Insight's Remote Technical Assistance Center:
A User's Guide to RTAC

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1. RTAC quick reference guide

1.1   Opening a case with the RTAC

You can open a case with the RTAC via email (noncritical) or telephone:

- Email: rtac@insight.com
- Telephone: 800.211.9469 (U.S., Canada and Mexico)

Cases can also be created using Juniper Networks® Junos® Space Service Now (details provided in Section 4). This functionality is dependent on connection to the RTAC's Service Now instance.
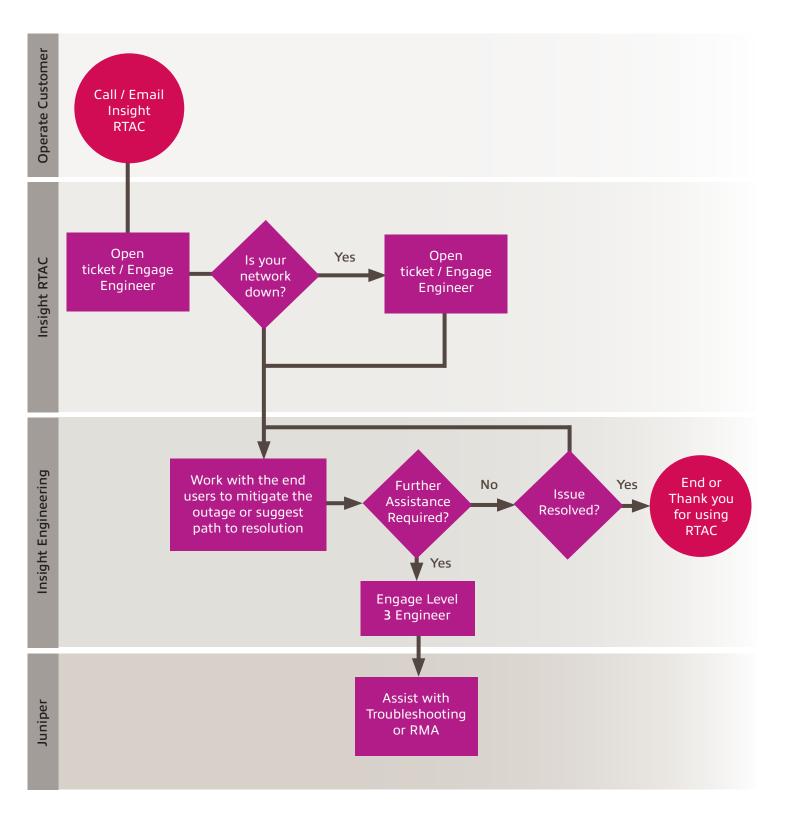
1.2   Online self-help resources

For quick and easy problem resolution, Juniper Networks has designed an online, self-service portal called the Customer Support Center (CSC), which provides the following features:

- **A best-in-class knowledge base** (http://kb.juniper.net) Search thousands of articles, including configuration assistance, known issues, interoperability and compatibility information. The knowledge base also searches Juniper's product documentation and J-Net user forums.

- **J-Net forums** (http://forums.juniper.net/jnet) Join a community of network professionals to discuss issues, ideas and tips. J-Net is also home to popular technical blogs that detail the latest Juniper® technologies.

- **Junos PR search** (juniper.net/prsearch) The most complete, up-to-date information about Juniper Networks and Junos operating system defects. Clients can access our PR search tool. Users can search for defects by PR number, Junos OS release version or keyword. PR search also provides upgrade analysis and impact information. In addition, users can subscribe to PRs of interest to receive automated updates.

- **Complete product documentation** (juniper.net/techpubs)

- **Latest software updates** (juniper.net/customers/CSC//software) For instructions on creating a Customer Support Center (CSC) account, please see the appendix.

Note: To verify service entitlement by serial number, please use our Serial Number Entitlement (SNE) tool: juniper.net/SerialNumberEntitlementSearch.

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RTAC Support Flow

Operate Customer

Call / Email Insight RTAC

Insight RTAC

Open ticket / Engage Engineer

Is your network down? — Yes → Open ticket / Engage Engineer

Insight Engineering

Work with the end users to mitigate the outage or suggest path to resolution

Further Assistance Required?

