

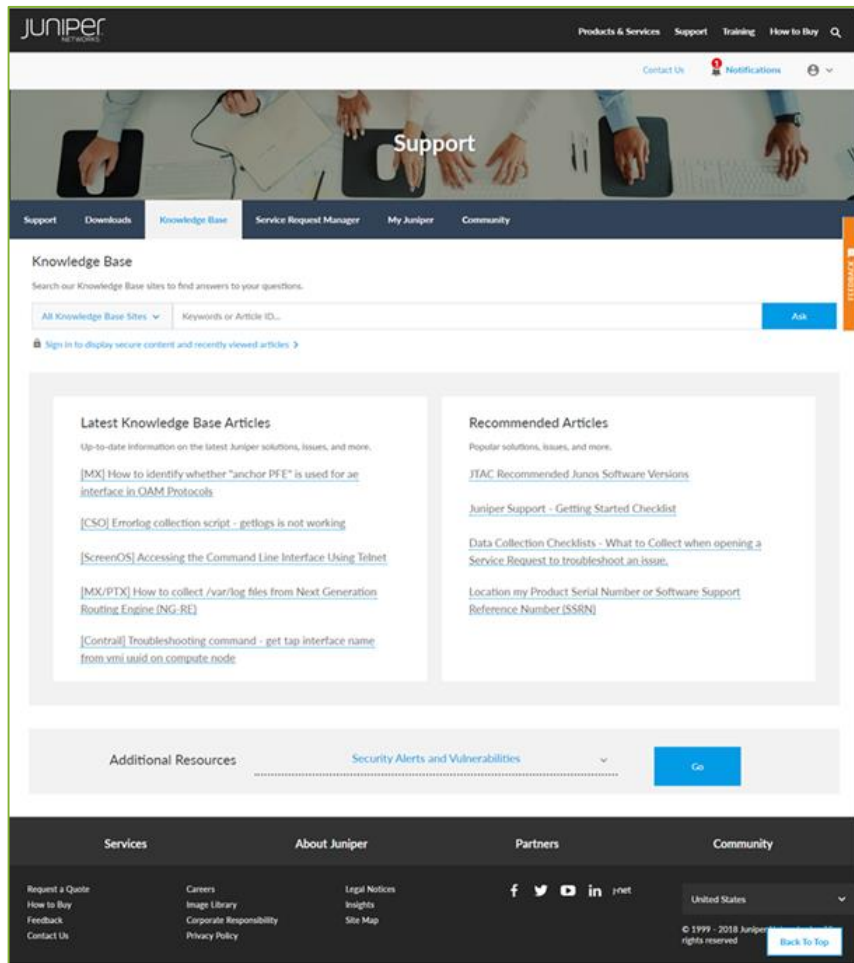
# THE KNOWLEDGE BASE IS GETTING A NEW LOOK

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The Knowledge Base site was rebuilt from the ground up to use the same features found on the Support site. We added quick access to common support articles, raised the visibility of your recently viewed articles, improved article layout, and made it mobile friendly.

Take a tour of the changes rolling out soon.

# THE KNOWLEDGE BASE - HOME PAGE



Log in, get account assistance, or manage your Knowledge Base subscriptions by toggling the user icon. See Support Notifications when posted.

Send us your comments via 'Feedback'

Select which Knowledge Base sub-sites to search.

Learn what we've recently posted (both new articles and updated articles) OR check out the recommended articles.

Find Security Advisories (security alerts and vulnerabilities), Technical Bulletins (product alerts and software release notices), and more in the Additional Resources section.

