

Juniper Mist Management Guide

Published
2023-09-18

Juniper Networks, Inc.
1133 Innovation Way
Sunnyvale, California 94089
USA
408-745-2000
www.juniper.net

Juniper Networks, the Juniper Networks logo, Juniper, and Junos are registered trademarks of Juniper Networks, Inc. in the United States and other countries. All other trademarks, service marks, registered marks, or registered service marks are the property of their respective owners.

Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.

Juniper Mist Management Guide

Copyright © 2023 Juniper Networks, Inc. All rights reserved.

The information in this document is current as of the date on the title page.

YEAR 2000 NOTICE

Juniper Networks hardware and software products are Year 2000 compliant. Junos OS has no known time-related limitations through the year 2038. However, the NTP application is known to have some difficulty in the year 2036.

END USER LICENSE AGREEMENT

The Juniper Networks product that is the subject of this technical documentation consists of (or is intended for use with) Juniper Networks software. Use of such software is subject to the terms and conditions of the End User License Agreement ("EULA") posted at <https://support.juniper.net/support/eula/>. By downloading, installing or using such software, you agree to the terms and conditions of that EULA.

Table of Contents

1

Get Started

Firewall Configuration | 2

Juniper Mist Cloud Instances | 8

Admin Menu Overview | 9

2

Your Organization

Create Your Account and Organization | 12

Organization Settings (Page Reference) | 13

Find Your Organization ID | 16

Rename an Organization | 17

Delete an Organization | 17

Set a Password Policy for Your Organization | 18

Configure Session Policies | 19

Autoprovisioning | 19

Configure Autoprovisioning for Site Assignments | 20

Configure Autoprovisioning for Device Profiles | 22

Configure Autoprovisioning for Device Names | 23

Manipulate Source Strings for Autoprovisioning | 24

Divide a String into Segments | 25

Ignore Starting or Ending Characters | 26

Select the First Characters | 27

Add a Prefix or Suffix | 28

Support Access | 29

Manage Certificates | 30

Integrate Your Juniper Account | 31

3

View and Update Your Device Inventory | 32

View Your Installed Base | 33

Portal Access

Add Accounts for Portal Users | 37

Portal User Roles | 38

Revoke a User's Access | 39

Monitor Portal Logins (Audit Logs) | 39

Overview | 39

Find the Audit Logs Page | 40

Select the Time Period | 40

Filter by Users | 41

Filter by Sites | 42

Filter by Users' Tasks | 43

View Details | 43

Reset the Page to the Defaults | 43

4

Sites

Configure a Site | 45

Site Configuration Settings (Page Reference) | 46

Set the Site Location | 52

Site Groups | 53

Assign, Unassign, and Manage Site Groups | 53

Enable Automatic Firmware Upgrades | 55

Configure Weekly Checks and Updates | 55

Configure One-Time Updates to Selected AP Models | 56

Firmware Version Tags for Juniper Mist Access Points | 58

Enable Configuration Persistence | 59

[Set the Engagement Dwell Limits and Schedule for a Site | 61](#)

[Set Up Occupancy Analytics for a Site | 62](#)

[Configure Site Variables | 64](#)

5

Subscriptions and Orders

[Subscriptions | 68](#)

[Activate a Subscription | 69](#)

[Renew a Subscription | 70](#)

[Subscription Status | 72](#)

[Monitor Your Orders | 73](#)

6

Help and Support

[Create a Support Ticket | 75](#)

[Feature Requests | 76](#)

[Submit a Feature Request | 77](#)

[View the Feature Requests | 77](#)

[Respond to Other Users' Feature Requests | 78](#)

[View Your Support Tickets | 79](#)

[Find Information and Instructions for Juniper Mist | 79](#)

7

Your Mist Account

[Change Your Password, Contact Information, and Login Options | 83](#)

[Enable Two-Factor Authentication for Your Juniper Mist Account | 83](#)

[Receive Notifications of Events and Alerts | 84](#)

[Delete Your Account | 86](#)

[Set Your Time Preference | 87](#)

1

CHAPTER

Get Started

[Firewall Configuration](#) | 2

[Juniper Mist Cloud Instances](#) | 8

[Admin Menu Overview](#) | 9

Firewall Configuration

IN THIS SECTION

- Mist Cloud | 2
- Devices | 3
- Additional Information for Access Points | 5
- Additional Information for EX Series Switches, SRX Series Firewall, and SSR Series Routers | 6
- Additional Information for Access Assurance | 6
- Additional Ports and Hosts for Wired/WAN Assurance | 6
- Additional Information for Webhooks | 7

Note the specific requirements for your region. For more information about regions, see ["Juniper Mist Cloud Instances"](#) on page 8.

Mist Cloud

Table 1: Mist Cloud Requirements

Service Type	Global 01	Global 02	Global 03	Global 04	Europe 01
Admin Portal	manage.mist.com/signin.html api-ws.mist.com api.mist.com (TCP 443)	manage.gc1.mist.com api-ws.gc1.mist.com api.gc1.mist.com (TCP 443)	manage.ac2.mist.com api-ws.ac2.mist.com api.ac2.mist.com (TCP 443)	manage.gc2.mist.com (TCP 443) api-ws.gc2.mist.com (TCP 443) api.gc2.mist.com (TCP 443)	manage.eu.mist.com api-ws.eu.mist.com api.eu.mist.com (TCP 443)
Guest Wi-Fi Portal	portal.mist.com (TCP 443)	portal.gc1.mist.com (TCP 443)	portal.ac2.mist.com (TCP 443)	portal.gc2.mist.com (TCP 443)	portal.eu.mist.com (TCP 443)

Table 1: Mist Cloud Requirements (Continued)

Service Type	Global 01	Global 02	Global 03	Global 04	Europe 01
Webhooks Source IP Addresses	54.193.71.17 54.215.237.20	34.94.226.48/28 (34.94.226.48-34.94.226.63)	34.231.34.177 54.235.187.11 18.233.33.230	34.152.4.85 35.203.21.42 34.152.7.156	3.122.172.223 3.121.19.146 3.120.167.1
Juniper Mist Support	support-portal.mist.com	support-portal.mist.com	support-portal.mist.com	support-portal.mist.com	support-portal.mist.com

Devices

Table 2: Device-Specific Requirements

Device Type	Global 01	Global 02	Global 03	Global 04	Europe 01
Juniper Mist Access Points	ep-terminator.mistsys.net (TCP 443) portal.mist.com (TCP 443) redirect.mist.com (TCP 443)	ep-terminator.mistsys.net (TCP 443) ep-terminator.gc1.mist.com (TCP 443) portal.gc1.mist.com (TCP 443) redirect.mist.com (TCP 443)	ep-terminator.mistsys.net (TCP 443) ep-terminator.ac2.mist.com (TCP 443) portal.ac2.mist.com (TCP 443) redirect.mist.com (TCP 443)	ep-terminator.mistsys.net (TCP 443) ep-terminator.gc2.mist.com (TCP 443) portal.gc2.mist.com (TCP443) redirect.mist.com (TCP 443)	ep-terminator.mistsys.net (TCP 443) ep-terminator.eu.mist.com (TCP 443) portal.eu.mist.com (TCP 443) redirect.mist.com (TCP 443)

Table 2: Device-Specific Requirements (Continued)

Device Type	Global 01	Global 02	Global 03	Global 04	Europe 01
Juniper Mist Edge	ep-terminator.mistsys.net (TCP 443) portal.mist.com (TCP 443) redirect.mist.com (TCP 443)	ep-terminator.mistsys.net (TCP 443) ep-terminator.gc1.mist.com (TCP 443) portal.gc1.mist.com (TCP 443) redirect.mist.com (TCP 443)	ep-terminator.mistsys.net (TCP 443) ep-terminator.ac2.mist.com (TCP 443) portal.ac2.mist.com (TCP 443) redirect.mist.com (TCP 443)	ep-terminator.mistsys.net (TCP 443) ep-terminator.gc2.mist.com (TCP 443) portal.gc2.mist.com (TCP 443) redirect.mist.com (TCP 443)	ep-terminator.mistsys.net (TCP 443) ep-terminator.eu.mist.com (TCP 443) portal.eu.mist.com (TCP 443) redirect.mist.com (TCP 443)
EX Series Switches	redirect.juniper.net (TCP 443) ztp.mist.com (TCP 443) oc-term.mistsys.net (TCP 2200)	redirect.juniper.net (TCP 443) ztp.gc1.mist.com (TCP 443) oc-term.gc1.mist.com (TCP 2200)	redirect.juniper.net (TCP 443) ztp.ac2.mist.com (TCP 443) oc-term.ac2.mist.com (TCP 2200)	redirect.juniper.net (TCP 443) ztp.gc2.mist.com (TCP 443) oc-term.gc2.mist.com (TCP 2200)	redirect.juniper.net (TCP 443) ztp.eu.mist.com (TCP 443) oc-term.eu.mist.com (TCP 2200)
SRX Series Firewalls	redirect.juniper.net (TCP 443) ztp.mist.com (TCP 443) oc-term.mistsys.net (TCP 2200) srx-log-terminator.mist.com (TCP 6514)	redirect.juniper.net (TCP 443) ztp.gc1.mist.com (TCP 443) oc-term.gc1.mist.com (TCP 2200) srx-log-terminator.gc1.mist.com (TCP 6514)	redirect.juniper.net (TCP 443) ztp.ac2.mist.com (TCP 443) oc-term.ac2.mist.com (TCP 2200) srx-log-terminator.ac2.mist.com (TCP 6514)	redirect.juniper.net (TCP 443) ztp.gc2.mist.com (TCP 443) oc-term.gc2.mist.com (TCP 2200) srx-log-terminator.gc2.mist.com (TCP 6514)	redirect.juniper.net (TCP 443) ztp.eu.mist.com (TCP 443) oc-term.eu.mist.com (TCP 2200) srx-log-terminator.eu.mist.com (TCP 6514)

Table 2: Device-Specific Requirements (Continued)

Device Type	Global 01	Global 02	Global 03	Global 04	Europe 01
SSR Series Routers	ep-terminator.mistsys.net (TCP 443)	ep-terminator.mistsys.net (TCP 443)	ep-terminator.mistsys.net (TCP 443)	ep-terminator.mistsys.net (TCP 443)	ep-terminator.mistsys.net (TCP 443)
	portal.mist.com (TCP 443)	ep-terminator.gc1.mist.com (TCP 443)	ep-terminator.ac2.mist.com (TCP 443)	ep-terminator.gc2.mist.com (TCP 443)	ep-terminator.eu.mist.com (TCP 443)
	redirect.mist.com (TCP 443)	portal.gc1.mist.com (TCP 443)	portal.ac2.mist.com (TCP 443)	portal.gc2.mist.com (TCP443)	portal.eu.mist.com (TCP 443)
	software.128technology.com (TCP 443)	redirect.mist.com (TCP 443)	redirect.mist.com (TCP 443)	redirect.mist.com (TCP 443)	redirect.mist.com (TCP 443)
	jfrog-prod-use1-shared-virginia-main.s3.amazonaws.com (TCP 443)				
	rp.cloud.threatseeker.com (TCP 443)				

Additional Information for Access Points

- APs require TCP port 443 to connect to the Juniper Mist cloud. Optionally, you can tunnel this traffic by using Layer 2 Tunneling Protocol (L2TP).
- The Domain Name System (DNS) requires UDP port 53 to look up the cloud hostnames. However, the DNS does not need a public DNS server.
- The Dynamic Host Control Protocol (DHCP) initially requires UDP ports 67 and 68. After initial device onboarding, you can configure static IP on the device if you prefer.
- The Network Time Protocol (NTP) may require UDP port 123 in some environments. The AP will by default attempt to receive the time from pool.ntp.org. The AP can also receive time through DHCP option 42.

- We also recommend opening UDP port 443 and TCP port 80.
- The IP addresses change periodically and may resolve to something like this: ep-terminator-production-839577302.us-west-1.elb.amazonaws.com.
- Proxy settings are supported and the proxy setting is used if available, but if not the AP will still try to connect.

Additional Information for EX Series Switches, SRX Series Firewall, and SSR Series Routers

The IP addresses for the terminators can change. Use fully qualified domain name (FQDN)-based firewall rules.

Additional Information for Access Assurance

Allow outbound connections destined to **radsec.nac.mist.com** over TCP Port 2083.

Additional Ports and Hosts for Wired/WAN Assurance

This is the terminator needed for Wired/WAN Assurance.

NOTE: IP addresses for the terminators will change. Use FQDN based firewall rules.

oc-term.mistsys.net

oc-term.gc1.mist.com

oc-term.gc2.mist.com

oc-term.ac2.mist.com

oc-term.eu.mist.com

2200/TCP

srx-log-terminator.mist.com

srx-log-terminator.gc1.mist.com

srx-log-terminator.gc2.mist.com

srx-log-terminator.ac2.mist.com

srx-log-terminator.eu.mist.com

6514/TCP

ep-terminator.mistsys.net

ep-terminator.gc1.mist.com

ep-terminator.gc2.mist.com

ep-terminator.ac2.mist.com

ep-terminator.eu.mist.com

redirect.juniper.net

ztp.mist.com

ztp.gc1.mist.com

ztp.ac2.mist.com

ztp.eu.mist.com

443/TCP

Additional Information for Webhooks

Enable these source IP addresses on your firewall which are used to send out the API stream from the Mist cloud.

Please note that the source IPs for Webhooks are **Static IP Addresses** and will not change.

Table 3: Webhooks Requirements

Global 01	Global 02	Global 03	Global 04	Europe 01
54.193.71.17	34.94.226.48/28	34.231.34.177	34.152.4.85	3.122.172.223
54.215.237.20	(34.94.226.48-34.94.226.63)	54.235.187.11	35.203.21.42	3.121.19.146
		18.233.33.230	34.152.7.156	3.120.167.1

Juniper Mist Cloud Instances

IN THIS SECTION

- [Instances Hosted by Amazon Web Services \(AWS\) | 8](#)
- [Instances Hosted by Google Cloud Platform \(GCP\) | 8](#)

Instances Hosted by Amazon Web Services (AWS)

- Global 01—Supports customers worldwide. AWS hosts the resources in its US West Region.
- Global 03—Supports customers worldwide. AWS hosts the resources in its US East region.
- Europe 01—Supports customers in the European Union who require compliance with the General Data Protection Regulation (GDPR). AWS hosts the services in its Frankfurt, Germany region.
- Mist Federal—Supports customers who require compliance with the U.S. Federal Risk and Authorization Management Program (FedRAMP). AWS hosts the resources on the AWS GovCloud (Eastern and Northwestern part of the USA)

Instances Hosted by Google Cloud Platform (GCP)

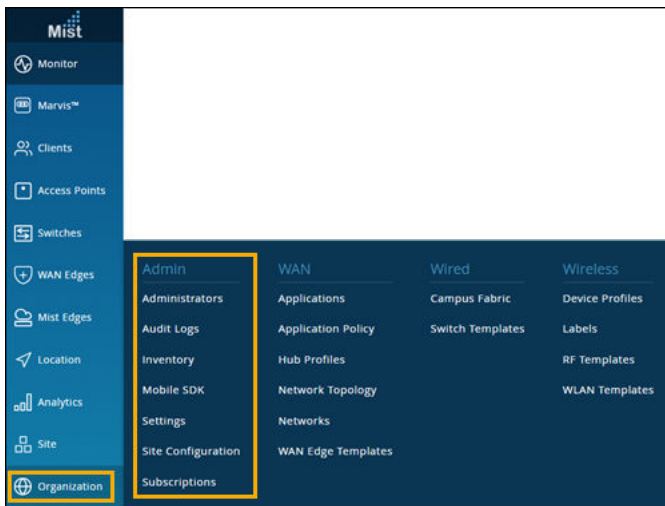
- Global 02—Supports select customers. GCP hosts the resources in its US West region.

