

Junos[®] Space Service Automation Release 16.1R2 Release Notes

Release 16.1R2
4 May, 2017

The Junos Space Service Now and Junos Space Service Insight applications streamline fault management for devices running Junos OS by automating the detection, isolation, and resolution of network faults and incidents.

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New Features in Junos Space Service Automation Release 16.1R2

There are no new features in Junos Space Service Now Release 16.1R2 and Junos Space Service Insight Release 16.1R2:

New Features in Junos Space Service Automation Release 16.1R1

The following features are new in Junos Space Service Now Release 16.1R1 and Junos Space Service Insight Release 16.1R1:

- **New Device Support:** Service Now Release 16.1R1 and Service Insight Release 16.1R1 support the following devices:
 - ACX Series devices—ACX5048 and ACX5096
 - EX Series devices—EX2300 and EX3400 (standalone configuration)
 - PTX Series devices—PTX1000
 - QFX Series devices—QFX10002 and QFX10008
 - SRX Series devices—SRX300, SRX320-PoE, SRX320, SRX340, SRX345, SRX550-M, and SRX1500
- **Enhancements to Device Support:** Service Now supports the generation of off-box Juniper Message Bundles (JMBs) on NFX250 and Virtual Route Reflector (VRR) devices.
- **Support for Multiple AI-Scripts Packages in an AI-Scripts Installation Bundle:** Service Now Release 16.1R1 manages multiple AI-Scripts packages present in a single AI-Scripts bundle.

A bundle of AI-Scripts Release 6.0 includes two AI-Scripts packages—an AI-Scripts package for Junos OS Release 15.0 and earlier and another AI-Scripts package for Junos OS releases later than 15.0. Service Now selects and installs the package that is appropriate for the Junos OS version running on the device.

- **Options to Manage the Directive File:** Service Now provides options to manage the directive file that is used for generating off-box JMBs so that off-box JMBs can be generated for devices newly supported by Service Now.

The following changes are made in Service Now to manage the directive file:

- **Changes in the GUI**—The Directive File task is added to the Global Settings menu. The task includes options for viewing the directive file, uploading the directive file, downloading the directive file, refreshing the directive file, and restoring the default directive file shipped with Service Now.
- **Changes in REST APIs**—The Directive File Management service is newly added to manage the directive file. The service provides the following APIs:
 - **Get Directive File Details**—To retrieve details of the directive file
 - **Upload the Directive File to Service Now**—To upload the directive file to Service Now

- **Download the Directive File from Service Now**—To download the directive file from Service Now
- **Refresh the Directive File**—To update the directive file in Service Now with the directive file received from Juniper Support System (JSS) or Service Now partner
- **Restore the Directive File**—To restore the default directive file shipped with Service Now
- **Changes in AutoSubmit Policies:** The **Do not auto submit Incident which are older (in days)** field is added on the Global Settings page to prevent incidents older than the number of days specified in the field from being submitted to JSS by autosubmit policies.
- **Display of Service Contract Details of a Device:** The following changes are made to the way service contracts of a device are displayed on Service Now:
 - On the Device Details page, service contracts available for all parts of a device present in the Service Now database, in addition to the service contract for the main chassis, are displayed.
 - Details of expired service contracts are displayed in red on the Device Details page.
 - For a device that does not have a service contract, a tool tip stating that the device does not have a contract is displayed on the Service Now Devices page and a message stating that the device does not have a contract is displayed on the Device Details page.
- **End Customer Contract Information:** The service contract information for end customer devices is not sent to the end customers. However, the contract information can be viewed on the Service Now partner.
- **Enhancement in Service Now Partner and the End Customer Service Now Communication:** The following enhancements are made in the way that a Service Now partner and an End Customer Service Now communicate with each other:
 - Updates made to case notes by the Service Now partner are displayed on the End Customer Service Now within 30 minutes.
 - The Case Details page of a Service Now partner displays case notes for the Service Now partner and End Customer Service Now on different tabs.
 - Case status updates from JSS to a Service Now partner and from a Service Now partner to End Customer Service Now are displayed on End Customer Service Now within one hour.
- **Generating PBN and EOL Report for a Particular Organization or Device Group:** PBNs and EOL reports can be created for a particular organization and device group.

