



Knowledge & Insight Subscriptions

Subscribe, Edit, Unsubscribe

Knowledge & Insight Subscriptions

- Subscription email digests are available for the following channels:

Security Advisories (JSA)

- Security alerts
- Vulnerabilities
- Advisory notices

Technical Bulletins (TSB)

- Product alerts and recalls
- Software release notices
- EOL (End of Life) and EOS (End of Support) notices

Knowledge Base (KB)

- Troubleshooting information (e.g. errors, installation, performance, compatibility)
- Support process for case management (e.g. what to collect when opening a case, locating a serial number)
- Suggested software releases

Insight Subscriptions (JSI)

- Notifications from Juniper Support Insights based on correlated data for Proactive Bug Notifications (PBNs) and Security Vulnerabilities (JSAs based on CVSS score)

Subscription mailing schedule

Security Advisories
(JSA)

Emailed quarterly
Second
Wednesday of
each calendar
quarter
(JAN, APR, JUL,
OCT)

Technical Bulletins
(TSB)

Emailed bi-weekly
every Monday and
Thursday

Knowledge Base
(KB)

Emailed weekly
on Monday

Insight Subscriptions
(JSI)

Customizable

Sample subscription email

All subscription emails are sent from **Juniper Networks, Inc** <do_not_reply@juniper.net> . A separate email is sent for each subscribed channel; the subject line indicates the channel.

From: Juniper Networks, Inc. <do_not_reply@juniper.net>
Sent: Thursday, March 31, 2023 17:15
Subject: Subscription Notice - Knowledge Base (KB) - Juniper Networks Knowledge

Dear [name],
The following new or updated Knowledge Base (KB) content has been posted.

[KB21476](#) Junos Software Versions – Suggested release to consider and evaluate
[KB26990](#) Data Collection Checklist – What to collect when opening a case to troubleshoot an issue
[KB19380](#) [SRX] How to upgrade/downgrade AX411 firmware via CLI

We hope you find this feature useful. Thank you for being part of our community.

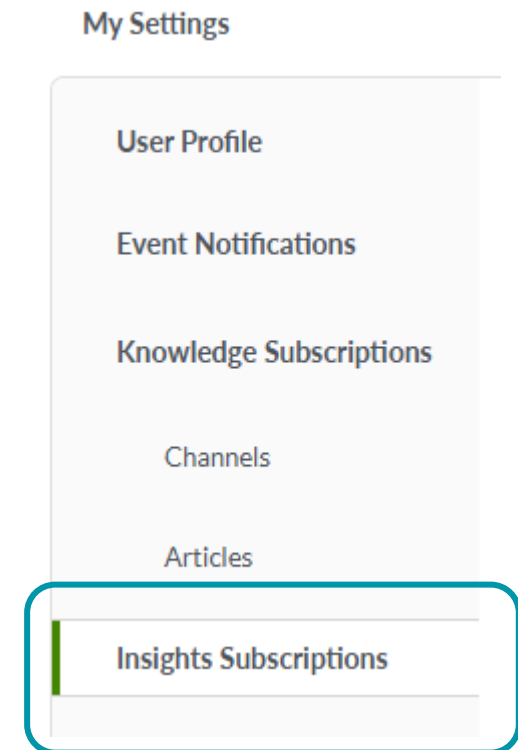
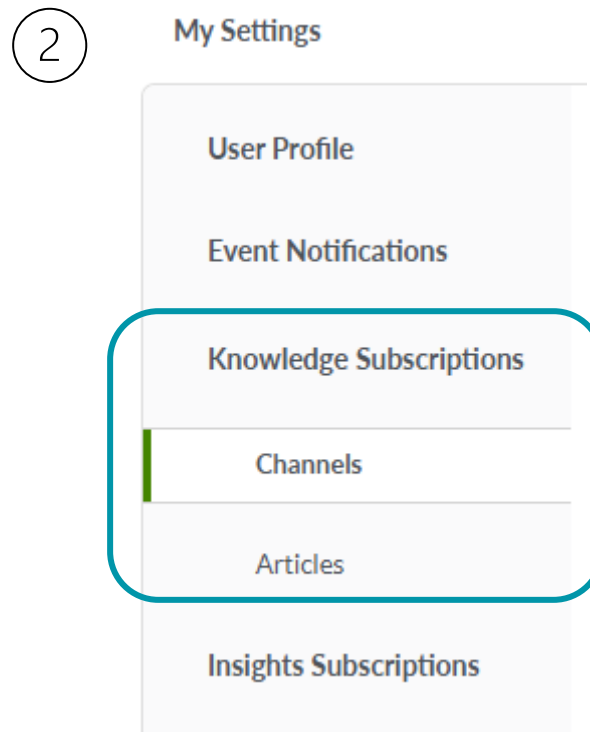
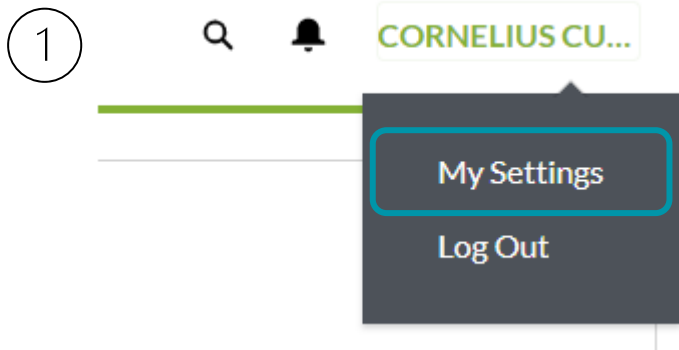
Juniper Networks Knowledge Center Team