- Global 04—Supports customers in Canada. GCP hosts the resources in its Montreal and Quebec region.

Admin Menu Overview

This guide covers the tasks that you can complete by using the Admin menu.

To find the Admin menu, select **Organization** from the left menu of the Juniper Mist portal.



The Admin menu includes these options:

- Administrators—Add and manage portal users.
- Audit Logs—View a complete record of logins.
- Inventory—View information about all devices that in your organization.
- Mobile SDK—Create and manage MobileSDK secret keys. Use the secret key to access your organization in the Juniper Mist SDK. For more information, see the Juniper Mist SDK Manuals for [Android Devices](#) and [iOS Devices](#).
- Settings—Set up your organization.
- Site Configuration—Set up your sites.
- Subscriptions—Manage your subscriptions and orders.

NOTE: Most tasks on the Admin menu require a user account with the Super User or Network Admin role. For more information, see ["Portal User Roles" on page 38](#).

2

CHAPTER

Your Organization

- [Create Your Account and Organization | 12](#)
 - [Organization Settings \(Page Reference\) | 13](#)
 - [Find Your Organization ID | 16](#)
 - [Rename an Organization | 17](#)
 - [Delete an Organization | 17](#)
 - [Set a Password Policy for Your Organization | 18](#)
 - [Configure Session Policies | 19](#)
 - [Autoprovisioning | 19](#)
 - [Support Access | 29](#)
 - [Manage Certificates | 30](#)
 - [Integrate Your Juniper Account | 31](#)
-

Create Your Account and Organization

Create your Juniper Mist organization by creating the first administrator account and entering a name for your organization. By default, you will have the Super User role, with full access to all the features and sites. For more information, see "[Portal User Roles](#)" on page 38 .

1. Go to: <https://manage.mist.com>
2. Click **Create Account** (at the bottom of the window).



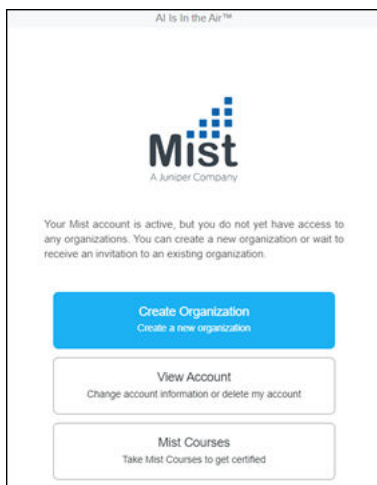
3. Select your region: **Global** or **Europe**.

NOTE: Select Europe if your organization requires compliance with The General Data Protection Regulation (GDPR). For more information about Juniper Mist cloud instances, see "[Juniper Mist Cloud Instances](#)" on page 8.

4. Enter your contact information and password, and then click **Create Account**.
You will receive a link in your email to finalize the account setup.
5. Go to your email inbox, open the email from Mist.com, and then click the validation link.
6. Log in.



7. Click **Create Organization**, and then enter a name for your organization.



The organization name will appear in various places, such as the Juniper Mist login screen, the Juniper Mist portal, and any emails that Juniper Mist sends to new portal users. You can change the name later, if needed. See "[Rename an Organization](#)" on page 17.

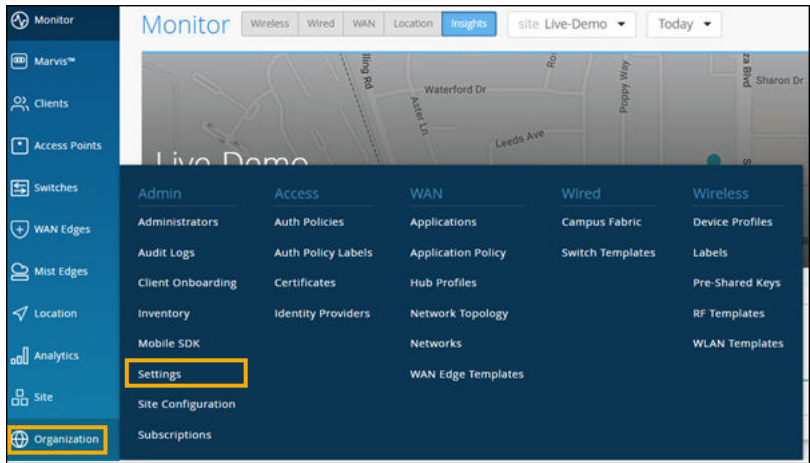
Organization Settings (Page Reference)

IN THIS SECTION

- [Finding the Organization Settings Page | 14](#)
- [Major Sections of the Organization Settings Page | 14](#)

Finding the Organization Settings Page

From the left menu of the Juniper Mist portal, select **Organization** > **Settings**.



Major Sections of the Organization Settings Page

Table 4: Organization Settings

Section	Description	More Information
Name, ID, and Managed Service Provider	Basic information about the organization.	
Password Policy	You can specify password length, special characters, and 2-factor authentication.	"Set a Password Policy for Your Organization" on page 18
Session Policy	Set the maximum session length and the maximum idle time for your portal users.	"Configure Session Policies" on page 19
Switch Management	You can enable or disable switch proxy.	
Auto-Provisioning	Juniper Mist can automatically name APs and assign sites and device profiles to them.	"Autoprovisioning" on page 19

Table 4: Organization Settings (Continued)

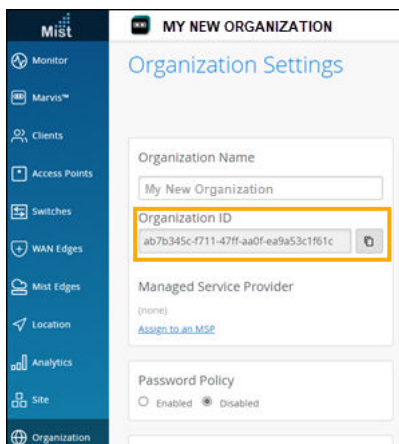
Section	Description	More Information
API Token	Create access tokens for API development. The organization token behaves similarly to a user-based API token, but instead is tied to the selected organization. Set the access level and identify the sites or groups that the token can be used for.	
Third Party Token	Generate Cellular Edge tokens for Cradlepoint integrations.	
Management Connection	Use DHCP (the default option) or create L2TP or Mist management tunnels.	
Support Access	Allow or deny the Juniper support team access to certain troubleshooting data.	"Support Access" on page 29
Certificates	Manage certificates for use with RadSec.	"Manage Certificates" on page 30
CloudShark Integration	Integrate your CloudShark account with Juniper Mist.	
Juniper Account Integration	Add your Juniper accounts so that you can monitor your Juniper devices on the Inventory page of the Juniper Mist portal.	"Integrate Your Juniper Account" on page 31
Application Insights Integration (Beta)	Enables Juniper Mist to gather information from the specified applications. Click Link Account to go to the application's authorization page, and then log in to complete the integration.	

Table 4: Organization Settings (Continued)

Section	Description	More Information
Single Sign-On	Set up Identity Providers so that your team can log in to the Juniper Mist portal by using single sign-on.	
Installer	Define the parameters for the Installer role.	"Portal User Roles" on page 38
Session Smart Conductor	Point to your Session Smart Conductor. You can enter up to two IP addresses, using a comma as a separator.	
Webhooks	Enable and configure webhooks to automatically send notifications of alerts and events as they occur.	Juniper Mist Automation and Integration Guide

Find Your Organization ID

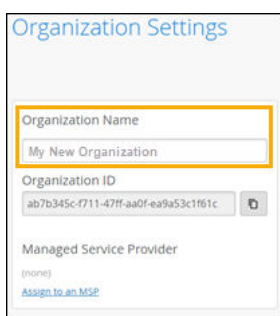
From the left menu of the Juniper Mist portal, select **Organization** > **Settings**. The Organization ID appears near the top of the page. You can use the copy button to quickly copy this long string.



NOTE: Juniper Mist generates this ID, which you cannot change.

Rename an Organization

1. From the left menu of the Juniper Mist portal, select **Organization > Settings**.
2. Enter the new Organization Name.



Organization Settings

Organization Name
My New Organization

Organization ID
ab7b345c-f711-47ff-aa0f-aa9a53c1f61c

Managed Service Provider
(none)
[Assign to an MSP](#)

3. Click **Save**.

Delete an Organization

If you no longer need a certain organization in your Juniper Mist network, you can delete it. All sites, floorplans, and administrator accounts will be removed. This action is permanent, and the data is not recoverable.

1. Log in to the organization that you want to delete.
2. Release all devices from the inventory:
 - a. From the left menu of the Juniper Mist portal, select **Organization > Inventory**.
 - b. Use the buttons at the top of the page to select a device type.
 - c. Select all devices on the page, click **More**, and then click **Release**.
 - d. Select the next device type, and continue until you have released all devices on all pages of the inventory.
3. From the left menu of the Juniper Mist portal, select **Organization > Settings**.
4. Click **Delete Organization**.

5. When prompted to confirm the deletion, enter the organization name, and then click **Delete Organization**.

Set a Password Policy for Your Organization

Configure a password policy to enforce your password standards.

1. From the left menu of the Juniper Mist portal, select **Organization > Settings**.
2. In the Password Policy section, select **Enabled**.
3. Enter the number of characters that you want to require.
4. (Optional) Enable additional settings:
 - **Require special characters**—Users must include special characters in their passwords.
 - **Two factor authentication**—After users log in for the first time, Juniper Mist prompts them to set up two-factor authentication. From then on, they'll need to enter login credentials and a code from their authenticator app. Juniper Mist allows any choice of an authenticator app.

In this example, the password policy requires 12 characters, including special characters.

5. Click **Save**.

After users register and validate their accounts, Mist prompts them to create a password that meets all the requirements. If you enabled two-factor authentication, Juniper Mist redirects them to the Account Settings page, where they must set up two-factor authentication for their account.

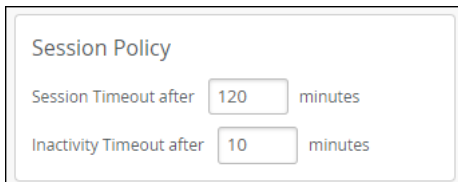
NOTE: As an administrator, you might want to share the two-factor setup instructions with your users for quick reference. For more information, see ["Enable Two-Factor Authentication for Your Juniper Mist Account"](#) on page 83.

Configure Session Policies

To configure session policies, select **Organization** > **Settings** from the left menu of the Juniper Mist portal. Then enter your policy settings according to the following guidelines:

- **Session Timeout**—Enter the maximum number of minutes that a user can remain logged in to the Juniper Mist portal. When this period elapses, the user must log in to continue working in the portal.
- **Inactivity Timeout**—Enter the maximum number of minutes that a user can be inactive in the Juniper Mist portal. When this period elapses, the user must log in to resume working in the portal.

In this example, users must log in again if their session exceeds 120 minutes or if they are inactive for more than 10 minutes.



The screenshot shows a configuration window titled "Session Policy". It contains two input fields: "Session Timeout after" with a value of "120" and "Inactivity Timeout after" with a value of "10". Both fields are followed by the text "minutes".

Autoprovisioning

IN THIS SECTION

- [Configure Autoprovisioning for Site Assignments | 20](#)
- [Configure Autoprovisioning for Device Profiles | 22](#)
- [Configure Autoprovisioning for Device Names | 23](#)
- [Manipulate Source Strings for Autoprovisioning | 24](#)

With autoprovisioning, you can streamline device onboarding and configuration.

You can use autoprovisioning in these ways:

- Automatically assign access points (APs) to sites

For more information, see ["Configure Autoprovisioning for Site Assignments" on page 20](#).

- Automatically assign device profiles to APs

For more information, see ["Configure Autoprovisioning for Site Assignments" on page 20](#).

- Automatically generate names for APs

For more information, see ["Configure Autoprovisioning for Device Names" on page 23](#).

Configure Autoprovisioning for Site Assignments

You can set up Juniper Mist to automatically assign a site to access points (APs) that have been claimed for your organization but not yet assigned to a site. This process will not reassign an AP that was previously assigned to a site.

Juniper Mist can autoprovision a site assignment based on:

- The Link Layer Discovery Protocol (LLDP) system name of the switch that the AP is connected to. To use this option, configure the LLDP system name to include the site name.
- The subnet that the AP is connected to. To use this option, create a list of subnets and their corresponding sites when you configure the autoprovisioning rule.
- The AP model. To use this option, create a list of AP models and their corresponding sites when you configure the autoprovisioning rule.
- The AP's device name. To use this option, configure each device name to include the site name.
- The AP's Domain Name System (DNS) suffix. To use this option, configure each DNS suffix to include the site name.

For each AP, Juniper Mist examines the attribute and looks for a matching site. When it finds a match, it assigns the site.

NOTE: You can use this feature even if the AP device name, LLDP system name, or DNS name includes extra characters that aren't in the site name. You can set up the auto provisioning rule so that Juniper Mist removes any unneeded characters. For more information, see No Link Title.

To configure auto provisioning for site assignments:

1. From the left menu of the Juniper Mist portal, select **Organization > Settings**.
2. Click **Configure Auto-Provisioning**.
3. Click **Site Assignment**.
4. Click **Enabled**.

5. For **Source**, select the AP attribute that you want to use for auto provisioning.
6. Based on the selected source, set the remaining options:
 - Subnet—If you selected Subnet as the source, complete the Deriving Site Name from Subnet table at the bottom of the Auto-Provisioning window. Under APs In Subnet, enter the first subnet, using the format $x.x.x.x/x$. Then select the site for that subnet. For each additional subnet, select **Add Row**, and then enter the subnet and the site.

APs In Subnet	Assigned to Site
Subnet	Select a site

- AP Model—If you selected AP Model as the source, complete the Deriving Site Name from Model table at the bottom of the Auto-Provisioning window. Under APs in Subnet, select an AP model. Then select the site that you want to assign that model to. For each additional model, select **Add Row**, and then select the model and the site.

AP Model	Assigned to Site
Select	Select a site

- If you selected another source option and you need to add or remove characters from the source string, use the various source string options. For information and example, see "[Manipulate Source Strings for Autoprovisioning](#)" on page 24.

7. Click **OK** to save your settings.

Configure Autoprovisioning for Device Profiles

You can set up Juniper Mist to automatically assign device profiles to access points (APs) that have been claimed for your organization and assigned to a site. This process will not assign a device profile if an AP already has one.

Juniper Mist can autoprovision a device profile based on:

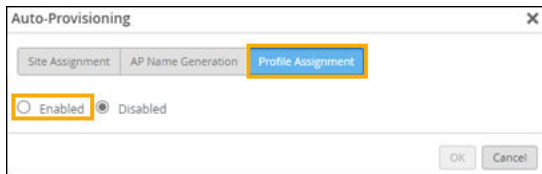
- The Link Layer Discovery Protocol (LLDP) system name of the switch that the AP is connected to. To use this option, configure the LLDP system name to include the device profile name.
- The subnet that the AP is connected to. To use this option, create a list of subnets and their corresponding device profiles when you configure the autoprovisioning rule.
- The AP model. To use this option, create a list of AP models and their corresponding device profiles when you configure the autoprovisioning rule.
- The AP's device name. To use this option, configure each device name to include the device profile name.
- The AP's Domain Name System (DNS) suffix. To use this option, configure each DNS suffix to include the device profile name.

