

Chapter 12

Using My AIM Home

This chapter describes the information that you view on the My AIM Home page to manage incidents, intelligence messages, and reaction policy information that is specifically assigned to a user.

Incidents are problem events that have occurred on the network and are owned and flagged to you, the current user. You can open cases to solve these incidents. The incidents shown in My AIM Home are a subset of the ones displayed in Incident Manager.

Intelligence messages are alerts and or information entries owned and flagged to you that are sent from Juniper Support Systems (JSS), after analysis of incident information, to help you to proactively manage risks on your network. These intelligence messages are a subset of those displayed in the Intelligence Update tab of Intelligence Manager.

Reactive Policies are actions to be taken in response to any changes or updates detected by the AIM application. Only those reaction policies created by you are displayed in My AIM Home.

When you first log in to the AIM application, you see the My AIM Home page. The My AIM Home is populated only if the AIM application has been set up to connect to the archive location of a device, and setup to connect to JSS for incident case management and intelligence information, see “Configuring AIM General Settings” on page 51. On the populated My AIM Home page, you can view all the relevant information you need to know about the incident and intelligence information that have been collected for a device assigned to the current user, and the reaction policies that define what actions to take when certain incidents are received.

This chapter includes the following sections:

- Viewing My AIM Home on page 108
- Using the Welcome Notification Area on page 109
- Using the Incidents Table on page 111
- Using the Intelligence Messages Table on page 117
- Using the Reaction Policies Table on page 124

Viewing My AIM Home

When you first log into the AIM application, you see the My AIM Home page. At a glance, you can view all relevant information you need to know about the incidents and intelligence information that has been collected, and reaction policies that define what actions to take about certain incidents.

The tables on the My AIM Home page are empty until you populate them with the information with which you need to work. See “Populating the Incidents Table” on page 108, “Populating the Intelligence Messages Table” on page 108, and “Populating the Reaction Policies Table” on page 109.

Welcome newuser

You were last logged in on

. Currently there are 0 incidents (0 new) and 0 intelligence messages (0 new).

Incidents owned/flagged to newuser as of 2007-12-10 17:52:14 (0)

Clear Flag								
!	Organization/ Device Group	Host ID	Synopsis	Occurred	Owner	Status	Case ID	Flag
No items found.								

Intelligence Messages owned/flagged to newuser as of 2007-12-10 17:52:14 (0)

Clear Flag							
Type	Organization	Synopsis	Issue Date	Received	Owner	Flag	
No items found.							

Reaction Policies owned by newuser as of 2007-12-10 17:52:14 (0)

Create Policy					Enable	Disable	Delete
Name	Status	Trigger Type	Filter	Action			
No items found.							

Populating the Incidents Table

The Incidents table is blank until an incident is owned by or flagged to a user.

- To own an incident, see “Assigning an Incident Owner” on page 116.
- To flag an incident to a user, see “Flagging an Incident To a User” on page 113.

Populating the Intelligence Messages Table

The intelligence messages table is blank until a user is owned or flagged an incident.

- To own an incident, see “Assigning an Intelligence Message Owner” on page 120.
- To flag an incident to a user, see “Flagging Intelligence Messages To Users” on page 122.

Populating the Reaction Policies Table

The Reaction Policies table is blank until you create a reaction policy.

To create a reaction policy, see “Creating a Reaction Policy” on page 125.

Using the Welcome Notification Area

The My AIM Home Welcome notification area displays the state of the AIM application when you log in.

Welcome newuser

You were last logged in on 12-06-2007 at 23:09:20. Currently there are 108 incidents (0 new) and 4 intelligence messages (0 new).

The Welcome notification area displays the following information:

- Your AIM login user name
- Time when you last logged in
- Number of incidents currently active in the system
- Number of incidents detected since you last logged in
- Number of intelligence messages active in the system
- Number of intelligence messages detected since the user’s last log on.

Using AIM Tables

This section describes the standard actions in AIM tables, see “Using the Table Selection, Sort, and Display Icons” on page 109. It also describes the standard navigation actions in each AIM table, see “Navigating in AIM Tables” on page 110.