No → Issue Resolved? — Yes → End or Thank you for using RTAC

Further Assistance Required? — Yes ↓

Engage Level 3 Engineer

Juniper

Assist with Troubleshooting or RMA

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2. Reporting and resolving issues with the RTAC

2.1 Technical support entitlements

Any end user who has an RTAC services contract, RTAC support/maintenance contract or a product covered under the RTAC product warranty is entitled to use the RTAC.

To verify support entitlements for your product(s), use our Serial Number Entitlement tool: juniper.net/SerialNumberEntitlementSearch.

Note: If your Juniper Networks product is not currently covered under a support contract and you'd like to learn about our services, please contact your Insight account executive or call 1.800.INSIGHT.

2.2 General questions and problems

If you have a product question or issue that is not time-sensitive, Juniper Networks' Customer Support Center (CSC) is an online self-service portal that provides the following features:

- Product documentation: juniper.net/techpubs
- Solutions and answers from our knowledge base: http://kb.juniper.net
- Downloadable versions of the latest software and review release notes: juniper.net/support/products
- Subscriptions to technical bulletins for relevant hardware and software notifications: juniper.net/alerts
- Access to the Juniper Networks community forum: http://forums.juniper.net

Table 1: Priority Ranking Guidelines for Cases

Priority	Client Responsibilities	Customer Responsibilities	Examples
P1: Critical	Resources dedicated 24/7/365 until a resolution or workaround is in place.	Designated resources that are available 24/7/365*. Ability to provide necessary diagnostic information. *If the assigned RTAC engineer cannot reach the client within one hour, the priority is temporarily lowered.	Total loss or continuous instability of mission critical functionality. Network or system is down causing users to experience a total loss of service. Inability to use a feature or functionality that is currently relied upon for mission critical functionality.
P2: High	Resources available Monday through Friday during local business hours until a resolution or workaround is in place.	Resources available Monday through Friday during local business hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information.	Issues that are impairing, but not causing a total loss of mission critical functionality. Intermittent issues that affect mission critical functionality. Inability to deploy a feature that is not currently relied upon for mission critical functionality. Loss of redundancy of critical hardware component.
P3: Medium	Resources available Monday through Friday during local business hours until a resolution is in place.	Resources available Monday through Friday during local business hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information	Issues that are impairing, but not causing a total loss of mission critical functionality. Non-repeated issues that have impacted mission critical functionality but have since recovered. Issues seen in a test or preproduction environment that would normally cause adverse impact to a production network. Time-sensitive questions or information requests. Workaround in place for Priority 1 and Priority 2 issues.
P4: Low	Resources available Monday through Friday during local business hours until a resolution is in place.	Resources available Monday through Friday during local business hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information	Information requests. Standard questions on configuration or functionality of equipment. Non-urgent RMA requests. Cosmetic defects.

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2.3 Non-urgent problem reporting

Non-urgent cases can be opened via email at rtac@insight.com.
Use this option for any technical inquiry or product issue, including Return Materials Authorizations (RMAs). Include information on your product and the problem you're experiencing. Sending the email will open up a case with RTAC. Case examples include:

- RMA processing
- Standard network troubleshooting

2.4 Urgent problem reporting

For priority problems, like a down or impaired network, please call the RTAC directly at 800.211.9469 (U.S., Canada and Mexico).

Note: RTAC has access to translation services for non-English-speaking clients.

2.5 Escalation of RTAC cases

- Please call 800.211.9469 and request to speak to an RTAC Services Delivery Manager (SDM).
- Be prepared to provide the case number and reason for case escalation.

RTAC SDMs can be engaged 24/7 and will follow up directly with you to understand the issue and to outline steps for resolution.

2.6 Product defect (bug) reporting

Please check the product release notes for the latest information on known issues or existing bugs with our products. The RTAC verifies all issues before they are escalated to Juniper development engineering.

2.7 Feature enhancement requests

All feature enhancement requests brought to the RTAC are directed to the Juniper Networks product management team.

2.8 Return Materials Authorization (RMA) process

For hardware troubleshooting and product replacement, an RTAC case should be opened. If a hardware failure is determined to be the cause of the problem, or if a hardware repair/replacement is required for any other reason, the RTAC engineer will create an RMA. Please see the RMA procedures section of this document (p.2) for additional information.

