

Quick Guide to Juniper Optics

Contact Brand Protection
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[Juniper Legal Integrity and Compliance Group – Brand Protection](#)

Confidential Helpline – Anonymous
[Juniper Integrity Helpline](#)

Juniper Networks offers full support for optics — modules and cables both optical and copper, used for interconnectivity between switches and routers — that are qualified or supplied by Juniper.

We recommend using only Juniper-qualified or -supplied optics with your Juniper device.

Third-party optics that are not Juniper-qualified or -supplied are ineligible for support, and their use may limit our ability to support and diagnose product issues.

NOTE: JUNOS identifies eligibility by reading the hardware inventory of the chassis.

Learn more about the use of optics in your networks



Know the Risks

There are risks that come with using optics that are not Juniper-qualified or -supplied — even if they are purchased from Juniper-authorized sources.

Some of these risks include:

- Failure to meet the quality and performance standards of Juniper-qualified optics, leading to subpar network performance
- Higher likelihood of failure and reduced lifespan due to inferior materials and components
- Exposure of networks to vulnerabilities and breaches due to lack of rigorous testing and security protocols
- Limited Juniper Support options



Consider Best Practices

- Purchase optics only from Juniper or authorized Juniper Partners (Juniper-authorized products are not sold via online retail marketplaces — e.g. eBay, Alibaba, etc.)
- Be aware of websites or email solicitations misrepresenting Juniper or advertising unusually low prices
- Inspect the packaging and product labels carefully for any signs of tampering or inconsistency
- Obtain documentation such as certificates of authenticity and warranty information
- Report any concerns you have or questions regarding Juniper optics to Juniper Brand Protection



Experiencing Issues?

Optics that are not Juniper-qualified or -supplied, but used on Juniper hardware could result in functional and technical issues.

Some examples of common issues include:

- Optics not recognized by Juniper equipment
- Optics recognized, but interfaces are down
- Interfaces going up and down randomly
- Interfaces up and stable, but experience traffic loss
- Optics shut off or go offline randomly



Check Out Our Resources

Learn more about:

- [Juniper Optics](#)
- [Juniper Third-Party Optics Support](#)
- [Juniper Hardware Compatibility Tool](#)
- [Juniper Partner Locator](#)
- [Juniper Support Portal](#)
- [Gray Market Product Support FAQ](#)
- [Gray Market Tip Sheet](#)