Using the Table Selection, Sort, and Display Icons

Table 56 describes the icons that represent actions used to manipulate data in AIM tables. These icons are located along the top and bottom of each table.

Table 56: AIM Table Data Selection, Sort, and Display Icons







Icon	Name	Description
	Select All	Selects all rows currently displayed in a table.
	Deselect All	Deselects all rows currently displayed in a table.

Table 56: AIM Table Data Selection, Sort, and Display Icons

Icon	Name	Description
	Multiple Column Sort	Displays the Multiple Column Sort area at the top of a table. Sorts a table according to the primary, secondary, and tertiary columns selected in ascending or descending order. See “Using the Multiple Column Sort Area” on page 110.
	Clear All Sorts	Removes all sorts that have been performed on table data.
	Sort Data to One Page	Displays all table data on one page.
	Sort Data on Multiple Pages	Displays all table data on multiple pages

Using the Multiple Column Sort Area

The AIM table Multiple Column Sort area appears when you click the Multiple Column Sort icon in a table. See Table . You can sort table data according to the primary, secondary, and tertiary sort columns selected in ascending or descending order. The Selected Items option sorts only selected rows in the table.

Multiple Column Sort

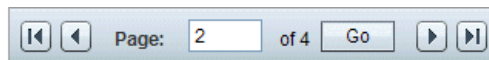
Primary Sort Column:

Secondary Sort Column:

Tertiary Sort Column:

Navigating in AIM Tables

The navigation area at the bottom of each AIM table lets you move quickly through data to what you want to see.



From left to right in the table navigation area, you can:

- Go to the first page
- Go back to the previous page
- Go to a specific page typed in the Page text box, then click Go
- View the total number of pages in table
- Go forward to the next page

- Go to the last page

Using the Incidents Table

The Incidents table displays a list of the incidents, that have been collected from in archive location, that are specifically owned by or flagged to the user. To own an incident, see “Assigning an Incident Owner” on page 116; to flag an incident to a user, see “Flagging an Incident To a User” on page 113.

Welcome newuser

You were last logged in on 12-10-2007 at 17:51:40. Currently there are 110 incidents (2 new) and 4 intelligence messages (0 new).

Incidents owned/flagged to newuser as of 2007-12-12 14:36:34 (1 - 2 of 2)

Organization/ Device Group	Host ID	Synopsis	Occurred	Owner	Status	Case ID	Flag
organization-01/ Group1	device- hostid	UI_COMMIT	2007-11-30 16:33:05 PST	(Unassigned)	Created	2007- 1204- 0543	
organization-01/ Group1	device- hostid	CHASSISD_IFDEV_DETACH_PIC	2007-11-02 18:34:41 PDT	(Unassigned)	Created	2007- 1104- 0311	

The Incidents table columns include the information and functionality described in Table 57.

Table 57: My AIM Home Incident Table Column Descriptions

Column	Description	Range/Length	Default
!	Priority of the incident. <ul style="list-style-type: none"> ■ 1—Critical ■ 2—High ■ 3—Medium ■ 4—Low 	1—4	Set by the JUNOS device; may be overridden by a Reaction Policy.
Organization/Device Group	Name of the AIM organization and the associated device group name.		
Host ID	Unique identifier representing the specific incident occurrence.	N/A	Set by the JUNOS system or AIM application if there are multiple PRBs.
Synopsis	Text description of the incident. This field is a link used to navigate to the detail screen of the selected incident. For more information about viewing the selected incident, see “Viewing Incident Detail” on page 112.	N/A	Set by the JUNOS system
Occurred	Time that the JUNOS device detected the incident	Date, time, and time zone in the following format: yyyy-mm-dd 08:22:39 time zone	N/A