3. Using the RTAC system

3.1 New cases
1. Call the RTAC at 800.211.9469.
2. Your call will be answered by the next available RTAC agent. Be prepared to provide the following:
   a. Serial number
   b. Detailed definition of the problem
   c. Priority level and impact of the problem (see Table 1: Priority Ranking Guidelines for Cases, p.3)
   d. Device model
   e. Software version
   f. Appropriate configuration and/or debug data
   g. Current network topology (not required but highly recommended for quick troubleshooting of P1/P2 cases)
   h. Remote access for engineers to log in to devices, if required

3.2 Existing cases
1. Clients will be updated via email.
2. Clients can also call the RTAC to request current status at 800.211.9469.

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3.3 Junos Space Service Now cases

Available to all clients with a Juniper support contract. Junos Space Service Now is the core of the Juniper service automation solution, enabling users to automatically detect incidents, collect diagnostic data and simplify incident escalation. It also automates inventory management, reducing time spent in manual asset tracking.

Service Now is integrated with Juniper Networks Case Manager, allowing Service Now to open a case with Juniper on any incidents detected by Advanced Insight Scripts (AI-Scripts), when necessary. This substantially reduces time to resolution by providing RTAC engineers with all relevant network and product data when a case is opened, so they can immediately begin case resolution in real time.

The Service Now User Guide describes how AI-Scripts detect incidents and how to open a case on those incidents through Service Now. Please go to:

www.juniper.net/techpubs/en_US/junos-space1.4/information-products/topic-collections/junos- space-service-now/junos-space-service-now.pdf

4. Case workflow within the RTAC

Once a case is opened with the RTAC, an RTAC engineer is assigned and will resolve the issue as quickly as possible. The engineer will update you via phone or email.

If escalation is required, the case is assigned to an appropriate RTAC subject matter expert who will work the case to completion. This engineer may engage other resources within RTAC as well as engineering teams with additional product and technology knowledge specific to your case to help resolve the issue in a timely manner.

4.1 RTAC engineer responsibilities

Once you've initiated a case with the Insight RTAC, the engineer will do the following:

- Take ownership of the case.
- Begin troubleshooting, diagnostics and problem replication as appropriate.
- Provide you with periodic updates on problem status and escalate the problem as required according to escalation management guidelines, or at your request.
- Generate an RMA when the RTAC engineer determines your product is defective. In these cases, RMA information such as the number and the type of replacement is provided to you.

4.2 Resolution process

The assigned RTAC engineer will make use of all required resources to resolve the reported problem. When a resolution is not readily available, the engineer will look for ways to work around or mitigate the impact of the problem until a resolution is available.

To keep you informed on the progress of all open issues, the RTAC engineer will update the ticket notes and send out status updates via email.

As part of the resolution process, the RTAC engineer may take any of the following steps:

- Review configuration/debug information to identify resolution of the issue.
- Replicate the scenario/issue in the RTAC lab (where possible).
- Troubleshoot live on the affected equipment.
- Create an RMA where the cause is related to failed hardware.

4.3 Defect resolution process

Any software product defects (bugs) found in the field should be reported to the RTAC.

Once a software defect is verified, the RTAC engineer will open a problem report with the appropriate Juniper Networks engineering group.

The engineer will determine if a workaround is required until a resolution can be provided in the software. Once the problem report is resolved, clients can typically find it in their next software maintenance release. The engineer will provide you with details of the planned release. If a fix requires a shorter time frame, the RTAC engineer can work with you and Juniper Networks escalation to determine if an interim release can be provided.

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4.4   Client communication guidelines

The chart below provides RTAC targets for providing responses and communication to client issues. These targets are based on the priority assignment of the case.

Table 3: Response and Communication Timetables

Case priority	Initial response target	Update frequency*
P1	Within 30 minutes	Every 4 hours
P2	Within 1 hour	Every business day
P3	Within 8 hours	Every 3 business days
P4	Within 24 hours	Once a week

*Or as otherwise negotiated with you. Each issue is unique and carries a different set of complexities and challenges. RTAC will make all reasonable efforts to provide a response within the assigned target.

Note: If you're experiencing a Priority 1 network down emergency, please call the RTAC at 800.211.9469.

5. Return Materials Authorization (RMA) procedures

Note: Additional details can be found at juniper.net/support/rma-procedure.html.

5.1   Requesting an RMA

To request an RMA, please create an RTAC case via email at rtac@insight.com.

You can also request an RMA via phone at 800.211.9469.

If you don't have an active support contract, you can purchase time and materials services through your Insight account team.

Note: If any equipment arrives at a Juniper Networks shipping/receiving dock without a numbered RMA, and the serial number cannot be verified against an existing RMA, the equipment will be returned to sender at the sender's cost.