For each AP, Juniper Mist examines the attribute and looks for a matching device profile.

NOTE: You can use this feature even if the AP Name, LLDP system name, or DNS name includes extra characters that aren't in the device profile name. You can set up Juniper Mist to remove any unneeded characters. For more information, see [No Link Title](#).

To configure autoprovisioning for device profile:

1. From the left menu of the Juniper Mist portal, select **Organization > Settings**.
2. Click **Configure Autoprovisioning**.
3. Click **Profile Assignment**.
4. Click **Enabled**.



5. For **Source**, select the AP attribute that you want Juniper Mist to use for auto provisioning.
6. Based on the selected source, set the remaining options:

- Subnet—If you selected Subnet as the source, complete the Deriving Site Name from Subnet table at the bottom of the Auto-Provisioning window. Under APs In Subnet, enter the first subnet, using the format $x.x.x.x/x$. Then select the site for that subnet. For each additional subnet, select **Add Row**, and then enter the subnet and the site.

APs In Subnet	Assigned to Site
Subnet	Select a site

- AP Model—If you selected AP Model as the source, complete the Deriving Site Name from Model table at the bottom of the Auto-Provisioning window. Under APs in Subnet, select an AP model. Then select the site that you want to assign that model to. For each additional model, select **Add Row**, and then select the model and the site.

AP Model	Assigned to Site
Select	Select a site

- If you selected another source option and you need to add or remove characters from the source string, use the various source string options. For information and example, see "[Manipulate Source Strings for Auto provisioning](#)" on page 24.
7. Click **OK** to save your settings.

Configure Auto provisioning for Device Names

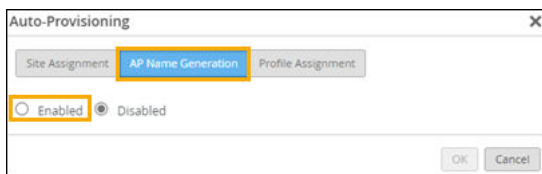
When you configure this feature, Juniper Mist generates an access point (AP) name based on the port that the AP is connected to. Juniper Mist creates the name by extracting all or part of the Link Layer Discovery Protocol (LLDP) port description.

NOTE: This feature does not rename an AP that already has a name.

To deploy this feature, you first must configure your port description to include the text that you want to use in your AP name. Your auto provisioning rule can use the full port description or a portion of it. You might find it helpful to include information such as the site name, floor number, or department name. This way, when you see the AP name in the Juniper Mist portal, you can quickly identify its location or purpose.

To configure auto provisioning for device names:

1. From the left menu of the Juniper Mist portal, select **Organization > Settings**.
2. Click **Configure Auto-Provisioning**.
3. Click **AP Name Generation**.
4. Click **Enabled**.



5. If needed, select options to add or remove characters from the port description. For information and examples, see "[Manipulate Source Strings for Auto provisioning](#)" on page 24.
6. Test your rule by entering sample text in the **LLDP Port Desc** text box at the bottom of the window. If needed, adjust the settings until the expected AP name appears.
7. Click **OK** to save your settings.

Manipulate Source Strings for Auto provisioning

SUMMARY

In auto provisioning, if the source string doesn't exactly match the name of a site, device profile, or AP, you can use various options to add or remove characters.

IN THIS SECTION

- [Divide a String into Segments](#) | 25
- [Ignore Starting or Ending Characters](#) | 26
- [Select the First Characters](#) | 27
- [Add a Prefix or Suffix](#) | 28

The available options depend on the auto-provisioning method and the source type.

Table 5: Available Options

Auto-Provisioning Method	Source Type	Available Options
Site Assignment and Profile Assignment	<ul style="list-style-type: none"> • AP Name • LLDP System Name • DNS Suffix 	<ul style="list-style-type: none"> • Divide into segments • Ignore starting or ending characters • Select the first characters • Add a prefix • Add a suffix
AP Name Generation	LLDP Port Description	<ul style="list-style-type: none"> • Divide into segments • Ignore starting or ending characters • Select the first characters

For more information and examples:

- ["Divide a String Into Segments" on page 25](#)
- ["Ignore Starting or Ending Characters" on page 26](#)
- ["Select the First Characters" on page 27](#)
- ["Add a Prefix or Suffix" on page 28](#)

Divide a String into Segments

With this option, Juniper Mist selects one segment of a character-delimited source string. The source string must include one of the permitted delimiter characters:

- - (dash)
- _ (underscore)
- . (period)
- / (forward slash)

1. On the Organization Settings page, click **Configure Auto-Provisioning**.

2. Select the type of auto provisioning: **Site Assignment**, **AP Name Generation**, or **Profile Assignment**.
3. Click **Enabled**.
4. (For Site Assignment or Profile Assignment only) Select the **Source**.
5. Select the check box for **Divide into segments separated by**.
6. For **Separator**, enter a valid delimiter character: - _ . /
7. Select the segment that you want to use for auto provisioning (1st, 2nd, and so on).
8. Verify your selections by entering sample strings in the gray box at the bottom of the Auto-Provisioning window.

In this example, the administrator wants Juniper Mist to use only the characters in the second segment of the AP name. To verify that this will enable Juniper Mist to generate the desired name, the administrator enters a sample AP name. Juniper Mist responds with the resulting name.

The screenshot shows the 'Auto-Provisioning' configuration window. The 'AP Name Generation' tab is selected. The 'Enabled' radio button is chosen. Under 'Deriving AP Name from LLDP Port Description', the 'Divide into segments separated by' checkbox is checked, with a separator of '_' entered in the adjacent text box. The 'Select the following segment' dropdown is set to '2nd'. Below this, there are three unchecked checkboxes: 'Number of starting characters to ignore', 'Number of ending characters to ignore', and 'Select first characters', each with an empty input field. At the bottom, a gray box contains a preview area with the text 'Try various Port Descriptions to see the name resulting from your selections'. In this preview, the 'LLDP Port Desc.' field contains 'East_Floor 7_Nursing' and the 'AP Name' field displays 'Floor 7'.

9. Click **OK**.

Ignore Starting or Ending Characters

With this option, Juniper Mist ignores the first characters, the final characters, or both ends of the source string.

1. On the Organization Settings page, select **Configure Auto-Provisioning**.
2. Select the type of auto provisioning: **Site Assignment**, **AP Name Generation**, or **Profile Assignment**.
3. Click **Enabled**.
4. (For Site Assignment or Profile Assignment only) Select the **Source**.
5. Select the check box for **Number of starting characters to ignore**.

6. Enter the number of characters to ignore.

You must enter a number in at least one of the **characters to ignore** text boxes.

7. Verify your selections by entering sample strings in the gray box at the bottom of the Auto-Provisioning window.

In this example, the administrator wants Juniper Mist to ignore the first five characters of the AP name. To verify that this will enable Juniper Mist to generate the desired name, the administrator enters a sample AP name. Juniper Mist responds with the resulting name.

The screenshot shows the 'Auto-Provisioning' window with the 'AP Name Generation' tab selected. The 'Enabled' radio button is chosen. Under 'Deriving AP Name from LLDP Port Description', the 'Number of starting characters to ignore' is set to 5. A sample LLDP Port Description 'East_Floor 7_Nursing' is entered, and the resulting AP Name is 'Floor 7_Nursing'.

8. Click **OK**.

Select the First Characters

With this option, Juniper Mist uses only the specified number of characters from the start of the source string.

1. On the Organization Settings page, select **Configure Auto-Provisioning**.
2. Select the type of autoprovisioning: **Site Assignment**, **AP Name Generation**, or **Profile Assignment**.
3. Click **Enabled**.
4. (For Site Assignment or Profile Assignment only) Select the **Source**.
5. Select the check box for **Select first characters**.
6. Enter the number of characters to use.
7. Verify your selections by entering sample strings in the gray box at the bottom of the Auto-Provisioning window.

In this example, the administrator wants Juniper Mist to select the first 12 characters of the AP name. To verify that this will enable Juniper Mist to generate the desired name, the administrator enters a sample AP name. Juniper Mist responds with the resulting name.

The screenshot shows the 'Auto-Provisioning' window with the 'AP Name Generation' tab active. The 'Enabled' radio button is selected. Under the heading 'Deriving AP Name from LLDP Port Description', the 'Select first characters' checkbox is checked and highlighted with a yellow box, with the value '12' entered in the adjacent text box. Below this, a gray preview box shows an 'LLDP Port Desc.' of 'East_Floor 7_Nursing' resulting in an 'AP Name' of 'East_Floor 7', also highlighted with a yellow box.

8. Click **OK**.

Add a Prefix or Suffix

With these options, Juniper Mist adds characters to the start of the source string (prefix), the end of the source string (suffix), or both.

1. On the Organization Settings page, select **Configure Auto-Provisioning**.
2. Select the type of autoprovisioning: **Site Assignment** or **Profile Assignment**.

NOTE: You cannot add a prefix or suffix when setting up auto-provisioning to generate an AP name.

3. Click **Enabled**.
4. Select the check box for **Add a prefix**, **Add a suffix**, or both.
5. Enter the characters to add.
6. Verify your selections by entering sample strings in the gray box at the bottom of the Auto-Provisioning window.

In this example, the administrator wants Juniper Mist to use only the characters in the second segment of the AP name.

In this example, the administrator wants Juniper Mist to add a prefix consisting of these characters: *Site A*. To verify that these selections will enable Juniper Mist to find the corresponding device profile, the administrator enters a sample AP name. Juniper Mist responds with the resulting device profile name.

The screenshot shows the 'Auto-Provisioning' window with the 'Profile Assignment' tab selected. The 'Enabled' radio button is chosen. Under 'Source', 'AP Name' is selected. The 'Divide into segments separated by:' checkbox is checked with a hyphen '-' as the separator, and '2nd' is selected for the segment. The 'Add a prefix' checkbox is checked, and the prefix is set to 'Site A'. Below this, a preview box titled 'Try various AP names to see the site assignment resulting from your selections' shows an input field for 'AP names' containing 'East_Floor 7_Nursing' and a corresponding output field for 'Device Profile Name' containing 'Site A Floor 7'.

7. Click **OK**.

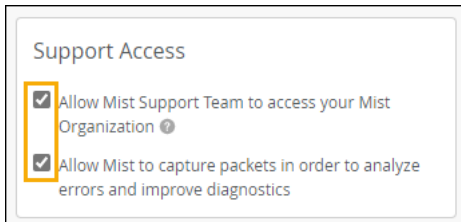
Support Access

With the default settings on the Organization Settings page, the Support Access option is enabled. These settings allow the Juniper Mist support team to access certain aspects of your organization.

The support personnel can:

- See all the device information in the portal.
- Capture packets. Juniper Mist personnel do not capture payload data, only network data, for analyzing errors and improving diagnostics.

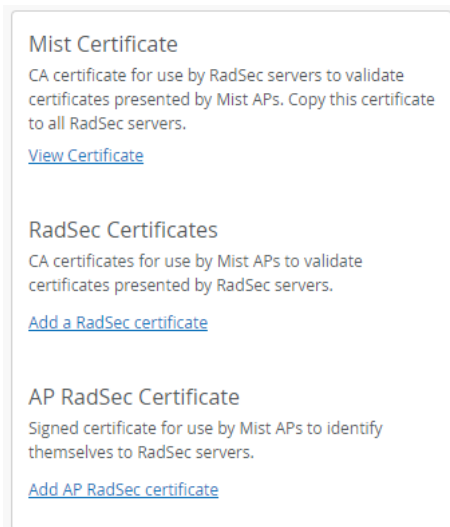
We recommend that you keep Support Access enabled.



Manage Certificates

If you configure a RadSec authentication server for a wireless LAN (WLAN), copy the Juniper Mist certificate to your RadSec servers, and add the RadSec certificates to your Juniper Mist organization.

1. From the left menu of the Juniper Mist portal, select **Organization** > **Settings**.
2. Review the on-screen information for the certificates that you need to install.



3. Obtain or add certificates:

- **Mist Certificate**—Your RadSec servers need this certificate to validate the certificates from your access points (APs). Click **View Certificate**, and then click **Copy**. Copy this certificate to your RadSec servers.
- **RadSec Certificates**—Juniper Mist needs these certificates so that your APs can validate the certificates from your RadSec servers. Click **Add a RadSec Certificate**. Paste the certificate that you obtained from your RadSec server, and then click **Add**.

- AP RadSec Certificate—Juniper Mist needs a signed certificate so that your APs can identify themselves to your RadSec servers. Click **Add AP RadSec Certificate**. Enter the **Private Key** and the **Signed Certificate** that you obtained from your RadSec server. Then click **Save**.
4. Click **Save** at the top-right corner of the page.

Integrate Your Juniper Account

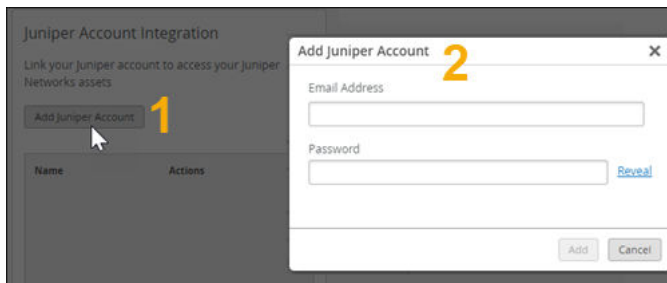
IN THIS SECTION

- [View and Update Your Device Inventory | 32](#)
- [View Your Installed Base | 33](#)

To add your existing Juniper devices to your organization in the Juniper Mist portal, you can integrate your Juniper account.

To integrate your Juniper account with Juniper Mist:

1. From the left menu of the Juniper Mist portal, select **Organization > Settings**.
2. Under Juniper Account Integration, click **Add Juniper Account**.
3. Enter the login credentials for your Juniper account, and then click **Add**.



Juniper Mist validates the Juniper account, links it to your Juniper Mist organization, and populates the Installed Base page with the devices from the specified account. For more information, see "[View Your Installed Base](#)" on page 33 .

View and Update Your Device Inventory

You can view information for all the devices in your inventory. Additionally, you can make changes to individual devices or to multiple devices at once.

View and Find Information

Use the various buttons on the **Device Inventory** screen to view and find information.

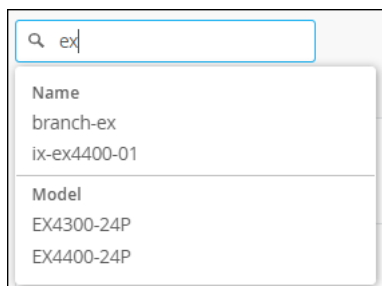


- To select the device type, click a device button at the top of the screen.
- To view devices that are linked through the **Juniper Account Integration** option on the Organization Settings page, use the **Installed Base** button. Devices must be assigned to the specified account, must have an active support contract, and must be compatible with Juniper Mist. This page displays device-specific details (known to Juniper through the sale and maintenance of the device) along with the status information collected from the installed devices.
- To select the organization or a site, use the drop-down list at the top of the screen.
- To view the complete inventory as a CSV file, click the cloud button (near the top-right corner of the screen).