The Generate PBN Reports and Generate EOL Reports page provide the **Organization** and **Device Group** drop-down menus to select the organization and device group for which a PBN or EOL report is to be generated.
- **Quicker Fetching of PBNs with the GetPBN Request:** Service Now sends the **GetPBN** request to JSS to fetch PBNs once every two hours for Service Now operating in Direct and Partner Proxy modes instead of once every 24 hours.

- **Warning Message to Indicate Manual Installation and Uninstallation of AI-Scripts:** Service Now displays a warning message on the Service Now GUI when AI-Scripts is manually installed or uninstalled from a device.
- **Product Health Data Collection:** Product health data collection can be configured on End Customer Service Now.



NOTE: The product health data collected for end customer devices cannot be uploaded to a Service Now partner.

- **Options to Purge Incidents from the Service Now Database:** The **Submitted Incident Purge Time (in days)** and **Not Submitted Incident Purge Time (in days)** fields are added on the Global Settings page to define the number of days after which incidents that are submitted to JSS and incidents that are not submitted to JSS can be purged respectively.
- **SNMP and E-mail Notifications for Incidents:** SNMP and e-mail notifications for incidents include a five-digit ID of the incident and the status of the case created for the incident. The following SNMP traps and e-mail notifications include the incident ID and case status:
 - Notifications for incidents flagged to users
 - Notifications for incidents submitted to JSS
 - Notifications for new incidents detected
 - Notifications for new iJMBs collected from devices
- **Option to View End Customer Service Now and Junos Space Network Management Platform Versions:** The **Platform Version** and **Service Now Version** columns are included on the Organization page. For a Service Now partner, for an end-customer organization (also known as connected member), these columns list the versions of Junos Space Network Management Platform and Service Now used by end customers. For an organization created by the Service Now partner, these columns display the versions of Junos Space Network Management Platform and Service Now used by the Service Now partner.

Installation and Upgrade of Service Now and Service Insight

Prerequisites for Installing Service Now Release 16.1R2 and Service Insight Release 16.1R2

You can download and install Service Now Release 16.1R2 and Service Insight Release 16.1R2 on Junos Space Network Management Platform Release 15.1R1 or later. Alternatively, if you have an earlier release of Service Now and Service Insight already installed, upgrade them to Service Now Release 16.1R2 and Service Insight Release 16.1R2. For information about compatibility of Service Now and Service Insight with Junos Space Network Management Platform, see [Junos Space Application Compatibility](#). For instructions about installing, upgrading, or uninstalling Junos Space Service Now and Service Insight, see *Installing Junos Space Service Now and Junos Space Service Insight Applications*, *Upgrading Junos Space Service Now and Junos Space Service Insight Applications*, and

Uninstalling Junos Space Service Now and Junos Space Service Insight Applications in the Junos Space Service Automation Administration Guide.

Upgrade Path to Service Now Release 16.1R2 and Service Insight Release 16.1R2

To upgrade to Service Now Release 16.1R2 or later and Service insight Release 16.1R2 or later, you must first upgrade Junos Space Platform to release 15.1R1 or later.

To upgrade to Service Now Release 16.1R2 and Service Insight Release 16.1R2, use one of the following paths:



NOTE: The release numbers such as SN/SI 15.1R1 (Platform 14.1R1/14.1R2/14.1R3/15.1R1) in the following list indicate Service Now Release 15.1R1 and Service Insight Release 15.1R1 installed on Junos Space Platform Release 14.1R1, Junos Space Platform Release 14.1R2, Junos Space Platform Release 14.1R3, or Junos Space Platform Release 15.1R1.