Column	Description	Range/Length	Default
Owner	User currently assigned ownership for this incident, as well as the owner’s status regarding the incident in the following format: Format: owner (status) See “Assigning an Incident Owner” on page 116 for how to assign an owner to an incident	Owner—Any valid user AIM application software user Status—Assigned, In progress, or Completed	Unassigned
Status	Status of this incident with regard to the AIM Application system. It relates to the interactions between the AIM application and JTAC case status. For more information about changing the incident status, see “Changing Incident Owner Status” on page 116.	Initial, Submitted, Created, or Updated	Initial
Case ID	Case ID assigned by JSS Case Management. This field is a hot link used to navigate into JSS Case Management. For more information about JSS Case Management, see “Submitting a Case” on page 113.	N/A	Empty until the case is created.
Flag	Indicates if this entry has been flagged to the user for inspection. For more information about flagging an incident to a user, see “Flagging an Incident To a User” on page 113	N/A	Empty until the case is created.

Viewing Incident Detail

For each incident listed in the My AIM Home Incident table, you can view more detailed information needed for analysis and resolution.

To view an incident detail page, do the following:

- In the Incident table on the My AIM Home page, click the link in the incident Synopsis column. You can also click the incident synopsis from Incident Manager. The Incident Details page appears.

Incident for Device: dev-hostid at 2007-12-12 03:50:14 PST

<input type="button" value="Submit Case"/> <input type="button" value="Save Changes"/> <input type="button" value="Create Policy"/> <input type="button" value="Flag to Users"/> <input type="button" value="View JMB"/>	
Priority:	3 - Medium
Status:	Initial
Case ID:	
Host ID:	dev-hostid
Synopsis:	UI_COMMIT
Organization:	organization-01
Platform:	j4350
Serial Number:	JN109283BADA
Problem Description:	Error on commit.
Release:	9.0
Version:	10
Email List:	andy@company.net, peter@company.net, phillip@company.net, robert@company.net
Received:	2007-12-11 22:33:34.0
Owner:	
Owner Status:	Unassigned
Flagged to Users:	

Submitting a Case

From the Incident Detail page, you can easily submit a request for an incident case ID from JSS for resolution. See “Understanding AIM Ownership” on page 90 and “AIM User Privileges” on page 91.

To submit a case ID request to JSS for an incident, follow these steps:

1. On the Incident Detail page, click Submit Case.

You see the following message:

Successfully submitted case to Juniper: Create Case returned transaction ID

Thereafter, the case ID appears in the incident Case ID column.

Incident for Device: dev-hostid at 2007-11-30 16:33:05 PST

<input type="button" value="Submit Case"/> <input type="button" value="Save Changes"/> <input type="button" value="Create Policy"/> <input type="button" value="Flag to Users"/> <input type="button" value="View JMB"/>	
Priority:	3 - Medium
Status:	Created
Case ID:	2007-1204-0543
Host ID:	dev-hostid-DD6500-20071130-163245-1
Synopsis:	UI_COMMIT
Organization:	organization-01
Platform:	m71
Serial Number:	A8595
Problem Description:	Error on commit.
Release:	9.0
Version:	10
Email List:	aimuser@company.net, admin@company.net
Received:	2007-11-30 19:45:39.0
Owner:	
Owner Status:	
Flagged to Users:	admin, anewuser

Creating a Reaction Policy

For more detailed information about creating a reaction policy, see “Creating a Reaction Policy” on page 125.

Flagging an Incident To a User

Flagging an incident is used to inform other users who might be impacted or need to be aware of an incident.

You can flag an incident to a user. Flagging an incident, displays that incident in My AIM Home.

Incidents that are bold indicate that they have been flagged to you since the last time you logged into AIM.

To flag an incident to a user from My AIM Home, follow these steps:

1. From My AIM Home, click the incident synopsis link. The Incident Detail page appears.
2. On the Incident Detail page, click Flag to Users. The Flag To Users page appears.