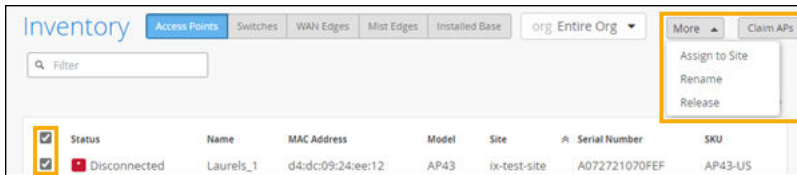
- To find a specific device, use the **Filter** box. Enter characters from any of the device information fields that you see on the screen. When the matching devices appear in the drop-down list, select the device that you want to view.

Example: Let's say that you typed the letters *ex*. The drop-down list shows devices with *ex* in the device name (such as *branch-ex* and *ix-ex4400-01*) and the model name (such as *EX4300-24P* and *EX4400-24P*).



Make Changes

You can make many types of changes on the Inventory page.



- To assign devices to sites, select one or more devices, then select the **More** button, and then select **Assign to Site**. In the pop-up window, select the site, and then click **Assign to Site**.
- To rename devices, select one or more devices, then select the **More** button, and then select **Rename**. You can give all selected devices the same name, or use the on-screen variables to generate names that include information such as the site ID or MAC address. Finally, click **Rename APs**.
- To release (unclaim) devices, select one or more devices, then select the **More** button, and then select **Release**. After you confirm this action, the APs are no longer claimed by this organization and no longer managed by Mist.
- To claim devices, select one or more devices, and then click the **Claim** button.
- To adopt devices, select one or more devices, and then click the **Adopt** button.

View Your Installed Base

IN THIS SECTION

- [Before You Begin | 33](#)
- [Procedures | 34](#)

If you integrated your Juniper Account with your Juniper Mist organization, the Inventory page includes details about all Juniper products for your account.

Before You Begin

You must first link your Juniper account to Mist organization. See ["Integrate Your Juniper Account" on page 31](#).

Procedures

To view information about your installed base:

Select **Organization** > **Inventory**, and then select **Installed Base**.

To quickly find a particular device:

Use the options at the top of the page.

- Use the filter buttons for device models and connection status.
- Enter keywords in the **Filter** box.

Other options on this page:

- To adopt a device, click the **Adopt Switches** or the **Adopt WAN Edges** button. When you successfully adopt a device, it becomes cloud-connected. The cloud-connected devices are listed on the Switches or WAN Edges tab (depending on the device type), in addition to being listed on the Installed Base tab.
- Use the table columns button to hide, show, and reorder the columns.



- To download all of the information in a CSV (Comma-Separated Values) file, click the **Download** button.

NOTE: On a Mac computer, any non-English characters in the file might appear as special characters. To avoid this issue, do not open the file directly. Instead, follow these steps:

1. Open a new Excel file.

2. Select **File > Import > CSV file > Import**.
3. Select the file that you downloaded, and then click **Get Data**.
4. In the Text Import Wizard, select **Unicode (UTF-8)** as **File Origin**.
5. Click **Finish**.

3

CHAPTER

Portal Access

[Add Accounts for Portal Users | 37](#)

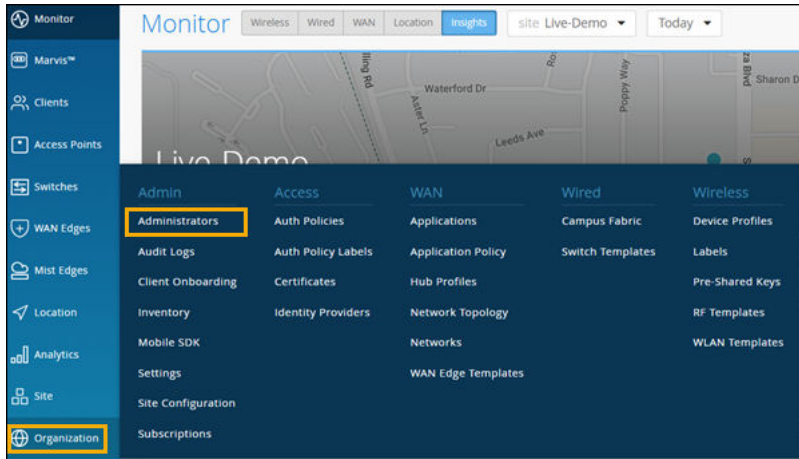
[Portal User Roles | 38](#)

[Revoke a User's Access | 39](#)

[Monitor Portal Logins \(Audit Logs\) | 39](#)

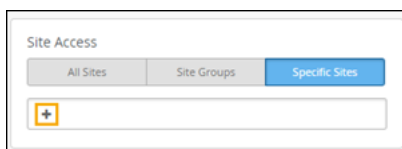
Add Accounts for Portal Users

1. From the left menu of the Juniper Mist portal, select **Organization > Administrators**.



NOTE: You'll use the **Organization > Administrators** page to set up all user accounts, including non-administrators such as installers.

2. Click **Invite Administrator**.
3. Enter the user's email address and contact information.
4. Under Administrator Roles, read the descriptions, and then select the appropriate role.
5. Under Site Access, select the sites or site groups that this user can access.
Keep the default setting of All Sites, or limit access to certain site groups or sites.
To assign site groups or sites:
 - a. Click the appropriate button: **Site Groups** or **Specific Sites**.
 - b. Click **+** (the plus button).



- c. Select the locations that you want this user to access.
6. Click **Invite** near the top-right corner of the screen.

Juniper Mist sends an email to the specified email address. The recipient uses the emailed link to accept the invitation. Then Juniper Mist sends a confirmation email with a link to create a login.

Portal User Roles

Table 6: Roles

Role	Description
Super User	Full access to all sites; can create new sites and manage other administrators
Network Admin	Full access to selected sites
Observer	Limited access; can monitor selected sites
Installer	Limited access; can install access points (APs) and switches
Helpdesk	Limited access; can monitor selected sites
Reporting	Limited access; can access all analytics tools
Location	Limited access; can view occupancy and engagement analytics, and modify location maps
Marketing	Limited access; can view occupancy and engagement analytics and location maps
Mist Edge Admin	Limited access; can view and manage Juniper Mist Edges and Juniper Mist Tunnels
Switch Port Operator	Limited access; can view and manage switch port configurations that are allowed by a Super User
Super Observer	Limited access; can monitor all sites and can view organization pages

Revoke a User's Access

When users leave your company or no longer have responsibilities for Juniper, you can revoke their access to the Juniper Mist portal.

To revoke a user's access:

1. From the left menu of the Juniper Mist portal, select **Organization** > **Administrators**.
2. Click the name of the administrator whose account you want to remove.
3. Click **Revoke Access** and then confirm the action.

Monitor Portal Logins (Audit Logs)

SUMMARY

Use the Audit Logs page to monitor portal logins.

IN THIS SECTION

- [Overview | 39](#)
- [Find the Audit Logs Page | 40](#)
- [Select the Time Period | 40](#)
- [Filter by Users | 41](#)
- [Filter by Sites | 42](#)
- [Filter by Users' Tasks | 43](#)
- [View Details | 43](#)
- [Reset the Page to the Defaults | 43](#)

Overview

On the Audit Logs page of the Juniper Mist portal, you can see who logged in, when they logged in, and what they did.

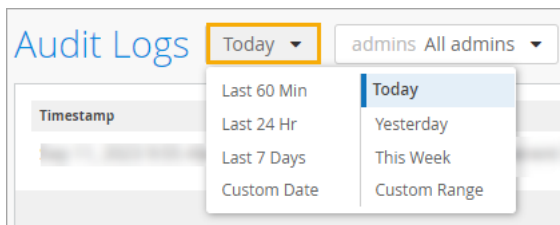
When you first open this page, it shows all logins for all users and all sites on the current date. You can use the drop-down lists at the top of the page to select the time period, filter by users, filter by sites, or search for certain types of activities.

Find the Audit Logs Page

From the left menu of the Juniper Mist portal, select **Organization** > **Audit Logs**.

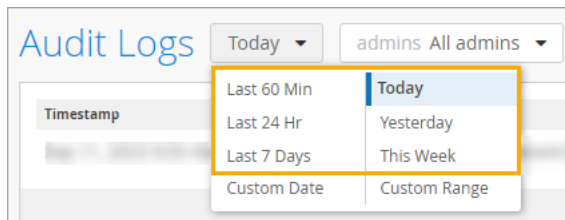
Select the Time Period

To select the time period: Use the first drop-down menu.



Select preset times and days, select a date, or enter a range of dates.

- Preset Times and Days



- Last 60 Min—From 60 minutes ago to the current time.
- Last 24 Hr—From 24 hours ago to the current time.
- Last 7 Days—From the midnight 7 days ago to the current date and time.
- Today—From midnight to the current time today.
- Yesterday—From midnight to 11:59 PM on the previous day.
- This Week—From midnight Sunday to the current date and time.
- Custom Date—Select a date within the past 60 days. The Audit Logs page will show all logins from midnight to 11:59 PM on the selected date.

Custom Date Example

Last 60 Min	Today
Last 24 Hr	Yesterday
Last 7 Days	This Week
Custom Date	Custom Range

Select date:

July 2023							>
Su	Mo	Tu	We	Th	Fr	Sa	
25	26	27	28	29	30	1	
2	3	4	5	6	7	8	
9	10	11	12	13	14	15	
16	17	18	19	20	21	22	
23	24	25	26	27	28	29	
30	31	1	2	3	4	5	

APPLY

- Custom Range—Specify a range of dates within the past 60 days. On the left, enter the start time and date. On the right, enter the end time and date.

Custom Range Example

Last 60 Min	Today
Last 24 Hr	Yesterday
Last 7 Days	This Week
Custom Date	Custom Range

Select date and time:

8:00 AM - 5:00 PM

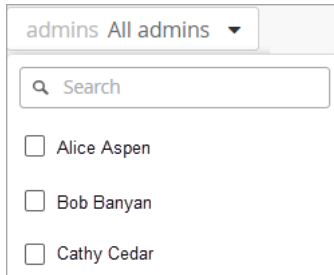
Jul 13 - Sep 11

APPLY

Filter by Users

1. Click the **Admins** drop-down menu.

Example



2. Select the check box for the user whose logins you want to see.

The page reloads, showing the logins for the selected user.

TIP:

- To select additional users, repeat the previous steps until the page shows all the users that you want to see.
- To quickly find a user, start typing in the **Search** box. As you type, the drop-down list shows only the names that match your search string. Select the check box for the user that you want to include.
- To deselect a user, click the **Admins** drop-down menu, and clear the check box from the user's name.

Filter by Sites

1. Click the **Sites** drop-down menu.
2. Select the check box for the site that you want to include.

The page reloads, showing the logins at the selected site.

TIP:

- To select additional sites, repeat the previous steps until the page shows all the sites that you want to see.
- To quickly find a site, start typing in the **Search** box. As you type, the drop-down list shows only the sites that match your search string. Select the check box for the site that you want to include.

- To deselect a site, click the **Admins** drop-down menu, and clear the check box from the site name.

Filter by Users' Tasks

Use the Search by Message box to find records for particular tasks, such as accessing the organization or updating the site settings.

To filter by users' tasks:

1. Skim through the records to get familiar with the task descriptions in the Message column.

Messages typically consist of a few words. These words might include:

- An action word such as *accessed*, *update*, *add*, or *delete*.
- The name of an organization, site, user, or other entity (such as webhook or API token) that was affected by the action.
- The name of a feature that the user updated, such as *subscription*, *zone*, or *site settings*.

2. Start typing in the Search by Message box.

As you type, the page reloads to show only the messages that contain the specified characters.

View Details

For certain types of actions, additional details are available.

If the **View details** link appears, click it to see more information about the action.

To close the View details window, click **X** in the top right corner.

Reset the Page to the Defaults

To reset the page, click the **Refresh** button in the web browser's toolbar.

4

CHAPTER

Sites

[Configure a Site | 45](#)

[Site Configuration Settings \(Page Reference\) | 46](#)

[Set the Site Location | 52](#)

[Site Groups | 53](#)

[Assign, Unassign, and Manage Site Groups | 53](#)

[Enable Automatic Firmware Upgrades | 55](#)

[Enable Configuration Persistence | 59](#)

[Set the Engagement Dwell Limits and Schedule for a Site | 61](#)

[Set Up Occupancy Analytics for a Site | 62](#)

[Configure Site Variables | 64](#)

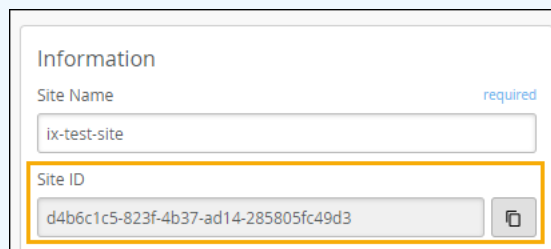
Configure a Site

When you create your organization on the Juniper Mist portal, Juniper Mist creates a site called Primary Site. You need to give the site a descriptive name and enter the location information. Then add sites to represent each physical location in your organization.

NOTE: The automatically generated site, Primary Site, has no special role among the sites. You can update or remove it.

1. From the left menu of the Juniper Mist portal, select **Organization** > **Site Configuration**.
2. Add or update sites as needed.
 - To configure the site settings, click the site.
 - At a minimum, enter the name, time zone, and location. For more information about location settings, see "[Set the Site Location](#)" on page 52.

NOTE: You cannot change the site ID, which Juniper Mist automatically assigns when creating the site. This ID uniquely identifies the site in Juniper Mist cloud.



Information

Site Name required

ix-test-site

Site ID

d4b6c1c5-823f-4b37-ad14-285805fc49d3

- To clone a site and copy its settings to a new site, click the site and then click **Clone Site**.
- To create a site without cloning, click **Create Site**.
- To delete a site, click the site, and then click **Delete Site**.

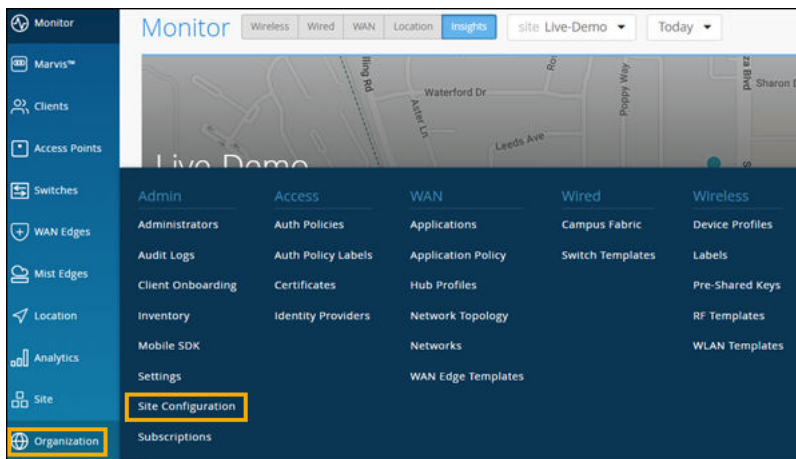
Site Configuration Settings (Page Reference)

IN THIS SECTION

- [Finding the Site Configuration Page | 46](#)
- [Major Sections of the Site Configuration Page | 46](#)

Finding the Site Configuration Page

From the left menu of the Juniper Mist portal, select **Organization** > **Site Configuration**.