- SN/SI 14.1R1 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R1 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 15.1R3/15.1R4 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 15.1R1/15.1R2/15.1R3/15.2R2) > SN/SI 16.1R1/R2 (Platform 16.1R1/16.1R2)
- SN/SI 14.1R2 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R2 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 15.1R3/15.1R4 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 15.1R1/15.1R2/15.1R3/15.2R2) > SN/SI 16.1R1/R2 (Platform 16.1R1/16.1R2)
- SN/SI 14.1R3 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R3 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 15.1R3/15.1R4 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 15.1R1/15.1R2/15.1R3/15.2R2) > SN/SI 16.1R1/R2 (Platform 16.1R1/16.1R2)
- SN/SI 14.1R4 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R4 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 15.1R3/15.1R4 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 15.1R1/15.1R2/15.1R3/15.2R2) > SN/SI 16.1R1/R2 (Platform 16.1R1/16.1R2)
- SN/SI 15.1R2 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 15.1R3/15.1R4 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 15.1R1/15.1R2/15.1R3/15.2R2) > SN/SI 16.1R1/R2 (Platform 16.1R1/16.1R2)
- SN/SI 15.1R2 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 15.1R1/15.1R2/15.1R3/15.2R2) > SN/SI 16.1R1/R2 (Platform 16.1R1/16.1R2)
- SN/SI 15.1R3 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 15.1R1/15.1R2/15.1R3/15.2R2) > SN/SI 16.1R1/R2 (Platform 16.1R1/16.1R2)
- SN/SI 15.1R4 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 15.1R1/15.1R2/15.1R3/15.2R2) > SN/SI 16.1R1/R2 (Platform 16.1R1/16.1R2)
- SN/SI 16.1R1 (Platform 16.1R1/16.1R2) > SN/SI 16.1R2 (Platform 16.1R1/16.1R2)

For information about back up and restore of Service Now data while upgrading Junos Space platform to Releases 16.1R1 or 16.1R2, see “[Back Up and Restore of Service Now data During Junos Space Platform Upgrade](#)” on page 10

AI-Scripts Release Bundled with Service Now

Service Now Release 16.2R2 is bundled with AI-Scripts Release 6.0R4.

Operational Recommendation

We recommend the following for operating Junos Space Service Now and Junos Space Service Insight Release 16.1R2:

- AI-Scripts must be installed on devices running Junos OS to generate event-based incidents in Service Now. AI-Scripts are designed to minimize the processing time and memory required to generate Service Now incidents. Therefore, AI-Scripts can be effectively used with a large number of devices running Junos OS. Nonetheless, AI-Scripts consume system resources when installed and activated on devices running Junos OS. Therefore, we recommend that you test and qualify Service Automation before you deploy it in a production environment. Refer to the [Devices Supported by Junos Space Network Management Platform](#) for a list of supported platforms.
- Behavior of AI-Scripts differs from one product family to another. Before you install or upgrade AI-Scripts on a device, we recommend that you see <https://kb.juniper.net/InfoCenter/index?page=content&id=KB29188> for information about behavior of AI-Scripts on specific product families.
- When you upgrade Service Now operating in End Customer or Partner Proxy mode, ensure that the Service Now partner is of the same version as its end-customer Service Now application or up to two versions newer than the version of the end-customer Service Now application.
- Read the KB article, <http://kb.juniper.net/KB19155>, before installing AI-Scripts on devices running Junos OS to know about issues that can occur when AI-Scripts are installed on them.
- Device snapshots, product health data files, incidents, and system log files consume considerable disk space in the Service Now database. We recommend that you configure a purge time for device snapshots, product health data files, incidents, and system log files on the Global Settings page of the Service Now GUI to prevent the Service Now database from running out of disk space. The number of days for the purge interval should be lesser if the number of devices managed by Service Now is large.

Known Issues

The following are the known issues in Junos Space Service Automation Release 16.1R2:

- While using the RSI interval, there is a discrepancy between the default RSI interval configured on the device and in Service Now. [PR 1345017]

Workaround: Configure RSI collection at least once (even if you want to configure the default value) by using Service Now to ensure proper generation of the RSI attachment for a JMB.

- Log message does not clearly state the issue when Service Now database fails to restore after Junos Space Platform upgrade to Release 16.1. [PR 1238756]
- Junos Space Platform 15.2R1.0 does not allow Service Now Release 16.1R1 to be directly installed on it or upgraded from an earlier version.

Workaround: The following workarounds are available:

- Add the value 16.1 to the **aim** and **si** lines in the **appVersionListFile.txt** file present at **/var/cache/jboss/jmp** before installing Service Now Release 16.1.

The following is a sample of the **appVersionListFile.txt** file after adding 16.1

```
aim=13.3,14.1,15.1,16.1
...

si=13.3,14.1,15.1,16.1
...
```

- If you are upgrading Junos Space Platform from 15.1 (15.1R1, 15.1R2, or 15.1R3) to 15.2R1 release, install Service Now Release 16.1R1.0 on the Junos Space Platform 15.1 release before upgrading to the 15.2R1 release.

For more information about the workaround for this issue, refer to [KB31098](#).

- When Junos OS installed on a device is upgraded to Release 15.0R1 or later, AI-Scripts needs to be reinstalled on the device by using Service Now.