Flag to Users

<input checked="" type="checkbox"/> <input type="checkbox"/> Save <input type="button" value="↑↓"/> <input type="button" value="↔"/>		
↕	User	↕
<input checked="" type="checkbox"/>	abcuser	
<input checked="" type="checkbox"/>	admin	
<input type="checkbox"/>	aimuser	
<input type="checkbox"/>	anewuser	
<input type="checkbox"/>	demo	
<input checked="" type="checkbox"/>	martha	
<input checked="" type="checkbox"/>	roberto	
<input type="checkbox"/>	userxyz	
<input type="checkbox"/>	victor	

3. On the Flag to Users page, select the user(s) to which you want to flag the incident.
4. Click Save. A flag appears in the incident Flag column in My AIM Home.

Viewing a Juniper Message Bundle

The Juniper Message Bundle (JMB) contains the information that JSS needs to analyze and resolve cases and to prevent the incident from reoccurring. For more information about the JMB, see “JMB Contents” on page 39.

To view an incident’s JMB, follow these steps:

1. From My AIM Home or Incident Manager, click the incident synopsis link. The Incident detail page appears.
2. On the Incident detail page, click View JMB. The JMB detail page appears.

[View JMB: dev-hostid_PvS_prob_20071201_003445.xml](#)

(Information as received by Router)

MANIFEST

Host Event ID:	dev-hostid-DD6500-20071130-163245-1
Service Type:	event
Event Time:	2007-11-30 16:33:05 PST
Problem Class:	support
Problem Synopsis:	UI_COMMIT
Problem Description:	Error on commit.
Problem Severity:	3
Problem Priority:	3
Core File Path:	
Serial Number:	

Router Information

Product Name:	m7i
Host Name:	pvs-m1-re0
OS Platform:	junos

Master Routing Engine

Name:	Routing Engine 0
Mastership State:	Online Master

Assigning an Incident Owner

The user can have responsibility for following the incident resolution process to completion, including editing the status. See “Understanding AIM Ownership” on page 90. See also “AIM User Privileges” on page 91.

To assign ownership an incident, follow these steps:

1. From My AIM Home or Incident Manager, click the incident synopsis link. The Incident detail page appears.

Incident for Device: dev-hostid at 2007-11-30 16:33:05 PST

Submit Case	Save Changes	Create Policy	Flag to Users	View JMB
Priority:	3 - Medium			
Status:	Created			
Case ID:	2007-1204-0543			
Host ID:	dev-hostid-DD6500-20071130-163245-1			
Synopsis:	UI_COMMIT			
Organization:	organization-01			
Platform:	m7i			
Serial Number:	A8595			
Problem Description:	Error on commit.			
Release:	9.0			
Version:	i0			
Email List:	aimuser@company.net, admin@company.net			
Received:	2007-11-30 19:45:39.0			
Owner:	demo			
Owner Status:	Assigned			
Flagged to Users:	admin, anewuser			

2. On the Incident detail page, select an AIM user from the Owner drop-down list.
3. Click Save Changes.

Changing Incident Owner Status

The incident owner can specify the incident status:

- Unassigned—Incident is not owned by an AIM user
- Assigned—Incident is owned by an AIM user
- In Progress—Incident case ID has been assigned and resolution is in progress.
- Completed—Incident has been resolved

To specify incident owner status, follow these steps:

1. From My AIM Home or Incident Manager, click the incident synopsis link. The Incident detail page appears.

Incident for Device: dev-hostid at 2007-11-30 16:33:05 PST

Submit Case	Save Changes	Create Policy	Flag to Users	View JMB
Priority:	3 - Medium			
Status:	Created			
Case ID:	2007-1204-0543			
Host ID:	dev-hostid-DD6500-20071130-163245-1			
Synopsis:	UI_COMMIT			
Organization:	organization-01			
Platform:	m71			
Serial Number:	A8595			
Problem Description:	Error on commit.			
Release:	9.0			
Version:	I0			
Email List:	aimuser@company.net, admin@company.net			
Received:	2007-11-30 19:45:39.0			
Owner:	demo			
Owner Status:	Assigned			
Flagged to Users:	admin, anewuser			

- On the Incident detail page, select the incident status from the Status drop-down list.
- Click Save Changes.