Major Sections of the Site Configuration Page

Table 7: Site Configuration Settings

Section	Description	More Information
Information	Enter your site name, country, and time zone. Juniper Mist generates the Site ID, which cannot be changed.	

Table 7: Site Configuration Settings (Continued)

Section	Description	More Information
Location	Enter your location.	"Set the Site Location" on page 52
Notes	Enter notes, as needed.	
RF Template	Select the RF template for this site.	Juniper Mist Wireless Configuration Guide
Site Groups	For more efficient configuration and management, add similar sites to site groups.	"Site Groups" on page 53
AP Firmware Upgrade	Enable automatic updates and set the upgrade schedule.	"Enable Automatic Firmware Upgrades" on page 55
Bluetooth based Location Services	Enable features for location-based services.	Juniper Mist Location Services Guide
WiFi Location Settings	If you enable this option, you also can opt to include or exclude unconnected wireless clients in occupancy analytics.	

Table 7: Site Configuration Settings (Continued)

Section	Description	More Information
Access Point Settings	<p>Select the features that you want to enable for the access points (APs) at this site.</p> <ul style="list-style-type: none"> Local Status Page—Client devices can use the Local Status Page to get information about the AP that they're connected to. If you enable this option, enter the hostname, which is the address where users can view this page. Automatically Revert Configuration—When you enable this feature, the APs at this site can automatically revert to their last known good configuration if they get disconnected from the cloud. This feature is applicable to all APs that are running 0.7.x firmware or newer. 	
Wireless Mesh	<p>Use this option to enable a wireless mesh network at the site level. Alternatively, you can enable mesh for individual devices on the Access Points page.</p>	Juniper Mist Wireless Configuration Guide
Switch Management	<p>Enter the root password and enable or disable switch proxy.</p>	
WAN Edge Management	<p>Enter the root password.</p>	
Session Smart Conductor	<p>Enter up to two comma-separated IP addresses.</p>	
Site Proxy	<p>Enter the proxy URL as shown in the on-screen example.</p>	

Table 7: Site Configuration Settings (Continued)

Section	Description	More Information
Engagement Analytics	If you enable this features, Engagement Analytics is available on the Analytics menu. Set the dwell time categories and the days and times to monitor.	"Set the Engagement Dwell Limits and Schedule for a Site" on page 61
Occupancy Analytics	Set the parameters for the occupancy data on the Occupancy Analytics page.	"Set Up Occupancy Analytics for a Site" on page 62
Webhooks	Add and manage webhooks, which push notifications of Juniper Mist alarms and events to a server that you specify.	Juniper Mist Automation and Integration Guide
Security Configuration	<p>Enable Juniper Mist to detect APs that might pose a security risk to your network. If you enable these options, these threats will be detected and displayed on the Security page.</p> <ul style="list-style-type: none"> • Rogue APs are APs that Juniper Mist detects on your local area network (LAN) but which are not claimed into your organization. • Neighbor APs are nearby unknown APs that Juniper Mist detects based on the RSSI threshold that you specify. • Honeypot APs are unauthorized APs that advertise your SSID. • You can use the Auto-Prevent Clients option to prevent clients from associating if they have numerous authentication failures. 	

Table 7: Site Configuration Settings (*Continued*)

Section	Description	More Information
AP Config Persistence	When you enable this feature, APs at this site store their last known configuration for fast retrieval.	"Enable Configuration Persistence" on page 59
AP Uplink Monitoring	<p>Enable this feature if you want APs to monitor their uplink Ethernet ports for link status and automatically disable their WLANs upon loss of link.</p> <p>You might opt to disable this feature during special circumstances, such as an AP survey, when you expect APs to have power but no Ethernet link.</p> <p>NOTE: Uplink monitoring is automatically disabled for mesh relay APs.</p>	
Juniper ATP	<p>Integration with Juniper Advanced Threat Protection (ATP) Cloud adds another layer of security.</p> <p>If you enable this feature, also select the Send IP-MAC Mapping to Juniper ATP check box. This option allows better tracking of client hosts because Juniper Mist supplies the MAC addresses to Juniper ATP Cloud.</p> <p>NOTE: To complete the integration, you also need to enroll your SRX Series Firewalls in the Juniper ATP Cloud realm and enable the Juniper Mist integration in the Juniper ATP Cloud portal.</p>	Juniper Advanced Threat Prevention Cloud (ATP Cloud) User Guide
Mist Tunnels	For site-level Juniper Mist Edge clusters, configure tunnels for this site.	

Table 7: Site Configuration Settings (Continued)

Section	Description	More Information
Radius Proxy	<p>For site-level Juniper Mist Edge clusters, enable Radius Proxy and add the RADIUS servers.</p> <p>NOTE: First enable the site-level Juniper Mist Edge tunnels.</p>	
Upstream Resource Monitoring	<p>For site-level Juniper Mist Edge clusters, you can enable this feature to monitor the health of the upstream resources that you specify. If the health check fails, the Juniper Mist Edge prompts the APs to failover to the next member and shuts down the tunnel terminator service until the upstream resources are healthy and reachable again.</p>	
CoA/DM Server	<p>If you enabled Radius Proxy, you can also add CoA/DM servers. Configure the event timestamp as mandatory or optional. If you select mandatory and a CoA message doesn't contain a timestamp, Juniper Mist discards the message.</p>	
WAN Edge Advanced Security	<p>As part of the SD-WAN configuration procedures, set the time and day for auto-upgrades. Also select My SRX devices have an App Track license.</p> <p>NOTE: Valid licenses must be loaded onto the SRX devices.</p>	
Site Variables	<p>Add variables to use in your configuration templates, such as WLAN and WAN Edge templates.</p>	<p>"Configure Site Variables" on page 64</p>

Table 7: Site Configuration Settings *(Continued)*

Section	Description	More Information
Zones	<p>A proximity zone is an RSSI-based feature that applies to individual or grouped APs. RSSI data from the clients triggers the zone entry and exit events.</p> <p>To add a zone, click the button. In the Generate Proximity Zones window, select the check boxes for the APs to include in the zone. Enter a name for the zone, and set the Distance, which is the RSSI level that triggers zone events. Repeat these steps for each zone that you want to create.</p> <p>NOTE: You also can add proximity zones to a floorplan on the Location Live View page.</p>	<i>Add Proximity Zones to a Floorplan</i>

Set the Site Location

1. From the left menu of the Juniper Mist portal, select **Organization > Site Configuration**.
2. Click the site.
3. Under Location, set the location by using one of these options:
 - Enter the street address in the text box.
 - Enter the latitude and longitude coordinates in the text box.
 - Use the map to select your location:
 - To enter or exit full-screen view, click the **Toggle fullscreen view** button in the top-right corner of the map.

- To explore, drag the map up, down, left, or right.
- To zoom in and out, use the plus and minus buttons.
- To select a location, click it.

4. Click **Save**.

Site Groups

If your Juniper Mist organization includes multiple sites, you can create site groups to ensure consistent settings. For example, you could create a site group for each region (such as East, West, North, and South) or each purpose (Warehouse, Retail, and so on). Then assign a specific wireless LAN (WLAN) template to each site group.

You also can use site groups to manage administrator access. When you add an administrator account, you can allow access to all sites, specific sites, or site groups.

You can adapt site groups according to your needs.

- You can add a site to multiple groups. For example, you can assign a site to your Large Stores group and your Southwest Region group.
- You can apply a WLAN template to a site group that contains a site with unique settings. To bypass the template settings for that site, mark that site as an exception.

For information about managing site groups, see ["Assign, Unassign, and Manage Site Groups"](#) on page 53.

Assign, Unassign, and Manage Site Groups

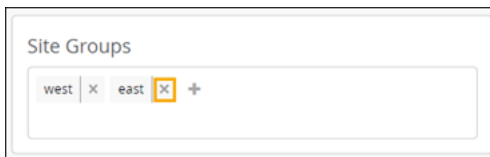
1. From the left menu of the Juniper Mist portal, select **Organization > Site Configuration**.

2. Select a site.
3. In the **Site Groups** section, assign, unassign, add, and remove site groups.
 - To assign this site to an existing site group, click **+** (the plus sign). Then click the site group.



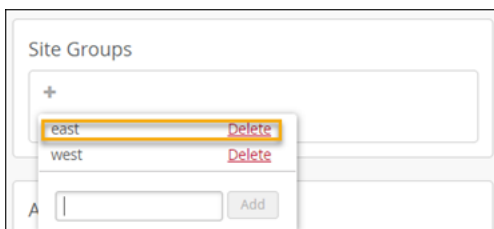
- To create a site group and assign this site to it, click **+** (the plus sign). Then enter the new group name in the text box and click **Add**. Juniper Mist creates the site group and assigns this site to the new group.
- To unassign this site from a listed site group, click **X** (the close icon) for the site group.

Example



- To delete a site group from your organization, click **+** (the plus sign), locate the site group in the pop-up window, and then click **Delete**. Juniper Mist deletes the site group and removes the site group assignment from all the member sites.

Example



4. Click **Save**.

Enable Automatic Firmware Upgrades

SUMMARY

In your site configuration, you can enable automatic firmware upgrades for access points (APs).

IN THIS SECTION

- [Configure Weekly Checks and Updates | 55](#)
- [Configure One-Time Updates to Selected AP Models | 56](#)
- [Firmware Version Tags for Juniper Mist Access Points | 58](#)

You can use this feature in a couple of ways.

- Automatic upgrades every week, when updates are available—Every week, Juniper Mist checks for available firmware updates for all AP models at your site. If new firmware is available, Juniper Mist upgrades all the APs automatically. This approach ensures that all APs receive the latest firmware on a timely basis, without any effort from your staff.
- One-time upgrades for selected AP models—At the specified time and day, Juniper Mist will install the specified firmware version on the selected AP models only. This approach gives you the benefits of automation, with the control to choose which firmware version is installed on which models.

Configure Weekly Checks and Updates

You can configure Juniper Mist to check weekly for available updates. You determine whether to install the latest production firmware or the latest beta release.

To configure weekly checks and updates:

1. From the left menu of the Juniper Mist portal, select **Organization > Site Configuration**.
2. Under AP Firmware Upgrade, select the check box for **Enable Auto Update**.
3. Under **Upgrade Version**, select one of these options:
 - **Auto upgrade to production firmware**—With this option, you'll get the latest official firmware release.
 - **Auto upgrade to rc2 firmware**—With this option, you'll get the latest beta release.
4. Under Upgrade Schedule, select the time and day when you want the upgrade to run.

Example

AP Firmware Upgrade

Enable Auto Update

Upgrade Version

Auto upgrade to production firmware

Auto upgrade to rc2 firmware

Auto upgrade to custom firmware [Select Version](#)

Upgrade Schedule
(Scheduling for the first time must be done 2 hours prior to scheduled time)

Time of Day required Day of Week

2:00 am ▼ Day: Sunday ▼

NOTE: If you want this upgrade to run today (the same day that you're enabling this feature), set the Time of Day to at least 2 hours from now. For example, let's say it's currently Tuesday at 5 PM. If you set Day of Week to Tuesday and Time of Day to 7 PM, the upgrades will run tonight at 7 PM. However, if you set an earlier time, the upgrades will not run until *next* Tuesday.

5. Click **Save** near the top-right corner of the page.

Configure One-Time Updates to Selected AP Models

You can configure Juniper Mist to install a specified firmware version only on specified AP models. This method is a one-time process to install a specific firmware version. (Once Juniper Mist installs a specific firmware version, it won't reinstall the same version.)

To configure one-time updates to selected AP models:

1. From the left menu of the Juniper Mist portal, select **Organization > Site Configuration**.
2. Under AP Firmware Upgrade, select the check box for **Enable Auto Update**.
3. Click **Auto upgrade to custom firmware**.
4. Click **Select Version**.
5. For each model that you want to upgrade, select the firmware version to install.

Select Firmware Version

Access Points Model: AP12
Upgrade To Version: Select Version

Access Points Model: AP21
Upgrade To Version: Select Version

Access Points Model: AP24
Upgrade To Version: Select Version

6. At the bottom of the Select Firmware Version window, click **Done**.

Example

AP Firmware Upgrade

Enable Auto Update

Upgrade Version

Auto upgrade to production firmware

Auto upgrade to rc2 firmware

Auto upgrade to custom firmware [Select Version](#)

Upgrade Schedule
(Scheduling for the first time must be done 2 hours prior to scheduled time)

Time of Day required 2:00 am

Day of Week Day: Sunday

7. Under Upgrade Schedule, select the time and day when you want the upgrade to run.

NOTE: If you want this upgrade to run today (the same day that you're enabling this feature), set the Time of Day to at least 2 hours from now. For example, let's say it's currently Tuesday at 5 PM. If you set Day of Week to Tuesday and Time of Day to 7 PM, the upgrades will run tonight at 7 PM. However, if you set an earlier time, the upgrades will not run until *next* Tuesday.

8. Click **Save** near the top-right corner of the page.

Firmware Version Tags for Juniper Mist Access Points

IN THIS SECTION

- [Tag Definitions | 58](#)
- [Notes | 59](#)

Tag Definitions

The Juniper Mist portal displays tags to indicate the status of the firmware for Juniper Mist access points (APs).

These tags include:

- production
- rc2
- rc1

The firmware version also can appear without a tag.

Example

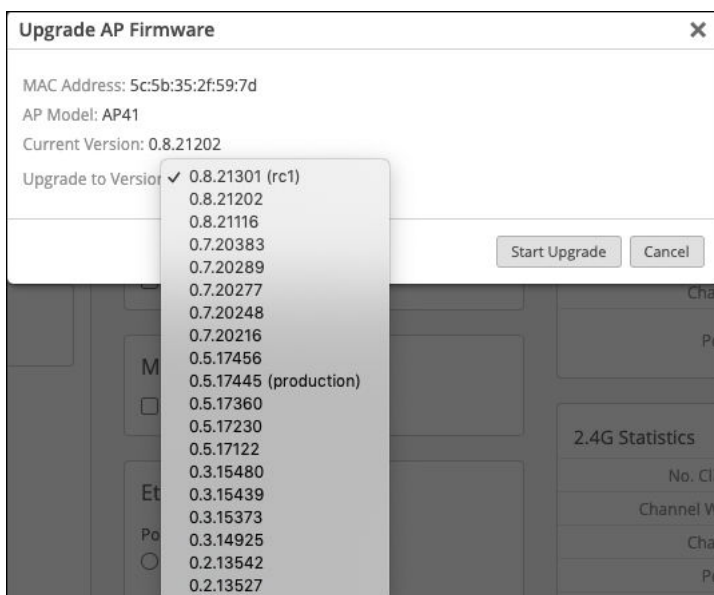


Table 8: Tag Definitions

production	This firmware is tested completely for the supported feature set. It is the most stable version of firmware. However, its features are limited compared to rc1 and rc2, which contain more recent features and bug fixes. Production firmware will not be modified, except to address security vulnerabilities.
rc2	This firmware has recent functionalities that are still under test. Features are complete, but we are adding critical bug fixes. This firmware is relatively stable to be deployed in the field.
rc1	This firmware is under active development. It has more recent bug fixes and functionalities than the rc2 firmware. This firmware is less stable than rc2.
untagged	This firmware is intended for demos and proof-of-concept purposes, allowing customers to evaluate certain features or functionalities. This firmware has more recent bug fixes and functionalities than the rc1 firmware.