Workaround: Reinstall AI-Scripts on the device by using Service Now.

- The **Impact Probability** field is not listed on the PBN Details page of Service Insight Release 15.1. [PR 1162151]
- Installation of releases earlier than Service Now 15.1R1 and Service Insight 15.1R1 fails on a new installation of Junos Space Network Management Platform. [PR 1110182]
- Devices installed with AI-Scripts and managed by Service Now should not be directly deleted from the Junos Space Platform. [PR 1006201]

Workaround: Delete the devices from Service Now and then delete the devices from the Junos Space Platform.

- The device inventory information, when exported in Excel format, is not displayed clearly in Excel 2013. [PR 975701]

Workaround: Use Excel 2007 or earlier to view the exported device inventory information.

- If the device configuration contains the **load-scripts-from-flash** command, then events are not enabled on the device after AI-Scripts installation from Service Now. [PR 786972]

Workaround: Manually copy the `jais-SN-activate-scripts.slax` file from the `/var/db/scripts/commit` directory to the `/config/scripts/commit` directory.

- The connection between the Service Now partner proxy and its end customers fails when a user changes the IP address of a Service Now partner proxy. [PR 564827]

Workaround: Manually update the IP address of the Service Now partner proxy in your Service Now application.

- AI-Scripts cannot be installed (both when installed manually or by using Service Now) on the following devices when GRES is enabled—EX9200 VC, MX240-VC, MX480-VC, MX960-VC, EX6200, and EX8200. [PR 543035]

Workaround: You must disable GRES if you want to install AI-Scripts on the listed devices.

- Service Now cannot uninstall AI-Scripts from the backup Routing Engine of a device with dual Routing Engines. [PR 555657]



NOTE: This issue is applicable for devices that are managed by Service Now and on which AI-Scripts Release 4.0 or AI-Scripts Release 4.1 is installed.

Known Issues in QFabric

The following are known issues in QFabric in Junos Space Service Automation Release 16.1R2 :

- Service Now does not support the installation of AI-Scripts Release 5.0 and later on QFabric devices. [PR 1177154]
- Service Now does not support creating BIOS incidents on QFabric devices. [PR 1029546]
- Service Now does not support collecting on-demand iJMBs and eJMBs (both on-box and off-box) from QFabric devices. [PR 1014935]
- Service Now does not support configuring intervals for RSI collection on QFabric devices. [PR 1014932]
- Service Now does not collect log files from QFabric devices. [PR 968658]
- Service Now does not support the core file upload feature on QFabric devices. [PR 887123]
- Service Now does not support the Request RMA feature on QFabric devices. [PR 883404]

Resolved Issues in Junos Space Service Automation Release 16.1R2:

The following issues are resolved in Junos Space Service Now Release 16.1R2 and Junos Space Service Insight Release 16.1R2:

- Remarks for core file details on the Incident Details page should be changed to **Service Now is not able to create folder in the SFTP server** when Service Now is unable to create a folder in the SFTP server. [PR 1259096]
- Service Now should not send configuration information collected in a JMB to JSS when the JMB filter is configured as *Send all information except configuration* for an organization. [PR 1265603]
- The time out duration for an OSSJ request should be increased to 12 minutes. [PR 1267055]
- Service Now sends incomplete JMBs to JSS when the *Send all Information except configuration* JMB filter is used by an organization due to which JSS is unable to process the JMBs. [PR 1273178]
- Service Now does not process user-defined events when the name of the JMB ends with timestamp instead of *_prob*. [PR 1274477]

Resolved Issues in Junos Space Service Automation Release 16.1R1

The following issues are resolved in Junos Space Service Now Release 16.1R1 and Junos Space Service Insight Release 16.1R1:

- Submission of on-demand RMAs without a problem description to JSS by using the **submitCase** API is failing. [PR 1203642]
- Submission of incidents without a description by using the **submitCase** API is failing. An option to resubmit the incident through GUI or REST API is required. [PR 1203445]
- The following issues are found with Product Health Data Collection: [PR 1202748]
 - The **Retry for failed devices** option does not collect product health data for devices for which product health data collection failed earlier.
 - Product health data is not collected for a device newly added to the Product Health Data Collection group.
 - For a device removed from a Product Health Data Collection group, the **Read Status** is displayed as **Reading**, whereas the Product Health Data Collection state is displayed as **PHDC is stopped on the device but PHDC is not unsubscribed from JSS**.
- EOL and PBN reports are not generated when the **Do not save this report on Service Insight** option is selected on the Generate PBN report page and Generate EOL report page. [PR 1200200]
- Cases created in Case Manager for a secondary site ID assigned to one domain is showing as cases created for primary site ID in another domain in Service Now. [PR 1195787]
- After Junos OS is upgraded from a release later than release 15.0R1 to another release later than release 15.0R1, events are dampened in the backup Routing Engine. [PR 1191975]