Using the Intelligence Messages Table

The Intelligence Messages table displays the three types of intelligence information for risk analysis, mitigation, and proactive recommendations:

- Information from the network
- Information from the Juniper Networks knowledge base
- Information from the field

Intelligence Messages owned/flagged to aimuser as of 2007-12-13 14:20:11 (1 - 2 of 2)

☒	☒	Clear Flag	↑↓	✕			
☐	Type	Organization	Synopsis	Issue Date	Received	Owner	Flag
<input type="checkbox"/>	Information	Verizon	RE-400-256 Routing Engine requires additional DRAM memory	2007-11-05-08:00	2007-11-05 10:09:26.0	demo (Assigned)	🚩
<input type="checkbox"/>	Information	Verizon	JUNOS 9.0 requires compact flash larger than 256MB	2007-11-05-08:00	2007-11-05 10:05:27.0	(Unassigned)	🚩

The Intelligence Messages table columns include the information and functionality described in Table 58.

Intelligence Messages Table Description

Table 58 describes the Intelligence Messages table columns.

Table 58: My AIM Home Intelligence Messages Table Column Descriptions

Column	Description	Range/Length	Default
Type	Type of intelligence message received from JSS.	Alert or Information	N/A
Synopsis	Text description of the intelligence message. This field is a link used to navigate to the intelligence message detail page.	N/A	Set by the JSS
Issue Date	Time that the intelligence message was issued from JSS.	Date, time, and time zone in the following format: yyyy-mm-dd 08:22:39 time zone	N/A
Received	Time that the intelligence message was received by the AIM application.	Date, time, and time zone in the following format: yyyy-mm-dd 08:22:39 time zone	N/A
Owner	User currently assigned ownership for this intelligence message, as well as the owner's status regarding the intelligence message resolution in the following format: Format: owner (status) See "Assigning an Incident Owner" on page 116 for how to assign owner to an intelligence message.	Owner—Any valid user login for the AIM application Status—Assigned, In progress, or Completed	Unassigned
Flag	Indicates if this entry has been flagged to the user for inspection. See "Flagging Intelligence Messages To Users" on page 122 for how to flag an intelligence message to a user.	N/A	N/A

Viewing Intelligence Message Details

To view intelligence message details, do the following:

- In the Intelligence Message Synopsis column on the My AIM Home page, click the incident synopsis link. The Information Entry page appears.

Information Entry

<input type="button" value="Save Changes"/> <input type="button" value="Flag To Users"/> <input type="button" value="Scan for Impact"/>	
Title:	RE-400-256 Routing Engine requires additional DRAM memory
Issue Date:	2007-11-05-08:00
Organization:	organization-01
Keywords:	Routing Engine
Relevance:	[("OsPlatform" junos) , ("platform",M-Series) , ("product",m7i) , ("swversion",9)] [("OsPlatform" junos) , ("platform",M-Series,T-Series)]
Summary:	The RE-400-256 Routing Engine contains only 256MB of main memory. Beginning with JUNOS release 9.0, this is insufficient to run JUNOS software; the minimum supported main memory configuration for JUNOS 9.0 and above is 512MB.
Instructions:	Solution: The RE-400-256 Routing Engine is replaced with the RE-400-768. This new Routing Engine model includes 768MB of main memory, which meets the new minimum requirement. Solution Implementation: Customers with RE-400-256 Routing Engines are strongly urged to upgrade those Routing Engines to RE-400-768 before installing JUNOS release 9.0 or higher. This upgrade is accomplished by installing two MEM-RE-256-S memory upgrade modules. Customers can upgrade the RE-400-256 to have 512MB of memory (using a single MEM-RE-256-S upgrade module), which will be sufficient to run JUNOS release 9.0; however, future releases of JUNOS are likely to have increased memory requirements. For new orders, the following model numbers replace the old RE-400-256 models. Old Model New Model Description of New Model RE-400-256-BB RE-400-768-BB Routing Engine with 768MB Memory Base Bundle, M7i/M10i RE-400-256-R RE-400-768-R Routing Engine with 768 MB Memory Redundant, M7i/M10i RE-400-256-S RE-400-768-S Routing Engine with 768 MB Memory Spare, M7i/M10i RE-400-256-WW-S RE-400-768-WW-S Routing Engine with 768 MB Memory (Worldwide) Spare, M7i/M10i
Owner:	<input type="text" value="admin"/>
Owner Status:	<input type="text" value="In Progress"/>
Flagged to Users:	admin

Table 59 describes the fields on the Information Entry page.

