

Release Notes: Junos[®] Space Service Automation Release 16.2R2

Release 16.2R2
24 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 16.2R2

There are no new features in Junos Space Service Now Release 16.2R2 and Junos Space Service Insight Release 16.2R2:

New Features in Junos Space Service Automation Release 16.2R1

The following features are new in Junos Space Service Now Release 16.2R1 and Junos Space Service Insight Release 16.2R1:

- When reinstalling AI-Scripts on a device, Service Now does not check if the stored device configuration is in synchronization with the actual device configuration if it does not make change to the device configuration. As a result, versions of AI-Scripts Release 5.0 can be installed on a device even if the device configuration in Junos Space Platform is not in synchronization with the actual device configuration.
- When on-demand incidents are created by using Service Now GUI or the Create On-demand Incident REST API, Incident ID is returned to the user. This helps a user to use REST APIs to track the incident after a case is opened and integrate the case with their ticketing system.

See [“Create an On-Demand Incident” on page 9](#) for details of the Create On-demand Incident REST API.

- Query for user actions such as view incident, submit incident, and save incident is optimized so that performance of query execution is improved in Service Now.
- When an on-demand incident is generated by Service Now (off-box), the latest core file generated is associated with the incident. This helps you to identify and upload the latest core file to JSS instead of all the core files collected from the device.

Installation and Upgrade of Service Now and Service Insight

Prerequisites for Installing Service Now Release 16.2R2 and Service Insight Release 16.2R2

You can download and install Service Now Release 16.2R2 and Service Insight Release 16.2R2 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 16.2R2 and Service Insight Release 16.2R2. 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 16.2R2 and Service Insight Release 16.2R2



CAUTION: Do not upgrade to Service Now Release 16.2R1 if you have QFabric devices in your network. Service Now Release 16.2R1 does not recognize QFabric devices.

To upgrade to Service Now Release 16.2R2 and Service Insight Release 16.2R2, use one of the following paths:



NOTE: The release numbers such as SN/SI 16.1R1 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) in the following list indicate Service Now Release 16.1R1 and Service Insight Release 16.1R1 installed on Junos Space Platform Release 15.1R1, Junos Space Platform Release 15.1R2, Junos Space Platform Release 15.1R3, Junos Space Platform Release 15.2R1, or Junos Space Platform Release 15.2R2.

- 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 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 16.1R1/Platform 16.1R2) > SN/SI 16.2R1 (Platform 16.1R1/Platform 16.1R2) > SN/SI 16.2R2 (Platform 16.1R1/Platform 16.1R2)
- SN/SI 15.1R2 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 16.1R1/Platform 16.1R2) > SN/SI 16.2R1 (Platform 16.1R1/Platform 16.1R2) > SN/SI 16.2R2 (Platform 16.1R1/Platform 16.1R2)
- SN/SI 15.1R3 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 16.1R1/Platform 16.1R2) > SN/SI 16.2R1 (Platform 16.1R1/Platform 16.1R2) > SN/SI 16.2R2 (Platform 16.1R1/Platform 16.1R2)
- SN/SI 15.1R4 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 16.1R1/Platform 16.1R2) > SN/SI 16.2R1 (Platform 16.1R1/Platform 16.1R2) > SN/SI 16.2R2 (Platform 16.1R1/Platform 16.1R2)
- SN/SI 16.1R1 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 16.1R1/Platform 16.1R2) > SN/SI 16.2R1 (Platform 16.1R1/Platform 16.1R2) > SN/SI 16.2R2 (Platform 16.1R1/Platform 16.1R2)
- SN/SI 16.2R1 (Platform 16.1R1/Platform 16.1R2) > SN/SI 16.2R2 (Platform 16.1R1/Platform 16.1R2)

For information about back up and restore of Service Now data while upgrading Junos Space platform to Release 16.1R1, see [“Back Up and Restore of Service Now data During Junos Space Platform Upgrade”](#) on page 8

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 16.2R2:

- 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, <https://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 Now Release 16.2R2 and Junos Space Service Insight Release 16.2R2:

- 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 Release 15.2R1 does not allow Service Now Releases 16.1R1 and 16.2R1 to be directly installed on it or upgraded from an earlier version. Also, Junos Space Platform Release 15.2R2 does not allow Service Now Release 16.2R1 to be directly installed on it.