- On a device running Junos OS release 15.0R1 or later, AI-SCRIPTS MISMATCH ERROR is repeatedly listed in the system log even though an AI-Scripts package is installed on the backup Routing Engine. [PR 1191971]

Workaround: Reinstall AI-Scripts on the device by using Service Now.

- A workaround must be displayed on the Service Now GUI when the installation of AI-Scripts on a device fails because of GRES being enabled on the device. [PR 1185859]
- If AI-Scripts is installed on a device by using Service Now, the installation fails if the system of record is set to SSOR. [PR 1184617]
- The **Export EOL Reports** option exports EOL reports as an octet stream instead of as a *.zip file. [PR 1175953]
- The EOL summary report lists an incorrect quantity for a device. [PR 1175945]
- E-mail notifications for the **Switch over enabled for iJMB** trigger must not be sent to super users. [PR 1175414]
- Service Insight is sending the same End of Life (EOL) notifications once every hour. [PR 1173473]
- The log file generated by AI-Scripts is occupying almost 100% of the space in the **/var** directory. [PR 1173183]
- Application-specific cache (ASC) data takes a long time to be retrieved from the Packet Forwarding Engine of SRX Series devices. [PR 1173084]
- Number of events in an autosubmit policy is changes even when events are not modified in the policy. [PR 1166964]
- The **Input is not a valid number** message is displayed if you do not select the **cheduler Oinker messages seen on console during bootup/restarting daemons and config commits** event check box is when modifying the autosubmit policy. [PR 1163404]
- End Customer Service Now is unable to send incidents created for MX480 devices to a Service Now partner. [PR 1155976]
- Service Now does not check for the presence of the AI-Scripts static configuration for AI-Scripts releases in the 4.0 (4.0R1 through 4.0R3) and 4.1 (4.1R3 through 4.1R10) series before beginning the installation of AI-Scripts Release 5.0R1 and later. [PR 1118990]

Back Up and Restore of Service Now data During Junos Space Platform Upgrade

- [Taking Back Up of Service Now Release 16.1R2 Data Before Upgrading Junos Space Platform to Release 16.1R1/16.1R2 on page 11](#)
- [Restoring Service Now Data After Junos Space Platform Upgrade to Release 16.1R1/16.1R2 on page 12](#)

Taking Back Up of Service Now Release 16.1R2 Data Before Upgrading Junos Space Platform to Release 16.1R1/16.1R2

To back up Service Now Release 16.1R2 data:

1. Install the Junos Space Platform patch provided to back up Service Now data.

The following is a sample output when the patch is installed:

```
Copying [ AIM ] Application Files...!  
Starting Service Now Backup...  
STAGE-1 - SN Backup Preprocessing - Creating backup directories for SN Image  
and DB...  
STAGE-1 - SN Backup Preprocessing completed - Successfully created backup  
directories for SN Image and DB...  
STAGE-2 - SN Backup core processing started...  
STAGE-2.1 - Preparing to backup image...
```

WARNING: The current version of Service Now is less than 15.1R3. Please upgrade to version 15.1R3 or later for Service Now to operate as desired. Press any key to continue...

2. Download the Service Now image from the [Software Download Page](#) to a temporary folder on the Junos Space server.
3. Open a separate ssh session on the Junos Space server and create a folder (for example, Service-Now.16.1R2.4) to copy the Service Now image from the temporary folder.

```
cd /var/cache/jboss/sn_backup/image  
mkdir Service-Now.16.1R2.4
```

4. Copy the Service Now image from the temporary folder to the newly created folder.

```
cp /tmp/Service-Now.16.1R2.4.img  
/var/cache/jboss/sn_backup/image/Service-Now.16.1R2.4/.
```

5. Follow the prompts to proceed with the backup.

A *.tgz file is created at the end of the backup process.