Information Entry Table Description

Table 59 describes the Information Entry table fields.

Table 59: Information Entry Table Field Descriptions

Column	Description	Range/Length	Default
Title	Text title of this intelligence message	N/A	N/A
Issue Date	Time that the Intelligence Message was issued	Date and time	N/A
Keywords (Information Entry)	List of words specified by JTAC engineer that describe the key components this Information Entry is regarding.	N/A	N/A
Relevance (Information Entry)	Set of one or more relevance entries. Each entry contains some combination of one or more of each of the following: serial numbers, platforms, hardware versions, software versions, general comments.	N/A	N/A
Source (Alert)	Indicates the source of the alert.	N/A	N/A

Column	Description	Range/Length	Default
Products Affected (Alert)	Specifies one or more of the products affected by the alert.	N/A	N/A
Platforms Affected (Alert)	Specifies one or more of the platforms affected by the alert.	N/A	N/A
Summary	Text summary of intelligence message.	N/A	N/A
Instructions	Instructions specified by the JTAC engineer.	N/A	N/A
Alert Link (Alert)	This field is a link and can be used to navigate into the Juniper Support Web page for this specific alert.	N/A	N/A
Owner	User that has currently been assigned ownership for this intelligence message	Any valid user login for AIM	Blank
Owner Status	Owner's status regarding the intelligence message	Unassigned, Assigned, In Progress, Completed	Unassigned
Flagged to Users	List of users that this intelligence message has been flagged to	N/A	Blank

Assigning an Intelligence Message Owner

You can own intelligence messages so you have responsibility for implementing them to prevent incidents from occurring in the future. See “Understanding AIM Ownership” on page 90. See also “AIM User Privileges” on page 91.

To assign ownership of an intelligence message, follow these steps:

1. From My AIM Home or Intelligence Manager, click the intelligence message synopsis link. The Information Entry page appears.

Information Entry

<input type="button" value="Save Changes"/> <input type="button" value="Flag To Users"/> <input type="button" value="Scan for Impact"/>	
Title:	RE-400-256 Routing Engine requires additional DRAM memory
Issue Date:	2007-11-05-08:00
Organization:	organization-01
Keywords:	Routing Engine
Relevance:	[("OsPlatform" junos) , ("platform",M-Series) , ("product",m7i) , ("swversion",9)] [("OsPlatform" junos) , ("platform",M-Series,T-Series)]
Summary:	The RE-400-256 Routing Engine contains only 256MB of main memory. Beginning with JUNOS release 9.0, this is insufficient to run JUNOS software; the minimum supported main memory configuration for JUNOS 9.0 and above is 512MB.
Instructions:	Solution: The RE-400-256 Routing Engine is replaced with the RE-400-768. This new Routing Engine model includes 768MB of main memory, which meets the new minimum requirement. Solution Implementation: Customers with RE-400-256 Routing Engines are strongly urged to upgrade those Routing Engines to RE-400-768 before installing JUNOS release 9.0 or higher. This upgrade is accomplished by installing two MEM-RE-256-S memory upgrade modules. Customers can upgrade the RE-400-256 to have 512MB of memory (using a single MEM-RE-256-S upgrade module), which will be sufficient to run JUNOS release 9.0; however, future releases of JUNOS are likely to have increased memory requirements. For new orders, the following model numbers replace the old RE-400-256 models. Old Model New Model Description of New Model RE-400-256-BB RE-400-768-BB Routing Engine with 768MB Memory Base Bundle, M7i/M10i RE-400-256-R RE-400-768-R Routing Engine with 768 MB Memory Redundant, M7i/M10i RE-400-256-S RE-400-768-S Routing Engine with 768 MB Memory Spare, M7i/M10i RE-400-256-WW-S RE-400-768-WW-S Routing Engine with 768 MB Memory (Worldwide) Spare, M7i/M10i
Owner:	<input type="text" value="admin"/>
Owner Status:	<input type="text" value="In Progress"/>
Flagged to Users:	admin

- On the Information Entry page, select an AIM user from the Owner drop-down list.
- Click Save Changes.