Notes

Higher-numbered firmware contains all the fixes and features in the lower-numbered versions.

Regardless of tag status, we usually recommend the newest version in a particular release.

Enable Configuration Persistence

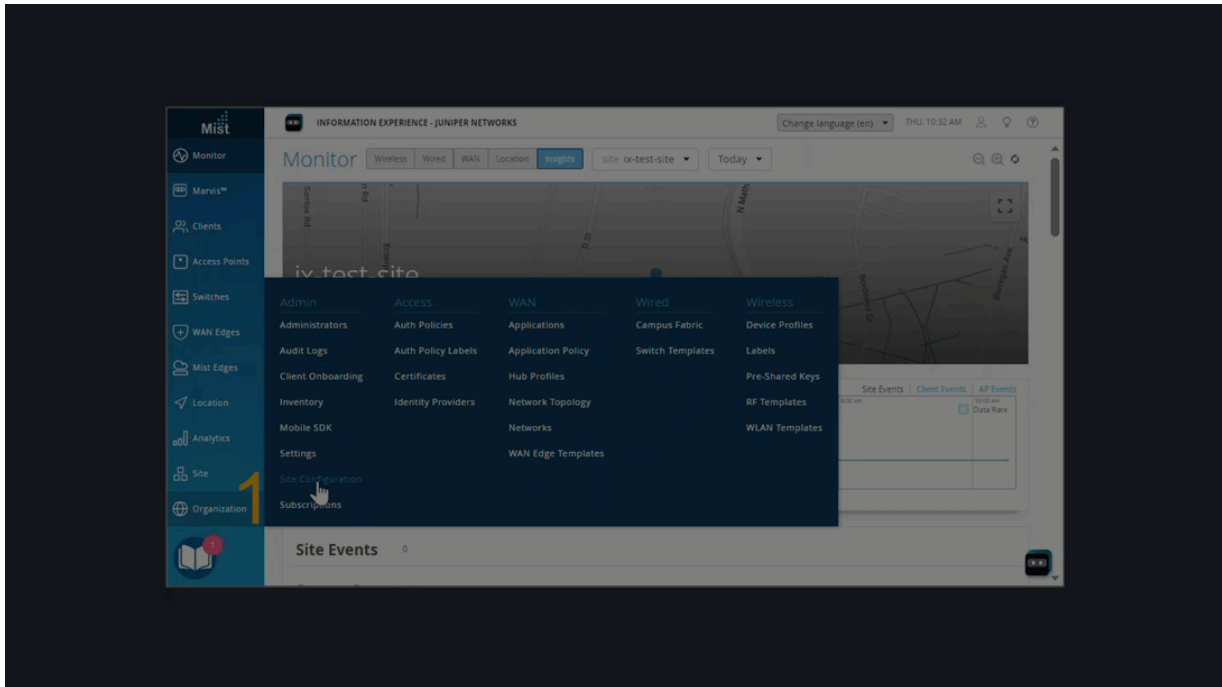
To ensure access point (AP) stability, you can enable configuration persistence.

Without configuration persistence, an AP stores only critical information, such as its static IP address. If the AP loses power, it must connect to the Juniper Mist cloud to access its full configuration and reboot. If it can't connect, it can't reboot.

With configuration persistence, an AP stores its full configuration. If it can't connect to the Juniper Mist cloud, it can reboot from the stored configuration. Configuration persistence also enables an AP to continue providing wireless service even if it loses connectivity to the cloud.

We recommend that you enable AP configuration persistence on your sites.

Watch the following video to learn how to enable configuration persistence:



To enable configuration persistence for all APs in a site:

1. From the left menu of the Juniper Mist portal, select **Organization** > **Site Configuration**.
2. Click the site that you want to configure.
3. Scroll down to the AP Config Persistence section of the page.
4. Select **Enable**.
5. Click **Save**.

Set the Engagement Dwell Limits and Schedule for a Site

When you enable engagement analytics for a site, the Engagement Analytics page displays details about client activity for the organization, site, floorplan, and zone. You set up this feature in the site configuration.

1. From the left menu of the Juniper Mist portal, select **Organization > Site Configuration**.
2. Select the site that you want to set up.
3. Under Engagement Analytics, enable this feature, define the categories, and set the monitoring periods.

NOTE: If you disable this feature for all sites, Engagement Analytics is no longer available on the Analytics menu.

- Define each category by entering the **Min dwell** and **Max dwell** times in seconds. The highest value that you can enter is 86,400 seconds (24 hours).

These categories are used to segment the bar graphs on the Engagement Analytics page. Define each category based on the time frames that are relevant at the selected site. For example,

at a small boutique, you might define a Customer as someone who stays between 3 minutes (180 seconds) and 30 minutes (1800 seconds). At a large furniture store, you might define a Customer as someone who stays between 15 minutes (900 seconds) and 3 hours (10800 seconds).

- To set the periods when Juniper Mist collects data, set the **Start** and **End** times for each day. For example, you might want to collect data only during your posted business hours. For continuous monitoring, select 12:00 AM as the Start and End times every day.

NOTE: This setting affects all zone-based location data, including occupancy analytics and zone-event webhooks. Data is only collected during the specified days and times.

4. Click **Save**.

Other Setup Tasks for Engagement Analytics

For full access to all features on the Engagement Analytics page, also complete these tasks:

- Set up your floorplans.

- Add zones to your floorplans.

For help with floorplan setup, see the [Juniper Mist Location Services Guide](#).

Set Up Occupancy Analytics for a Site

Occupancy analytics are useful if you need to enforce capacity limits and prevent overcrowding at a site. The Occupancy Analytics page provides real-time data about current conditions.

In the site configuration, set the minimum dwell duration, specify the types of occupants to track, and enable email alerts. You also can add a public occupancy dashboard, which allows anyone, such as contractors, security guards, and others to view real-time occupancy data without having to log into the Juniper Mist portal.

To set up occupancy analytics for a site:

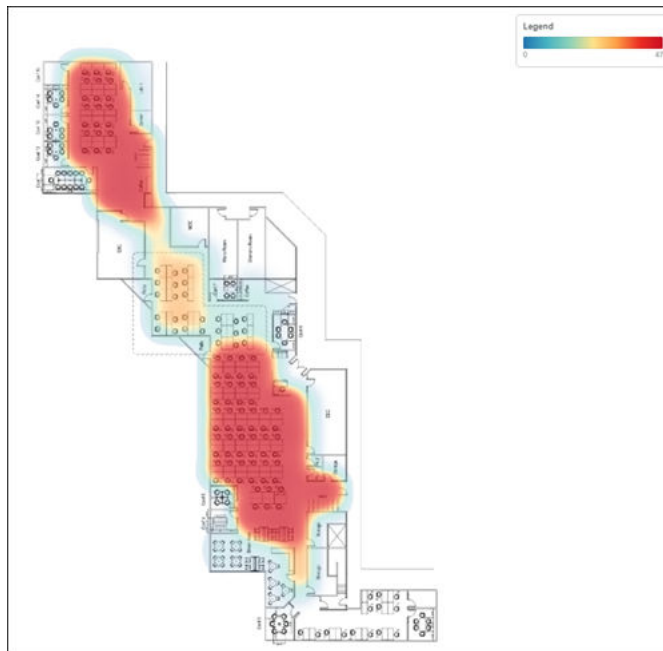
1. From the left menu of the Juniper Mist portal, select **Organization** > **Site Configuration**.
2. Select the site that you want to set up.
3. Under Occupancy Analytics, enter the settings.
 - **Minimum Dwell Duration**—This is the amount of time that someone must be present to be counted as an occupant. For example, if a lobby or waiting area has a lot of passerby traffic, you might want to count people who have been there at least 60 seconds. Enter the time in seconds. The highest value that you can enter is 86,400 seconds (24 hours).
 - **Public Occupancy Dashboard**—Enable or disable this feature and set the visualization mode. When enabled, anyone with the URL can access a public webpage that shows the occupancy data on the floorplan.

The Visualization Mode determines how Juniper Mist presents the data on the public dashboard.

- If you select **Zone Occupancy**, the zones are color-coded so that you can quickly identify the ratio of occupancy to capacity. For example, zones with low occupancy (below 50 percent of capacity) are green. Zones with excess occupancy (over 100 percent of capacity) are red.



- If you select Client Density, a heat map depicts the current occupancy across the floorplan. For example, the areas with highest number of occupants are red, and the areas with the fewest occupants are blue.



- **Notifications**—When you enable this feature, Mist notifies you when a zone is over capacity.
- **Compliance Duration**—Mist will notify you immediately or will wait the specified amount of time. For example, if you select **5 min**, Mist will send a notification only if a zone's population exceeds its capacity limit for 5 full minutes.
- **Email Addresses**—Click **+** to add an email address. Click **X** to remove an email address.
- **Select the Occupant Types** that you want to collect occupancy data for.

- Connected WiFi Clients—Track clients that are currently connected to your Wi-Fi network.
- Mobile Apps—Track clients that are using your Juniper Mist SDK-enabled applications.
- Assets/Badges—Track Bluetooth Low Energy (BLE) tags that you have attached to employee badges and high-value equipment.

4. Click **Save**.

Other Setup Tasks for Occupancy Analytics

For full access to all features on the Occupancy Analytics page, also complete these tasks:

- Set up your floorplans, and add location zones. For help, see the [Juniper Mist Location Services Guide](#).
- Set the capacity for each zone. To do this, select **Analytics > Occupancy Analytics** from the left menu, and then select a floorplan. For each zone, click the pencil icon, and then enter the maximum number of occupants.

Configure Site Variables

You can streamline and standardize the configuration process by using site variables in conjunction with templates, such as WLAN and WAN Edge templates.

With variables, you can easily use a single template to configure multiple sites, even though they have different attributes such as subnet addresses and VLAN IDs.

Naming Syntax

Variable names must be properly formatted.

- Contain the name within double curly brackets, such as `{{variableName}}`.
- The name can include letters, numbers, and underscores. Do not include any other special characters.

Example

This example shows how you can use one WLAN template for two sites that have different VLAN IDs.

Site A Site Configuration

Site Variables Add Variable

Variables	Values
{{vlan0}}	100
{{vlan1}}	200,222,111
{{vlan2}}	20-30

Site B Site Configuration

Site Variables Add Variable

Variables	Values
{{vlan0}}	500
{{vlan1}}	600
{{vlan2}}	700

WLAN Template

VLAN

Untagged
 Tagged
 Pool
 Dynamic

Static VLAN ID ?

999
(1 - 4094)

VLAN Type Standard (Tunnel-Private-Group-ID) ▾

Dynamic VLAN ID

✖
 ✖
 ✖
 ✖
 ✖

Add Rows

- For Site A and Site B, you add variables with the same variable names, but different values.
- In the WLAN template, you enter the variable names.
- Juniper Mist uses this WLAN template to configure devices with the correct VLAN IDs for their respective sites.

To configure site variables:

1. From the left menu of the Juniper Mist portal, select **Organization > Site Configuration**.
2. Click the site.
3. On the Site Configuration page, scroll down to the Site Variables section.
4. Add, import, or modify site variables:
 - To manually add a site variable, click **Add Variable**. Enter the name (following the naming syntax), enter the value, and then click **Save**.

The screenshot shows a dialog box titled "Add Variables" with a close button (X) in the top right corner. Inside the dialog, there are two input fields. The first is labeled "Variable" and contains the text "{{vlan01}}". The second is labeled "Value" and contains the text "100". At the bottom right of the dialog, there are two buttons: "Save" (highlighted in blue) and "Cancel" (greyed out).

- To import a list of variables, first set up a CSV file that contains a header row and body rows similar to the example below. To avoid errors, be sure to follow the naming syntax. On the Site Configuration page, click **Import Variables**, select the file, and then click **Save**.

CSV Example

Variable,Value

{{vlan01}},10

{{vlan02}},20

NOTE: If your file contains a variable that already exists in the Site Variables list, Juniper Mist ignores that row of the CSV file.

- To edit a variable, click it, make your changes, and then click **Save**.
 - To delete a variable, click it, and then click **Delete**.
5. To save the site configuration, click **Save** at the top right corner of the page. Be sure to save your changes before you leave the Site Configuration page. Although your changes appear in the Site Variables section, they are not saved until you click the Save button at the top of the page.

5

CHAPTER

Subscriptions and Orders

[Subscriptions](#) | 68

[Activate a Subscription](#) | 69

[Renew a Subscription](#) | 70

[Subscription Status](#) | 72

[Monitor Your Orders](#) | 73

Subscriptions

IN THIS SECTION

- [Available Subscriptions](#) | 68
- [Finding the Subscriptions Page](#) | 68

Available Subscriptions

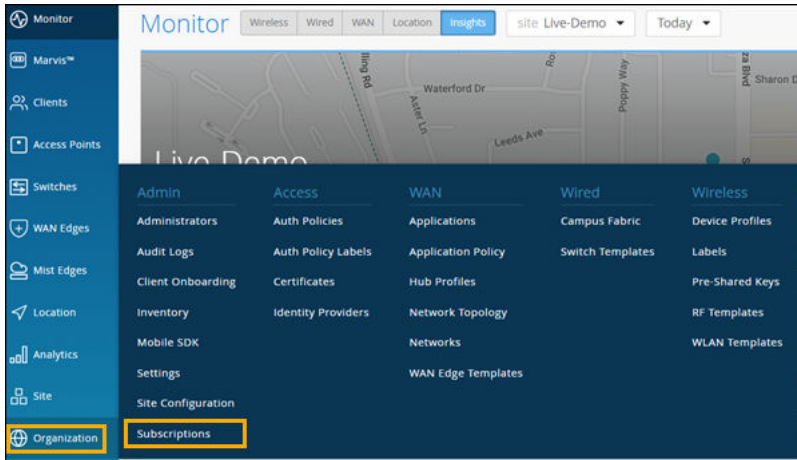
Juniper Mist is a subscription-based service. You can purchase a variety of subscriptions to meet your business needs.

To learn more, see:

- [Asset Visibility](#)
- [Marvis Virtual Network Assistant](#)
- [Premium Analytics](#)
- [User Engagement](#)

Finding the Subscriptions Page

On the left menu of the Juniper Mist portal, select **Organization** > **Subscriptions**.



Activate a Subscription

Before You Begin

Decide which Juniper Mist subscription you need, and then contact MistRenewal@juniper.net to purchase them. We'll email your activation codes to you.

NOTE: For more information about Juniper Cloud Services, see <https://www.juniper.net/us/en/products/cloud-services.html>.

To activate a subscription:

1. From the left menu of the Juniper Mist portal, select **Organization** > **Subscriptions**.
2. Click **Apply Activation Code** (near the top-right corner of the screen).
3. Enter the code.
4. Click **Activate**.

Renew a Subscription

Juniper provides 90 days' notice of subscription expiration so that you can plan renewals accordingly. Reminders also appear in a banner message at the top of the Juniper Mist portal.