5.2   RMA troubleshooting

In most cases, troubleshooting is done before an RMA is issued, to confirm the unit is defective. A typical process goes as follows:
1. Client contacts the RTAC.
2. Problem is described to the RTAC technician.
3. Technician opens a case and conducts diagnostics, escalating as appropriate.
4. If the product is determined to be defective, the technician creates an RMA to Juniper.
5. After the RMA is opened, a Juniper global logistics Customer Service Representative (CSR) processes the RMA according to warranty or service contract, and updates RTAC with the RMA number. The client is notified by email.
6. Client returns the faulty unit to Juniper for repair or receives equipment with instructions on how to return the unit.

5.3   Handling of returned goods

When a product is determined to be defective, an RMA is generated. All returns must be processed using this RMA number, and addressed following RMA templates.

Important: Please label the outside of the box with the RMA number to ensure proper tracking and handling. Returns vary by contract manufacturer. For specific addresses, please consultjuniper.net/support/rma-procedure.html.

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5.4   Returns not received

The RMA allows clients 10 business days to return a defective part. After 10 business days, Juniper Networks has the discretion to charge clients at full list price for the non-return of a defective part. This notice is included in the confirmation of the RMA, sent to you on the date of issuance.

RMAs that are "not received" are defined in the following ways:
- The return is received after 10 business days and processed in the normal manner by the Juniper Networks RMA repair and return department.
- The client decides not to return the equipment, and the RMA is canceled when the client issues a purchase order for the specific equipment.
- The client claims the return and submits a proof of delivery to the Juniper Networks RMA repair and return department.

6. Juniper Networks product warranty

Note: All information contained in this document is meant as a summary only, and the formal warranty statements will always supersede any information provided in this document.

6.1   RTAC warranty assistance
The RTAC provides RMA processing assistance to warranty clients but does not provide phone support, installation/configuration, troubleshooting assistance or priority response times.

6.2   Software releases
Software is provided online via CSC tools.

6.3   Hardware support
Juniper provides a 20-day return-to-factory hardware repair or replacement RMA. Juniper has 20 business days from receipt of the defective product to repair or replace the defective unit under the warranty RMA. Clients are responsible for all shipping costs under the warranty.

6.4   General warranty business rules
All firewall/VPN, anti-virus, Secure Sockets Layer (SSL), Intrusion Detection and Prevention (IDP), and remote products must be registered by Juniper to activate the warranty.

6.5   Warranty entitlement guidelines
Products that do not have an active support contract and are within the first 12 months of purchase may fall under the product warranty entitlement guidelines.

For complete details and warranty terms, please visit juniper.net/support/warranty.

Table 5: RTAC Hardware Replacement Options

	Core	Core Plus	Next-Day Delivery	Next-Day Ship	Next-Day Onsite	Same-Day	Same-Day Onsite
RTAC Access	●	●	●	●	●	●	●
Software Releases	●	●	●	●	●	●	●
Online Tools	●	●	●	●	●	●	●
Hardware Repair/Replacement							
Return-to-Factory		●					
Next-Business Day Advanced Replacement part delivery			●		●		
Next-Business Day Advanced Replacement part shipment				●			
Same-Day Advanced Replacement part delivery						●	●
Onsite Support					●		●

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7. Appendix: Obtaining a Customer Service Center (CSC) login and password

Creating a Juniper Networks online account will enable you to access secured resources like the CSC. To create an online account, please complete the four (4) easy steps outlined below and email that information to **rtac@insight.com**.

You are required to use your company email domain for your CSC account user ID. This will allow Juniper to identify you accurately and link your account to the correct company profile for proper entitlement. Individual account email addresses must match the company's email domain, listed in the service contract, in order to set up the account.

Step 1: Email your valid partner company email address, country and product serial number.

Step 2: Enter your name, company name, job title, job function, address and local time zone.

Step 3: Accept the Compliance Agreement in order to download software.

Note: The Compliance Agreement is a legal document that Juniper is required to obtain before granting access to encrypted versions of software. You may obtain an account without accepting the encryption agreement, but you will not receive access to the software download tools.

Step 4: Receive an email in about 15 minutes that confirms your account request and includes instructions for activating your Juniper Networks online account.

As an RTAC end user, you will have access to:
- The knowledge base
- Whitepapers
- Support documentation

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