Changing Intelligence Message Owner Status

The intelligence message owner can specify the status:

- Unassigned—intelligence message is not owned by an AIM user
- Assigned—intelligence message is owned by an AIM user
- In Progress—intelligence message case ID has been assigned and resolution is in progress.
- Completed—intelligence message has been resolved

To specify intelligence message status, follow these steps:

- From My AIM Home or Incident Manager, click the intelligence message synopsis link. The Information Entry page appears.

Information Entry

<input type="button" value="Save Changes"/> <input type="button" value="Flag To Users"/> <input type="button" value="Scan for Impact"/>	
Title:	RE-400-256 Routing Engine requires additional DRAM memory
Issue Date:	2007-11-05-08:00
Organization:	organization-01
Keywords:	Routing Engine
Relevance:	[("OsPlatform" junos) , ("platform",M-Series) , ("product",m7i) , ("swversion",9)] [("OsPlatform" junos) , ("platform",M-Series,T-Series)]
Summary:	The RE-400-256 Routing Engine contains only 256MB of main memory. Beginning with JUNOS release 9.0, this is insufficient to run JUNOS software; the minimum supported main memory configuration for JUNOS 9.0 and above is 512MB.
Instructions:	Solution: The RE-400-256 Routing Engine is replaced with the RE-400-768. This new Routing Engine model includes 768MB of main memory, which meets the new minimum requirement. Solution Implementation: Customers with RE-400-256 Routing Engines are strongly urged to upgrade those Routing Engines to RE-400-768 before installing JUNOS release 9.0 or higher. This upgrade is accomplished by installing two MEM-RE-256-S memory upgrade modules. Customers can upgrade the RE-400-256 to have 512MB of memory (using a single MEM-RE-256-S upgrade module), which will be sufficient to run JUNOS release 9.0; however, future releases of JUNOS are likely to have increased memory requirements. For new orders, the following model numbers replace the old RE-400-256 models. Old Model New Model Description of New Model RE-400-256-BB RE-400-768-BB Routing Engine with 768MB Memory Base Bundle, M7i/M10i RE-400-256-R RE-400-768-R Routing Engine with 768 MB Memory Redundant, M7i/M10i RE-400-256-S RE-400-768-S Routing Engine with 768 MB Memory Spare, M7i/M10i RE-400-256-WW-S RE-400-768-WW-S Routing Engine with 768 MB Memory (Worldwide) Spare, M7i/M10i
Owner:	<input type="text" value="admin"/>
Owner Status:	<input type="text" value="In Progress"/>
Flagged to Users:	admin

2. On the Incident detail page, select the incident status from the Status drop-down list.
3. Click Save Changes.

Flagging Intelligence Messages To Users

You can flag an intelligence message to a user. Flagging or owning an intelligence message, displays that message in My AIM Home. You can also flag an incident to a user from the Incident Manager user interface. See “Flagging an Intelligence Update To a User” on page 146.

Intelligence Messages that are bold indicate that they have been flagged to you since the last time you logged into AIM.

To flag an intelligence message to a user from My AIM Home, follow these steps:

1. From My AIM Home, click the intelligence message synopsis link. The Incident Detail page appears.
2. On the Incident Detail page, click Flag to Users. The Flag To Users page appears.