Banner Example

Subscription Type	Status	Usage	Sites with Usage	Next Renewal	Expires
Marvis for EX switches	Active	0 of 1	0 of 3	—	14 Jul 2022
Mist Edge	Active	0 of 15	N/A	—	1 Jan 2022
vBLE Engagement	Active	2 of 2	2 of 3	4 Sept 2021	15 Nov 2021
WAN Assurance for Class1	Active	1 of 1	1 of 3	31 Aug 2022	31 Aug 2022
Asset Visibility	Exceeded	3 of 3	3 of 3	Overdue	1 Apr 2022
Premium Analytics	Exceeded	3 of 3	3 of 3	Overdue	21 Nov 2021
WiFi Management and Assurance	Expired	2 of 3	2 of 3	Overdue	31 Aug 2021

To renew your subscription:

1. From the left menu of the Juniper Mist portal, select **Organization > Subscriptions**.
2. (Optional) Review the information about your subscriptions and orders.
 - The status appears as Active, Inactive, Expired, or Exceeded.
 - The expiration date appears in the **Next Renewal** column.
 - To review the usage details for a subscription, click the subscription.
 - To review your subscription orders, click **Orders** (at the top of the screen).
3. Click **Add/Renew Subscriptions**.

The pop-up window displays renewal recommendations.

ADD/RENEW SUBSCRIPTIONS

Recommended Renewals

These renewal recommendations will keep the following subscriptions active and compliant.

<input checked="" type="checkbox"/>	SUBSCRIPTION	STATUS	RECOMMENDATION	
<input checked="" type="checkbox"/>	Asset Visibility	Will Exceed In 3 Days	Renew	<input type="text" value="1"/>
<input checked="" type="checkbox"/>	Marvis for Wireless	Will Exceed In 7 Days	Renew	<input type="text" value="1"/>
<input checked="" type="checkbox"/>	Premium Analytics	Exceeded	Renew	<input type="text" value="1"/>
<input checked="" type="checkbox"/>	vBLE Engagement	Expired	Renew	<input type="text" value="2"/>
<input checked="" type="checkbox"/>	WiFi Management and Assurance	Expired	Renew	<input type="text" value="3"/>

Subscriptions to Add

These subscriptions may be added in order to enable new functionality

<input type="checkbox"/>	SUBSCRIPTION	STATUS	RECOMMENDATION	
<input type="checkbox"/>	Marvis for WAN for SRX class 1 devices	Inactive	Add	<input type="text" value="0"/>
<input type="checkbox"/>	Marvis for WAN for SRX class 2 devices	Inactive	Add	<input type="text" value="0"/>
<input type="checkbox"/>	WAN Assurance for Class2	Inactive	Add	<input type="text" value="0"/>
<input type="checkbox"/>	WAN Assurance for Class3	Inactive	Add	<input type="text" value="0"/>

The Recommended Renewals list includes:

- Expired subscriptions
- Exceeded subscriptions
- Active subscriptions that are due to expire within 90 days
- The recommended number of licenses for each subscription

4. In the Recommended Renewals section:

- Select the subscriptions that you want to renew, and clear the check boxes for the other subscriptions.
- If needed, edit the number of licenses for each subscription.

5. In the Subscriptions to Add section, select the check box for each subscription that you want to add.

This section appears if your organization lacks any of the available subscriptions.

6. Click **Request via Email**.

Juniper Mist sends an email to support to request the selected subscriptions.

When your order is processed, Juniper will email your activation code to you. You can then activate your subscription.

Subscription Status

IN THIS SECTION

- [Subscription Status | 72](#)

Subscription Status

- Active—The subscription was activated and is still valid.
- Expired—The subscription term has expired.

NOTE:

- A subscription starts when Juniper ships emails the activation code to you.
 - Alerts appear if subscriptions have not been renewed within a 30-day grace period.
 - After a subscription expires, your network will continue to operate. However, no support is provided for expired subscriptions.
 - After 90 days, Juniper Mist can give read-only access or terminate access.
- Exceeded—Usage exceeds the license limit. "Usage" is the number of access points (APs) on which this subscription's features are enabled.
 - Inactive—This status can occur in either of these situations:
 - The subscription was purchased but has not been activated.
 - The subscription expired and there is no usage.

Monitor Your Orders

Use the Order History page to check your orders and the upcoming end dates for your subscriptions.

To find the Order History page, select **Organization > Subscriptions** from the left menu of the Juniper Mist portal. Then click the **Orders** button at the top of the page.

ORDER ID	SUBSCRIPTION ID	UNITS	SUBSCRIPTION	START	END	NOTES
00006006	SUB-0026000	1	Asset Visibility	Dec 20, 2019	Dec 18, 2024	This is a note.
00006006	SUB-0025999	1	vBLE Engagement	Dec 20, 2019	Dec 18, 2024	
00006006	SUB-0025998	1	WiFi Management and Assurance	Dec 20, 2019	Dec 18, 2024	
00006006	SUB-0026001	1	Marvis for Wireless	Dec 20, 2019	Dec 18, 2024	
Mist	SUB-Eval	1	Asset Visibility	--	--	
Mist	SUB-Eval	1	vBLE Engagement	--	--	
Mist	SUB-Eval	1	WiFi Management and Assurance	--	--	
Mist	SUB-Eval	1	Mist Edge	--	--	
Mist	SUB-Eval	1	Marvis for Wireless	--	--	

You can customize this page in various ways.

- Use the options above the table to filter the orders by subscription type, group the orders by renewal month, or include the expired subscriptions in the order history.
- Click any column heading to sort the order history by that column. Click a heading again to sort the order history in the reverse order.
- To add a note, click the pencil icon in the Notes column, enter your note, and then click a blank area of the page to save the note.

- To edit a note, click the note in the Notes column, make your changes, and then click a blank area of the page to save the changes.
- To delete a note, click the note, click **X**, and then click a blank area of the page to save the change.
- To save the order history as a CSV file, click **Download** on the right side of the page.



Help and Support

[Create a Support Ticket | 75](#)

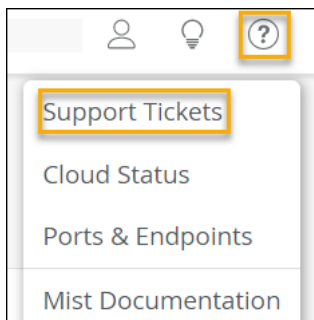
[Feature Requests | 76](#)

[View Your Support Tickets | 79](#)

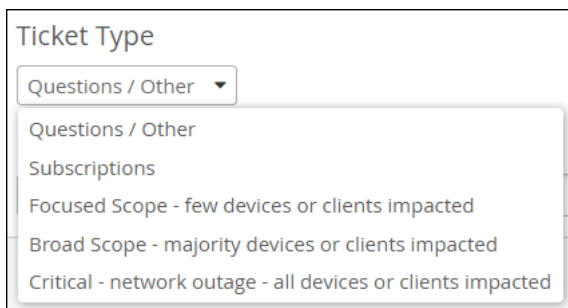
[Find Information and Instructions for Juniper Mist | 79](#)

Create a Support Ticket

1. Click the question icon (near the top-right corner of the Juniper Mist portal), and then click **Support Tickets**.



2. Click **Create a Ticket**.
3. Select a **Ticket Type**.



4. Enter the information in the on-screen form.

The fields vary, based on the selected ticket type. Required fields appear in red type.

- **Questions/Other**—Select this option if you have a question or a request that doesn't seem to fit the other options. In the text box, type a few words to describe the issue. As you type, suggested resources appear. Click a resource to learn more, or click **I still need to create a ticket**. You can choose a different ticket type or complete the fields that appear. Add sites, devices, clients, and a description to provide thorough details about the issue.

NOTE: If you are requesting a return merchandise authorization (RMA), select the impacted device.

- **Subscriptions**—Select this option if you need help with an order. Enter a short summary, the order number, and a detailed description.
- **Focused Scope**—Select this option if the issue affects only a few devices or clients. Add sites, devices, clients, a description, and the time when the issue occurred.

- **Broad Scope**—Select this option if the issue affects the majority of devices or clients. Add sites, devices, clients, a description, and the time when the issue occurred.
- **Critical Scope**—Select this option if the issue affects all devices or clients. Add sites, devices, clients, a description, and the time when the issue occurred. Also enter a contact number for the person who the support team should contact for information and updates.

5. Click **Submit Ticket**.

Feature Requests

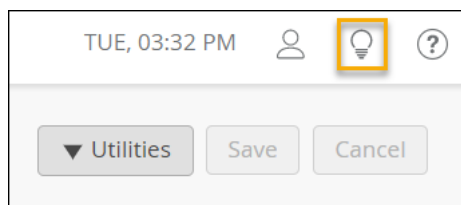
SUMMARY

You can submit feature requests through the Juniper Mist portal. You also can view other users' requests and vote or comment on them.

IN THIS SECTION

- [Submit a Feature Request | 77](#)
- [View the Feature Requests | 77](#)
- [Respond to Other Users' Feature Requests | 78](#)

To go to the Product Features pages, click the bulb icon (near the top right corner of the Juniper Mist portal).

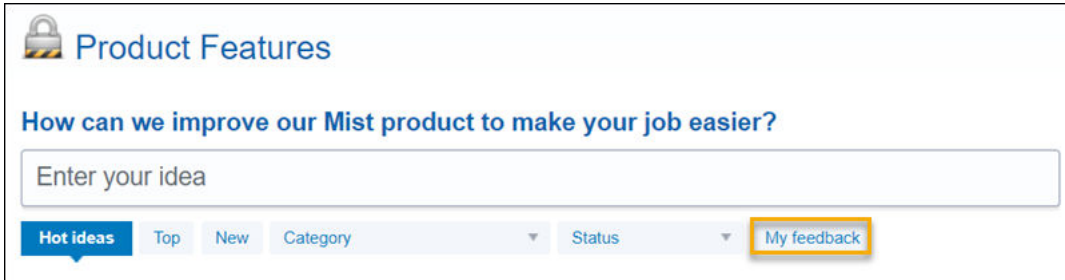


On this page, you can:

- ["Submit a Feature Request" on page 77](#)
- ["View the Feature Requests" on page 77](#)
- ["Respond to Other Users' Feature Requests" on page 78](#)

Submit a Feature Request

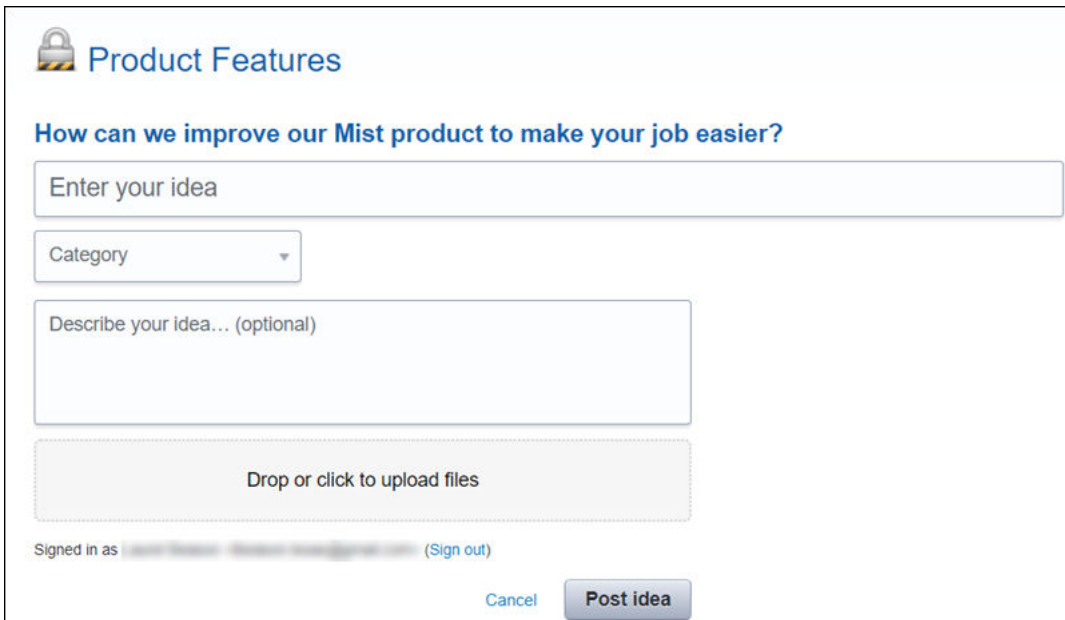
1. Type a short description of your idea in the **Enter your idea** text box.



The screenshot shows the 'Product Features' section of a website. At the top, there is a lock icon and the text 'Product Features'. Below this is a question: 'How can we improve our Mist product to make your job easier?'. Underneath the question is a text input field with the placeholder text 'Enter your idea'. Below the input field is a navigation bar with several buttons: 'Hot ideas' (highlighted in blue), 'Top', 'New', 'Category' (with a dropdown arrow), 'Status' (with a dropdown arrow), and 'My feedback' (highlighted with a yellow box).

As you type, Juniper Mist searches for similar ideas.

2. If similar requests appear, vote on them or click **Post a new idea** to go to the request form.
3. When the feedback form appears, enter details about your idea, and upload any files that you want to share.

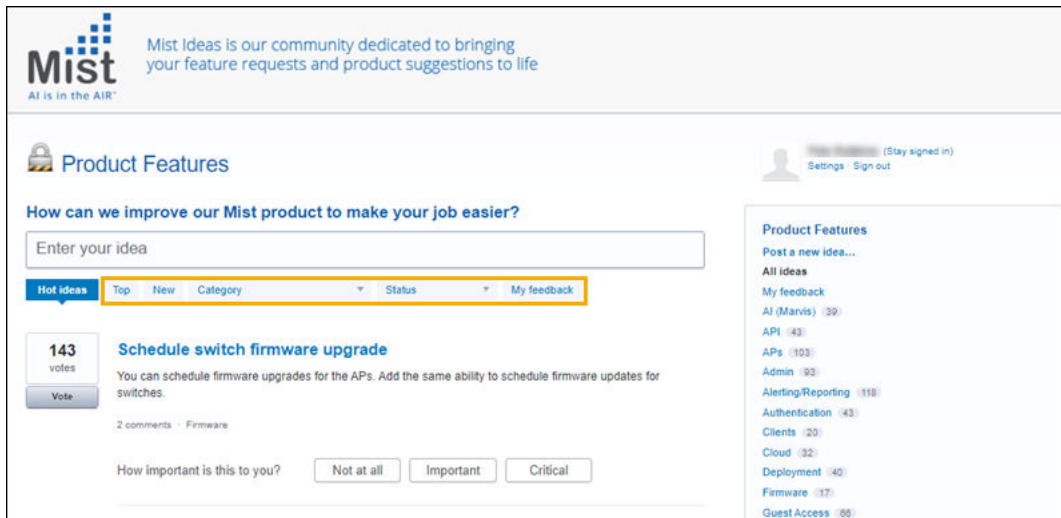


The screenshot shows the 'Product Features' section of a website, displaying a detailed feedback form. At the top, there is a lock icon and the text 'Product Features'. Below this is a question: 'How can we improve our Mist product to make your job easier?'. Underneath the question is a text input field with the placeholder text 'Enter your idea'. Below the input field is a 'Category' dropdown menu. Below the dropdown menu is a larger text input field with the placeholder text 'Describe your idea... (optional)'. Below the text input field is a file upload area with the text 'Drop or click to upload files'. At the bottom of the form, there is a 'Signed in as' section with a user name and a '(Sign out)' link. Below the 'Signed in as' section are two buttons: 'Cancel' and 'Post idea'.

4. Click **Post idea**.

View the Feature Requests

To view the feature requests that you are most interested in, use the buttons, drop-down lists, and category menu.