# THE KNOWLEDGE BASE - ARTICLE PAGE

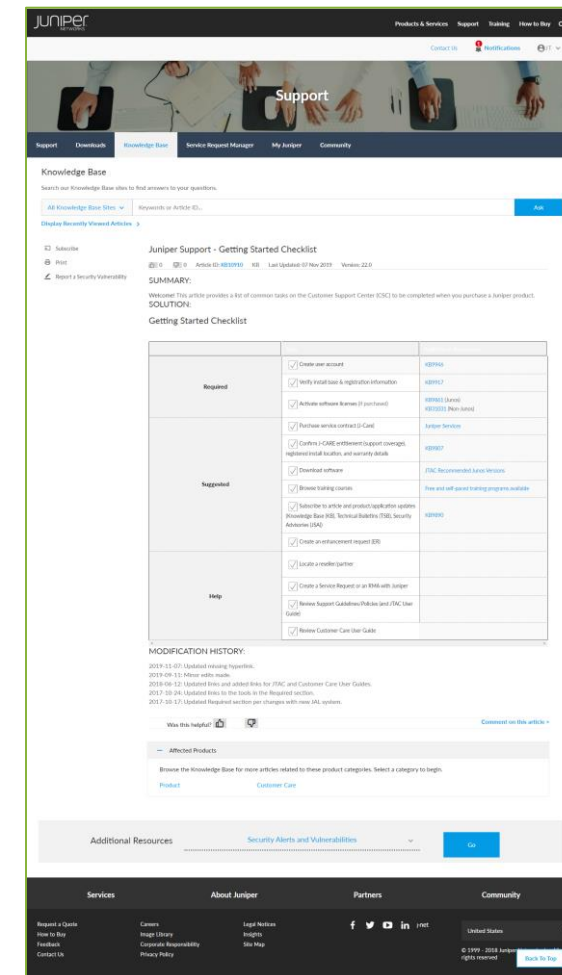
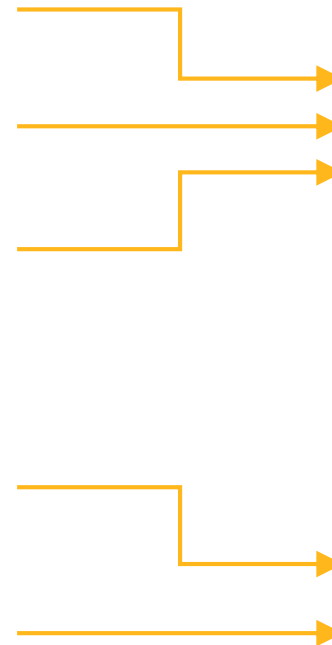
Log in to see Recently Viewed articles, Rate an article, and Subscribe to the article

Article ID, version, and last published date available at the top of the article

Subscribe, Print, and other tools are now on the left

When logged in, rate the article and/or leave us comments about this article

Expand the Affected Products section to see the product categories. Click a category to browse more articles related to that product category.



# THE KNOWLEDGE BASE - BROWSE BY CATEGORY PAGE

The screenshot displays the Juniper Knowledge Base interface. At the top, there is a navigation bar with links for Products & Services, Support, Training, and How to Buy. Below this is a 'Support' banner. A secondary navigation bar includes links for Support, Downloads, Knowledge Base (which is highlighted), Service Request Manager, My Juniper, and Community. The main content area is titled 'Browse by Category: MX-series - Knowledge Base'. It features a search bar with a dropdown menu set to 'Knowledge Base' and a 'Find A Product' button. Below the search bar is a table of articles:

Title	ID	Views	Last Updated
[MX] How to identify whether "anchor PFE" is used for an interface in OAM Protocols	KB35276	247	23 days ago
[MX/PTX] How to collect /var/log files from Next Generation Routing Engine (NG-RE)	KB31910	150,654	24 days ago
[MX] Syntax error at link-mode and validation failure while upgrading Junos OS	KB35271	97	24 days ago
[MX/PTX] How to restart LCM running in the Linux base host (VM-Host)	KB35200	480	27 days ago
[MX] Avoid port oversubscription of 1GE and 10GE ports on MX150	KB35238	70	28 days ago
Data Collection Checklists - 'What to Collect' when opening a Service Request to troubleshoot an issue	KB26990	4,339,160	37 days ago
JTAC Recommended Junos Software Versions	KB21476	13,388,012	42 days ago

Below the table is a pagination control showing '1 2 3 4 5 6 7 8 9 10 Next'. At the bottom of the page, there is an 'Additional Resources' section with a dropdown menu set to 'Security Alerts and Vulnerabilities' and a 'Go' button. The footer contains links for Services, About Juniper, Partners, and Community, along with social media icons and a 'Back To Top' button.

Browse the Knowledge Base to find articles related to a product category.

Use the Product finder to change the category. The Product finder is the same tool found on the Support and Download sites. Change the site selection to view articles in one of several Knowledge Base sites.

- Note, selecting a product will result in displaying the Series/Application level of articles. Example, selecting MX2008 will result in displaying MX Series articles

# THE KNOWLEDGE BASE – MOBILE VIEW

The Knowledge Base site is now mobile friendly.  
Use your favorite device to view all our articles.