Flag to Users

<input checked="" type="checkbox"/> <input type="checkbox"/> Save <input type="button" value="↑↓"/> <input type="button" value="✕"/>	
↕	User
<input checked="" type="checkbox"/>	abcuser
<input checked="" type="checkbox"/>	admin
<input type="checkbox"/>	aimuser
<input type="checkbox"/>	anewuser
<input type="checkbox"/>	demo
<input checked="" type="checkbox"/>	martha
<input checked="" type="checkbox"/>	roberto
<input type="checkbox"/>	userxyz
<input type="checkbox"/>	victor

- On the Flag to Users page, select the user(s) to which you want to flag the incident.
- Click Save. A flag appears in the incident Flag column in My AIM Home.

Scanning Intelligence Messages for Impact

The Scan for Impact command lets AIM search for any device for which an intelligence message applies and displays it in the Scan for Impact table. The Scan for Impact table also displays the date of the last intelligence Juniper Message Bundle (JMB) received.

To scan an intelligence message for impact, follow these steps:

- From My AIM Home, click the intelligence message synopsis link. The Incident Detail page appears.
- On the Incident Detail page, click Scan for Impact. The Scan for Impact page appears.

Scan for Impact

Devices (2)

<input type="button" value="Back to Intelligence Update"/>				
Device	Platform	Serial Number	Software Version	Date of latest JMB
device-004	m7i	HB6645	9.010	2007-12-14 00:29:07 PST
device-010	m10i	HC8269	9.010	2007-12-12 01:15:25 PST

The devices are listed in the Scan for Impact table alphabetically.

- Click Back to Intelligence Update.

Table 60 describes the columns in the Scan for Impact table.

Scan for Impact Table Description

Table 60 describes the columns in the Scan for Impact table.

Table 60: Scan for Impact Table Column Descriptions

Column	Description	Range/Length	Default
Device	Name of device that the intelligence update might impact	N/A	N/A
Platform	Platform of device	N/A	N/A
Serial Number	Serial number of device	N/A	N/A
Software Version	Software version running on the device	N/A	N/A
Date of Latest JMB	Date and time that the last JMB was received that applies to the intelligence message	N/A	N/A

Using the Reaction Policies Table

The Reaction Policies table provides at a glance look at actions to take in response to any changes or updates detected by the AIM application:

- The type of trigger that has to happen for the policy to be applied.
- The filter that must be passed for the policy to be applied
- The actions to take if the policy is triggered and the filter is passed

Reaction Policies

Policies (1 - 3 of 3)

	Name	Owner	Status	Trigger Type	Filter	Action
<input type="checkbox"/>	Software Policy	aimuser1	Disabled	New Incident Detected	Case ID Assigned: (dev-hostid-FF1234-87654321-123456-5)	Email to: (aimuser@xyz.com)
<input type="checkbox"/>	Hardware Policy	aimuser3	Enabled	JTAC Case ID Associated To Event	Incident ID:(dev-hostid-DD6500-20071130-163245-1)	Email to: (aimuser@xyz.com)
<input type="checkbox"/>	Security Policy	aimuser7	Enabled	New Incident Detected	Priority:(1 - Critical) Device Name:(device 007) Serial Number:(HB6665) Has the words:(Critical) Does not have the words:(Submitted)	Email to: (myemailaccount@carrier.com)

The Reaction Policies table columns include the information and functionality described in Table 61.

Reaction Policies Table Description

Table 61 describes the columns in the Reaction Policies table.

Table 61: Reaction Policies Table Column Descriptions

Column	Description	Range/Length	Default
Name	A unique policy name within all the policies owned by the same user.	32 characters	N/A
Owner	user who created the reaction policy.	N/A	N/A
Status	Whether the policy is running or not.	Enabled or Disabled	N/A
Trigger Type	The type of trigger that has to happen for this policy to be applied.	New Event Detected, Event Reported to Juniper, JTAC Case ID Assigned, JTAC Case Updated, or New Intelligence Update Received	N/A
Filter	Specifies the filter that must be passed for this policy to be applied.		N/A
Action	Indicates the actions that will be taken if this policy is triggered and the filter is passed.		N/A

Creating a Reaction Policy

For more information about creating a reaction policy for incidents, see “Creating Reaction Policies” on page 153.