Restoring Service Now Data After Junos Space Platform Upgrade to Release 16.1R1/16.1R2



NOTE:

- Ensure that the server used for restoring data has enough free space. We recommend having free space at least twice the size of the backup data so that the backup data is properly restored. For example, if the backed up data is 10 GB, ensure that 20GB free space is available on the machine on which the data would be restored.
 - If you are creating a cluster and have not taken a back up of the image of Service Now Release 15.1R3 or 15.1R4, you must upgrade Service Now to Service Now Release 15.1R4 or 16.1R1/16.1R2/16.2R1 respectively before adding nodes to the cluster.
-

Data for Service Now Releases 15.1R3, 15.1R4, 16.1R1, 16.1R2, and 16.2R1 are restored along with Junos Space Platform data while configuring the primary Junos Space node.

For information about configuring the primary Junos Space node, see *Configuring a Junos Space Appliance as a Junos Space Node* in [JA2500 Junos Space Hardware Guide](#).

After Service Now data is restored and Junos Space Platform is upgraded to Release 16.1R1/16.1R2, remove the backup file from the `/var/cache/jboss/jmp/payloads/backup` location.

To remove the Service Now backup file:

1. Log in to the Junos Space VIP node.
2. Access the shell.
3. Navigate to the `/var/cache/jboss/jmp/payloads/backup` directory.

```
cd /var/cache/jboss/jmp/payloads/backup
```
4. Execute the following command to delete the backup file:

```
rm -rf AIM/
```

The Service Now backup file is deleted.

Documentation Feedback

We encourage you to provide feedback, comments, and suggestions so that we can improve the documentation. You can provide feedback by using either of the following methods:

- Online feedback rating system—On any page of the Juniper Networks TechLibrary site at <https://www.juniper.net/documentation/index.html>, simply click the stars to rate the

content, and use the pop-up form to provide us with information about your experience. Alternately, you can use the online feedback form at <https://www.juniper.net/documentation/feedback/>.

- E-mail—Send your comments to techpubs-comments@juniper.net. Include the document or topic name, URL or page number, and software version (if applicable).

Requesting Technical Support

Technical product support is available through the Juniper Networks Technical Assistance Center (JTAC). If you are a customer with an active J-Care or Partner Support Service support contract, or are covered under warranty, and need post-sales technical support, you can access our tools and resources online or open a case with JTAC.

- JTAC policies—For a complete understanding of our JTAC procedures and policies, review the *JTAC User Guide* located at <https://www.juniper.net/us/en/local/pdf/resource-guides/7100059-en.pdf>.
- Product warranties—For product warranty information, visit <http://www.juniper.net/support/warranty/>.
- JTAC hours of operation—The JTAC centers have resources available 24 hours a day, 7 days a week, 365 days a year.

Self-Help Online Tools and Resources

For quick and easy problem resolution, Juniper Networks has designed an online self-service portal called the Customer Support Center (CSC) that provides you with the following features:

- Find CSC offerings: <https://www.juniper.net/customers/support/>
- Search for known bugs: <https://prsearch.juniper.net/>
- Find product documentation: <https://www.juniper.net/documentation/>
- Find solutions and answer questions using our Knowledge Base: <https://kb.juniper.net/>
- Download the latest versions of software and review release notes: <https://www.juniper.net/customers/csc/software/>
- Search technical bulletins for relevant hardware and software notifications: <https://kb.juniper.net/InfoCenter/>
- Join and participate in the Juniper Networks Community Forum: <https://www.juniper.net/company/communities/>
- Open a case online in the CSC Case Management tool: <https://www.juniper.net/cm/>

To verify service entitlement by product serial number, use our Serial Number Entitlement (SNE) Tool: <https://entitlementsearch.juniper.net/entitlementsearch/>

Opening a Case with JTAC

You can open a case with JTAC on the Web or by telephone.

- Use the Case Management tool in the CSC at <https://www.juniper.net/cm/>.
- Call 1-888-314-JTAC (1-888-314-5822 toll-free in the USA, Canada, and Mexico).

For international or direct-dial options in countries without toll-free numbers, see <https://www.juniper.net/support/requesting-support.html>.

Revision History

20 March, 2018—Included PR 1345017 in the Known Issues section.

1 March, 2018—Included operational recommendation for referring to KB29188

4 May, 2017—Junos Space Service Automation Release 16.1R2 Release

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