper Support Insights	See Juniper Support Insights User Guide .
Learn about new features in Juniper Support Insights	See Release Notes .

Learn With Videos






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 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

	Juniper NETWORKS Support Insights [pdf] User Guide Support Insights, Insights
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-  [CEC Juniper Community](#)
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-  [Licensing Overview | Juniper Support Insights | Juniper Networks](#)
-  [About the Inventory Page | Juniper Support Insights | Juniper Networks](#)

- [!\[\]\(71ac35c616fd8bfda805d579390e24d8_img.jpg\) Manage Organization Settings | Juniper Support Insights | Juniper Networks](#)
- [!\[\]\(b10a8b91056068472be58f587e00cb47_img.jpg\) Manage Sites | Juniper Support Insights | Juniper Networks](#)
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- [User Manual](#)

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