Managing Subscriptions

Managing Subscriptions

Log into the [Juniper Support Portal \(JSP\)](#) to manage your subscriptions. Select My Settings and then Channels or Articles from the Knowledge Subscriptions OR select the Insight Subscriptions navigation menu.



Knowledge Subscriptions

Channel Subscriptions – Create and Change

Select a channel, click **Edit**, then select the products you're interested in. Click **+Show More** to expand the primary category. Finally, click **Save** to submit the changes. Tip: Click **Select All** to select/deselect all products.

The screenshot displays the 'My Settings' page for channel subscriptions. The left sidebar contains 'User Profile', 'Event Notifications', 'Knowledge Subscriptions', 'Channels', and 'Articles'. The main content area shows the 'SECURITY ADVISORIES' tab selected, with 'TECHNICAL BULLETINS' and 'KNOWLEDGE BASE' also visible. Below the tabs, there are four columns of product categories, each with a checkbox and a '+ Show More' link. A 'Select All' button is located in the top right corner of the product list area. At the bottom, there are 'Copy selection to' options for 'Knowledge Base' and 'Technical Bulletins', along with 'Cancel' and 'Save' buttons. A green box labeled 'Channels' points to the 'SECURITY ADVISORIES' tab. A green box labeled 'Products' points to the list of product categories. A green box labeled 'Actions' points to the 'Copy selection to' and 'Save' buttons.

Channel Subscriptions – Unsubscribe

To **unsubscribe** from a channel subscription, select the channel, click **Edit**, and then click **'Deselect All'**. The button will change to **'Select All'** and the product selections will be unchecked. Click **Save** to submit the changes.

SECURITY ADVISORIES TECHNICAL BULLETINS KNOWLEDGE BASE

Security Advisories: Security alerts, vulnerabilities, and advisory notices. Email Frequency: Quarterly **Deselect All**

<input checked="" type="checkbox"/> Identity and Policy Control <ul style="list-style-type: none"><input checked="" type="checkbox"/> SBR/AAA-CARRIER	<input checked="" type="checkbox"/> SDN <ul style="list-style-type: none"><input checked="" type="checkbox"/> Juniper Cloud-Native Router<input checked="" type="checkbox"/> Contrail Cloud<input checked="" type="checkbox"/> Contrail Insights<input checked="" type="checkbox"/> Contrail HealthBot+ Show More	<input checked="" type="checkbox"/> Switches <ul style="list-style-type: none"><input checked="" type="checkbox"/> Junos on White Box<input checked="" type="checkbox"/> Sky Enterprise<input checked="" type="checkbox"/> Apstra Intent-based System<input checked="" type="checkbox"/> EX-Series+ Show More	<input checked="" type="checkbox"/> Wireless <ul style="list-style-type: none"><input checked="" type="checkbox"/> WL-Series (Formerly Trapeze)<input checked="" type="checkbox"/> MIST-Series
<input checked="" type="checkbox"/> Network Management <ul style="list-style-type: none"><input checked="" type="checkbox"/> Juniper Support Insight (JSI)<input checked="" type="checkbox"/> Security Director Cloud<input checked="" type="checkbox"/> Junos Space			<input checked="" type="checkbox"/> Routers <ul style="list-style-type: none"><input checked="" type="checkbox"/> C-Series<input checked="" type="checkbox"/> Route Reflectors - JRR/vRR

Article subscription – Subscribe

On the article page, select [Subscribe](#). A confirmation message will display at the top of the article and the button will change to [Unsubscribe](#).



Knowledge Base

[Back](#)

Data Collection Checklists - 'What to Collect' when opening a case to troubleshoot an issue

Article ID KB26990 Created 2013-02-27 Last Updated 2021-12-06

Subscribe

Print

Report a Security Vulnerability

People also viewed

Article subscription – Unsubscribe

On the article page, select **Unsubscribe** OR select Articles from the My Settings > Knowledge Subscriptions navigation menu. Click **Edit**, **uncheck** the articles you want unsubscribed, then click **Save**.

