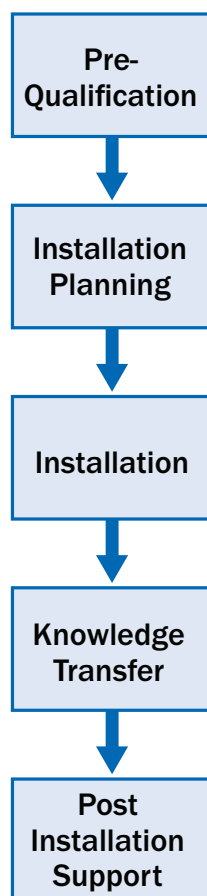


SSL QuickStart Service



Juniper Networks range of SSL VPN appliances and features enable a solution tailored to meet your remote and extranet access requirements. In order to take full advantage of Juniper's unique security capabilities, it is essential to optimally deploy and configure the product to your requirements. Having expert assistance to help install and provide knowledge transfer ensures an efficient implementation and ongoing availability.



The SSL QuickStart service is designed to reduce the risk and ensure a more rapid and smoother transition to your new SSL VPN solution. The QuickStart solution combines a Juniper Professional Services (PS) expert onsite to help deploy and configure the SSL at your operations center, onsite knowledge transfer, and 15 calendar days of post-installation support. The PS expert is part of a designated team that will be available for follow-up questions during normal business hours.*

Please note that this is NOT a substitute for a maintenance contract. After the 15-day period, standard warranty coverage applies unless you have purchased a valid support contract from Juniper Networks or your reseller.

The primary benefits of the QuickStart service include:

- **Speed of Implementation and Error Avoidance.** Juniper's experience and proven methodology results in a more rapid deployment and avoids most errors.
- **Experience.** Juniper understands the SSL Secure Access products and its capabilities better than anyone and uses this knowledge to provide the best implementation possible. Not only do we know what needs to be considered when deploying the equipment, but we understand where problems may be encountered and how to resolve these problems.
- **Cost.** The cost of deploying your SSL solution without a thorough knowledge of the product can be prohibitive. Utilizing the QuickStart service:
 - Minimizes the time and effort to develop your installation plan and create the configuration files
 - Reduces or eliminates the cost of debugging and fixing errors introduced in the configuration files during the deployment
 - Provides your staff with valuable knowledge transfer related to SSL Secure Access solution – significantly lowering the learning curve in the process

Service Overview

Juniper has developed a proven methodology to successfully deploy the Juniper user resulting in a smoother transition and ongoing operation. This methodology consists of the steps pictured on the left.

* The engineer that assists in the installation or a member of this dedicated team will be available during normal business hours. JTAC resources are available 24x7.

The SSL QuickStart offering is a five-phase service that includes the following:

Phase 1: Pre-qualification and Recommendations

- Prequalification of the site – Collect information needed for planning the installation
 - Product requirements (How will the product be used?)
 - Topology (Where will it be installed? Stand alone or clustered?)
 - Application Requirements (What type will be used? Versions? Ports used? Compatibility issues?)
 - User requirements (What type of users? Environment? Platforms?)
- Provide recommendations based on requirements
 - Placement in network
 - Set up as stand alone or clustered (Redundancy or Load Balancing)
 - Features to be used (Rewriter, Pass Through Proxy, SAM (Java or Windows) and/or Network Connect)
 - Any special setup needed based the applications and resources

Phase 2: Installation Planning

- The IVE installation plan is composed of the following components:
 - Network placement (DMZ/internal network, internal interface/ external interface)
 - Setup
 - Features and applications
 - Test
 - Verification

Phase 3: Installation

- Set up the IVE on the production environment
- Configure the system settings
 - Specify IP address, subnet mask, hostname, Default Gateway, DNS, WINS, Domain
 - Check for OS revisions and patches
 - Apply the license keys
 - Install the server certificate
- Configure IVE admin and users accounts
 - Set up the local IVE authentication server
 - Set up the roles
 - Set up the authentication realms
 - Set up role mapping
- Configure applications and access to internal resources
 - Set up the applications on the roles
 - Configure the resource policies for the roles
- Verify that access and applications are working

Phase 4: Training

- Juniper will provide knowledge transfer during the onsite component. This may include the below topics as it pertains to the customer configuration:
 - Basic configuration (Authentication servers, realms, roles, bookmarks, file browsing, etc.)
 - Basic troubleshooting (Command tools in GUI, events/access logs)
 - Additional feature configuration (Secure Application Manager, Network Connect, HC, CC, etc.)

Phase 5: Post Installation Support

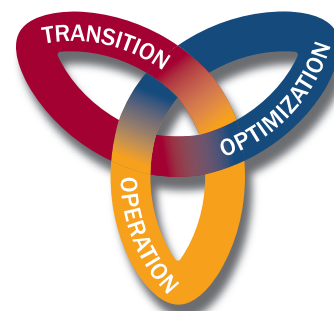
- Provide follow-up deployment support post installation for 15 calendar days
 - Via telephone or email
 - Monday to Friday, 9 am to 5 pm local time
 - IVE configuration questions/clarifications
 - One business day response from SSL professional services engineer

Service Notes

- SSL QuickStart may only be ordered at the time of hardware purchase.
- No custom integration services are included as part of the standard service and requires a separate SOW.
- Customer must complete and sign questionnaire prior to Juniper scheduling the onsite resource.
- Service includes installation of an Active Passive cluster, 4 devices maximum, at a single data center location. Independent IVE devices would be a 2 device maximum at a single data center location.

Professional Services to Fit Your Needs

Juniper Networks Professional Services provides key elements to help you transition, operate, and optimize your network. The full range of services within the three Juniper Networks Customer Services families provide the flexibility to create your own, unique solution, allowing you to not just respond to market factors, but to anticipate them.



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