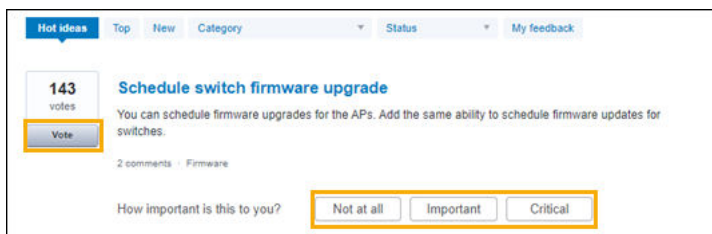
- Top—Sort the requests from the highest number of votes to the lowest number of votes.
- New
 - Sort the requests from the most recent submission to the least recent submission.
- Category—Filter the list based on the category that the user assigned when creating the request.

TIP: Another way to filter by category is to use the category menu on the right side of the page.

- Status—Filter the list based on the current status.
- My feedback—View only the feature requests that you've supported or commented on.

Respond to Other Users' Feature Requests

You can respond to the feature requests that other users submitted.

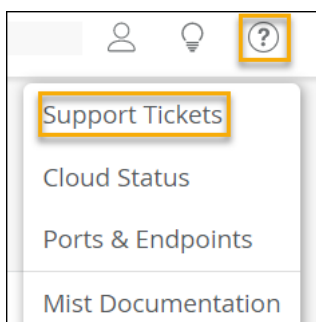


- To vote in favor of a request, click **Vote** on the left side of the page.

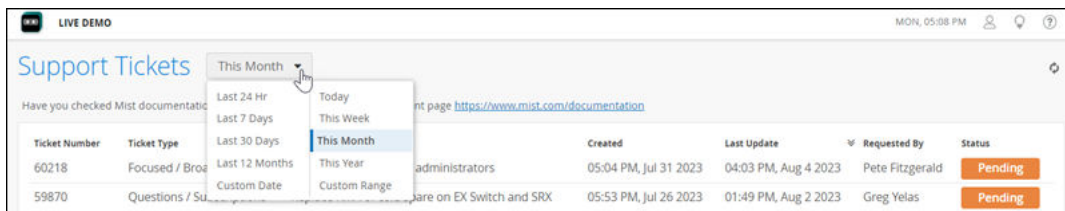
- To rate the importance of a request, click the appropriate button: **Not at all**, **Important**, **Critical**.
- To add a comment, click the title of the request, then type in the **Add a comment** text box, and then click **Post comment**.

View Your Support Tickets

1. Click the question icon (near the top-right corner of the Juniper Mist portal), and then click **Support Tickets**.



2. (Optional) Select the time period.

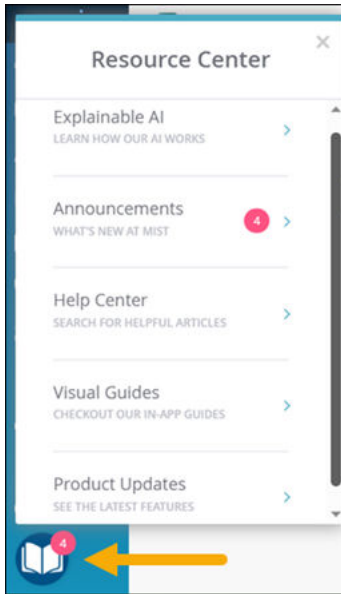


3. Click the ticket that you want to view.

Find Information and Instructions for Juniper Mist

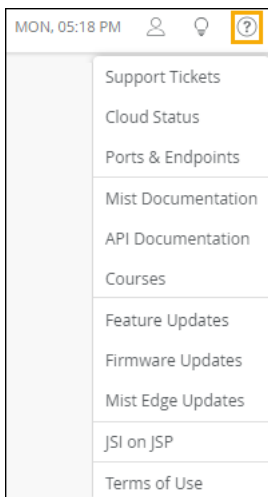
In the Juniper Mist portal, use these features to find information and instructions:

- **Resource Center**—Click the book icon (at the bottom of the left menu) to open the Resource Center. The Resource Center contains help topics, release announcements, interactive visual guides, and more.



The Resource Center includes:

- Announcements—Read about new features, security advisories, and more.
- Help Center—Read help topics from Mist.com, without leaving the Juniper Mist portal.
- Visual Guides—Use interactive tutorials that lead you step by step through common tasks.
- Product Updates—Read information about the recent Juniper Mist releases.
- Question menu—Click the question icon (at the top-right corner of the page) and then select a menu option.



- Mist Documentation—Go to the Mist.com documentation site.
- API Documentation—Go to the developer documentation site.

- Courses—Go to the Mist.com training site.
- Feature Updates—Read about recent updates for Juniper Mist.
- Firmware Updates—Read about recent updates for Juniper devices.
- Mist Edge Updates—Read about recent updates for Juniper Mist Edge.
- Terms of Use—Read the End User License Agreement.

7

CHAPTER

Your Mist Account

[Change Your Password, Contact Information, and Login Options | 83](#)

[Enable Two-Factor Authentication for Your Juniper Mist Account | 83](#)

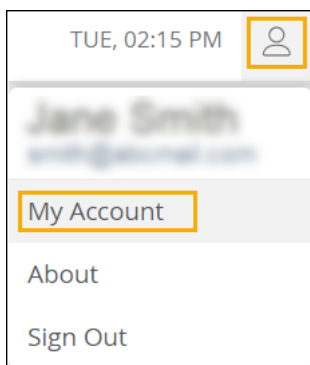
[Receive Notifications of Events and Alerts | 84](#)

[Delete Your Account | 86](#)

[Set Your Time Preference | 87](#)

Change Your Password, Contact Information, and Login Options

To update your account settings, click the **Juniper Mist Account** icon, and then click **My Account**. After making changes, click **Save**.



Email Address and Contact Information

- Change your email address in the Account Information section. After you save this change, check your email for a verification link, and then complete the verification process.
- Update your contact information in the Account Information section.

Password and Login Options

- Change your password in the Authentication section.
- Enable two-factor authentication in the Authentication section. For more information, see "[Enable Two-Factor Authentication for Your Juniper Mist Account](#)" on page 83 .
- In the Social Sign In section, you can enable this feature to use your Google account to log in to Juniper Mist, go to. Select **Enable**, and then follow the on-screen prompts to link your account.

Enable Two-Factor Authentication for Your Juniper Mist Account

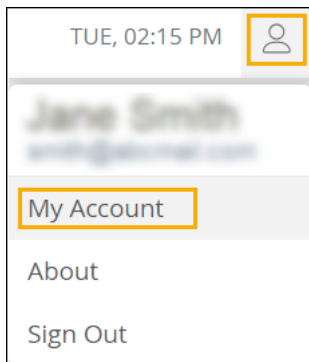
Two-factor authentication can be voluntary or required:

- You can proactively enable two-factor authentication for your Juniper Mist account to prevent unauthorized access.
- Two-factor authentication can be required at the organization level based on the Password Policy on the Organization Settings page.

Juniper Mist allows you to use any authenticator app. Juniper Mist does not support two-factor authentication through SMS or email.

To set up two-factor authentication:

1. Click the **Juniper Mist Account** icon, and then click **My Account**.



2. Under Authentication, select **Enable Two Factor Authentication**.
3. Save the changes.
4. In your authenticator application, add your Juniper Mist account.

From now on, the login process will require a code from your authenticator application.

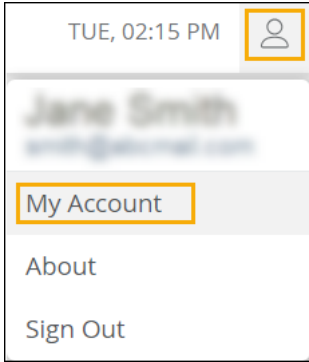
Receive Notifications of Events and Alerts

You can set up your Juniper Mist account so that you receive notifications of events and alerts. You can enable notifications for the entire organization or specific sites.

NOTE: The types of alerts are determined by the selections on the Alerts Configuration page. To find this page, select **Monitor > Alerts** from the left menu of the Juniper Mist portal, and then select the **Alert Configuration** button.

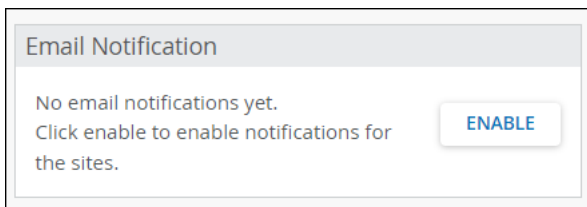
To manage notifications:

1. Click the **Mist Account** icon at the top-right corner of the Juniper Mist portal, and then click **My Account**.

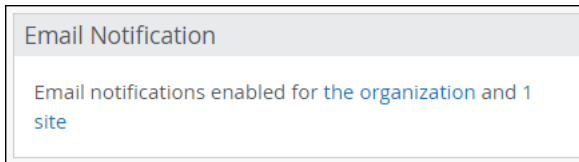


2. In the Email Notifications section:

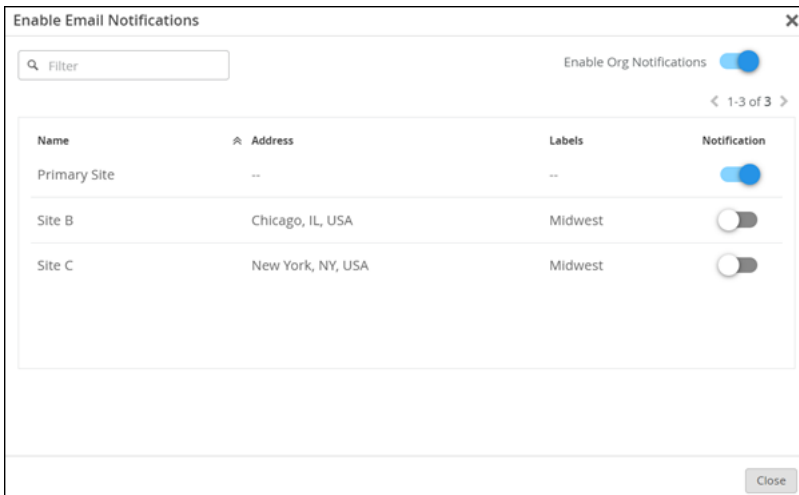
- If no notifications are enabled, click **Enable**.



- If you previously configured notifications, click the link text.



3. In the pop-up window, toggle the notifications on or off for the organization and for each site. In this example, the administrator turned on the notifications for the organization and the primary site. The administrator turned off the notifications for the other two sites.

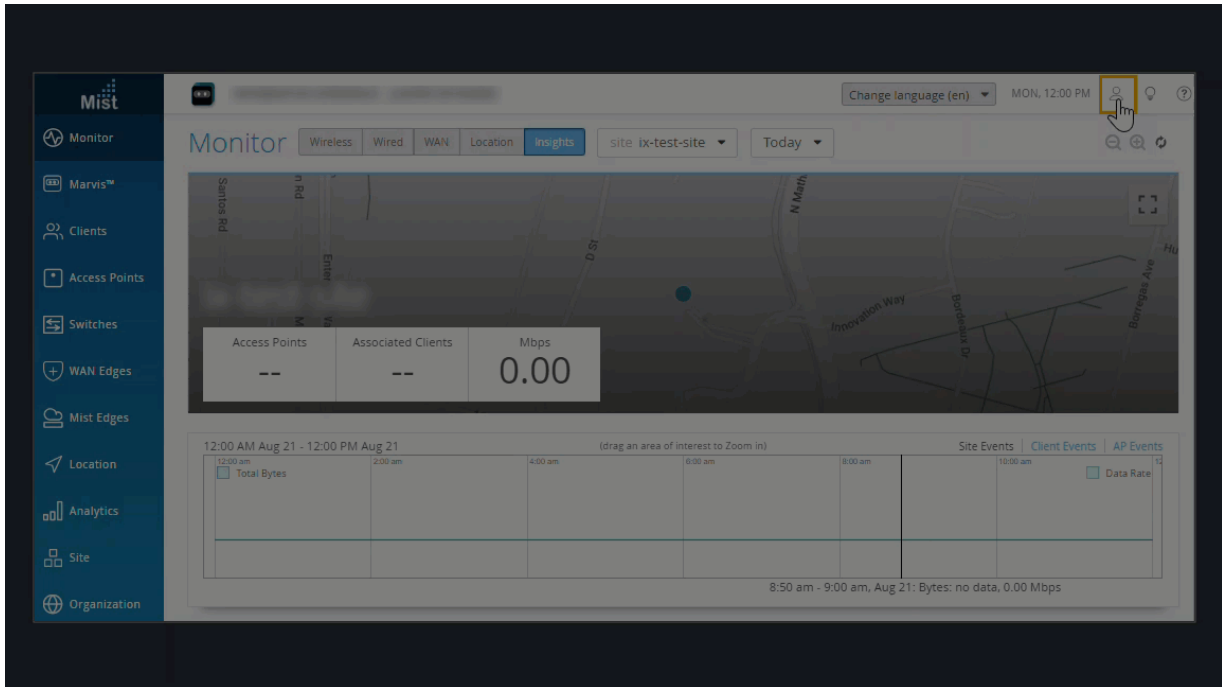


4. Click **Close** to save your changes.

Delete Your Account

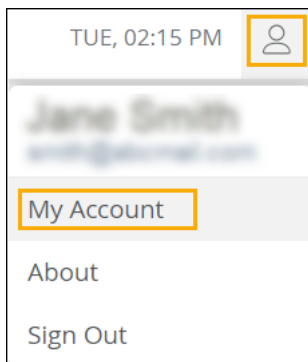
If you no longer need to access the Juniper Mist portal, you can delete your account.

Watch this video to learn how to delete your account:



To delete your account:

1. At the top-right corner of the Juniper Mist portal, click the **Juniper Mist Account** icon, and then click **My Account**.



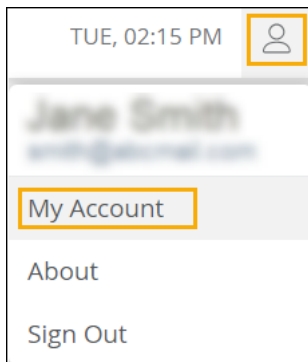
2. Near the top right corner of the My Account page, click **Utilities**, and then click **Delete Account**.

3. When the confirmation message appears, click **Delete**.

Set Your Time Preference

Many Juniper Mist pages display dates and times. You can adjust your account settings to select the time format that you prefer.

1. At the top-right corner of the Juniper Mist portal, click the **Juniper Mist Account** icon, and then click **My Account**.



2. Under **Preferences**, select **24-Hour Time** if you prefer that time format, or leave the box unchecked if you prefer a 12-hour format.

My Account

Account Information

Email Address
 [CHANGE](#)

First Name required

Last Name required

Primary Phone

Secondary Phone

Authentication

Password


Enable Two Factor Authentication

Preferences

Mac Format

Time Format
 24-Hour Time

Social Sign In

 Sign in with Google [ENABLE](#)

Email Notification

No email notifications yet.
Click enable to enable notifications for the sites. [ENABLE](#)

- 12-hour time—A day begins at 0:00:00 AM and ends at 11:59:59 PM. This is the default format. Eight o'clock in the evening is 08:00:00 PM.
- 24-hour time—A day begins at 0:00:00 and ends at 23:59:00. Eight o'clock in the evening is 20:00:00.

3. Click **Save**.