My Settings

User Profile

Event Notifications

Knowledge Subscriptions

Channels

Articles

An article subscription will alert you when the specific article is updated. Article subscriptions are created from the article page and managed either from the article OR the My Subscriptions > Articles menu under Knowledge menu. [For more information about Knowledge Subscriptions, see KB9890](#)

Subscribe	Article ID	Channel	Title	Status
<input checked="" type="checkbox"/>	JSA70192	Security Advisories	2023-01 Security Bulletin: Junos OS: Receipt of crafted TCP packets destined to the device results in Mbuf leak, leading to a Denial of Service (DoS) (CVE-2023-22396)	Published
<input checked="" type="checkbox"/>	TSB18164	Technical Bulletins	21.2R1-S1: Software Release Notification for JUNOS Software Version 21.2R1-S1	Published
<input checked="" type="checkbox"/>	KB9890	Knowledge Base	Subscribe to email notifications for Technical Bulletins (TSB), Security Advisories (JSA), and Knowledge Base (KB) articles	Published
<input type="checkbox"/>	KB32058	Knowledge Base	[MX] OSPF on VRF not redistributing routes	Published
<input type="checkbox"/>	KB10910	Knowledge Base	Juniper Support - Getting Started Checklist	Published
<input type="checkbox"/>	KB30569	Knowledge Base	Knowledge Search Help	Published
<input type="checkbox"/>	KB28871	Knowledge Base	Junos Configuration Modes	Published

Cancel Save

The unsubscribed item will remain in the list, providing a quick link to the article.

Insights Subscriptions

Proactive Bug Notification (PBN) – Subscribe (create)

1. Select Proactive Bug Notification tab and then click [Edit](#).
2. Enter a name for the subscription
3. Select Severity and Frequency preferences
4. Click [Save](#)

My Settings

User Profile

Event Notifications

Knowledge Subscriptions

Channels

Articles

Insights Subscriptions

Insights Subscriptions provide notifications on Proactive Bug Notification and Security Advisories bug related updates. [For more information about Insights Subscriptions, see KB9890.](#)

PROACTIVE BUG NOTIFICATION SECURITY ADVISORIES

* Subscription Name

Enter a name to identify the su

* Severity ⓘ

Critical

Major

Minor

None

* Frequency ⓘ

Daily

Weekly

Monthly

Cancel Save

Proactive Bug Notification (PBN) - Create, Edit, Delete

- To create a different subscription pattern, click **Create**. Enter a name, select options, and then click **Save**.
- To edit or delete an existing subscription, click the **checkbox** and then click **Delete** or **Edit**.

My Settings

User Profile

Event Notifications

Knowledge Subscriptions

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Articles

Insights Subscriptions

Insights Subscriptions provide notifications on Proactive Bug Notification and Security Advisories bug related updates. [For more information about Insights Subscriptions, see KB9890.](#)

PROACTIVE BUG NOTIFICATION SECURITY ADVISORIES

<input type="checkbox"/>	Subscription Name	Severity	Frequency
<input checked="" type="checkbox"/>	ABC	Critical	Daily
<input type="checkbox"/>	DEF	Major	Weekly
<input type="checkbox"/>	XYZ	Minor;None	Monthly

Create

Delete Edit

Security Advisories - Subscribe (create)

1. Select Security Advisories tab and then click **Edit**.
2. Enter a name for the subscription
3. Select Severity: CVSS Score preferences
4. Click **Save**

My Settings

User Profile

Event Notifications

Knowledge Subscriptions

Channels

Articles

Insights Subscriptions

Insights Subscriptions provide notifications on Proactive Bug Notification and Security Advisories bug related updates. [For more information about Insights Subscriptions, see KB9890.](#)

PROACTIVE BUG NOTIFICATION **SECURITY ADVISORIES**

* Subscription Name

Enter a name to identify the sub

* Severity: CVSS Score Email Frequency: Quarterly

Critical - (9.0 - 10) Security Advisory emails are sent quarterly, or when there are out-of-cycle events.

High - (7.0 - 8.9)

Medium - (4.0 - 6.9)

Low - (0.1 - 3.9)

None - (0)

Cancel Save

Security Advisories – Edit, Delete

- To edit or delete an existing subscription, click the **checkbox** and then click **Delete** or **Edit**.

My Settings

User Profile

Event Notifications

Knowledge Subscriptions

Channels

Articles

Insights Subscriptions

Insights Subscriptions provide notifications on Proactive Bug Notification and Security Advisories bug related updates. [For more information about Insights Subscriptions, see KB9890.](#)

PROACTIVE BUG NOTIFICATION SECURITY ADVISORIES

<input checked="" type="checkbox"/>	Subscription Name	Severity
<input checked="" type="checkbox"/>	CVSS subscription	Critical - (9.0 - 10);High - (7.0 - 8.9)

Delete Edit



Thank you

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