Workaround: The following workarounds are available:

- Add the value 16.1 and 16.2 to the **aim** and **si** lines in the **appVersionListFile.txt** file present at **/var/cache/jboss/jmp** before installing Service Now Release 16.1R1 or 16.2R1.

The following is a sample of the **appVersionListFile.txt** file after adding 16.1R1 and 16.2R1.

```
aim=13.3,14.1,15.1,16.1,16.2
...
si=13.3,14.1,15.1,16.1,16.2
...
```

- If you are upgrading Junos Space Platform from Release 15.1 (15.1R1, 15.1R2, or 15.1R3) to Release 15.2R1 or 15.2R2, install Service Now Release 16.1R1 or 16.2R1 on Junos Space Platform Release 15.1 before upgrading to the Junos Space Platform Release 15.2R1 or 15.2R2.

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.

- 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 Now Release 16.2R2 and Junos Space Service Insight Release 16.2R2:

- 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 16.2R2

The following issues are resolved in Junos Space Service Now Release 16.2R2 and Junos Space Service Insight Release 16.2R2:

- QFabric devices are not getting created in Service Now Release 16.2R1. [PR 1247712]
- 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 the 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]
- After upgrading from Release 16.1R1 to 16.2R2, **No Device Snapshot ever received** alert is seen in the Service Now partner for end customer devices. Also, the Service Now partner receives e-mails informing that device snapshots are not received for end customer devices.

However, the mails to the Service Now partner and the alerts stop once the Service Now partner receives the device snapshots from the end customer devices. [PR 1278177]

Resolved Issues in Junos Space Service Automation Release 16.2R1

The following issues are resolved in Junos Space Service Now Release 16.2R1 and Junos Space Service Insight Release 16.2R1:

- The Get Incident APIs should include customer tracking number in its response. [PR 1204579]
- A domain in Junos Space Platform should not be deleted when a Service Now object such as organization, PHDC group, or address group is assigned to the domain. [PR 1166766]
- Service Now should support NT LAN Manager (NTLM) authentication of domains. [PR 1221010]
- A Service Now partner is unable to download log files for on-demand off-box incidents submitted by end customers. [PR 1212637]
- The PBN details page should list the **Impact Probability** field. [PR 1162151]
- When an RMA incident is created by using API and not submitted for case to be generated, later while submitting the incident, synopsis and customer comments are not being appended to an RMA incident. [PR 1205159]
- Unable to delete core files by using Service Now GUI or REST API. [PR 1203377]
- While using APIs to save and submit more than one incident for a customer, a single customer tracking number should be used. [PR 1230355]

- User credentials are not stored when the **Save as default user for incident submission** check box is selected while submitting an incident by using Service Now. [PR 1236835]
- The email notification sent by Service Now when informational JMBs (iJMBs) are not collected from a device should have information about why iJMBs are not being generated. [PR 1208940]

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

- [Taking Back Up of Service Now Release 16.2R2 Data Before Upgrading Junos Space Platform to Release 16.1R1/16.1R2 on page 8](#)
- [Restoring Service Now Data After Junos Space Platform Upgrade to Release 16.1R1/16.1R2 on page 9](#)

Taking Back Up of Service Now Release 16.2R2 Data Before Upgrading Junos Space Platform to Release 16.1R1/16.1R2

To back up Service Now Release 16.2R2 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 16.2R2.4) to copy the Service Now image from the temporary folder.

```
cd /var/cache/jboss/sn_backup/image  
mkdir Service-Now.16.2R2.4
```

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

```
cp /tmp/Service-Now.16.2R2.4.img  
/var/cache/jboss/sn_backup/image/Service-Now.16.2R2.4/.
```

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, and 16.1R1/16.2R1/16.2R2 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, 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.

Create an On-Demand Incident

Use this API to generate Juniper Message Bundles (JMBs) without having to wait for events to occur on devices.

URI

https://[host]/api/juniper/servicenow/device-management/devices/
 createOnDemandIncident
 ?queue=http://[host]/api/hornet-q/queues/jms.queue.[QueueName] (HTTP method
 = POST)

URI Parameters

Parameter	Type	Required	Description
QueueName	String	Yes	Name of the create on-demand incident job queue

Consumes

- application/vnd.juniper.servicenow.device-management.ondemandincident+xml;version=5;charset=UTF-8
- application/vnd.juniper.servicenow.device-management.ondemandincident+json;version=5;charset=UTF-8

Accept Header

- application/vnd.juniper.servicenow.device-management.ondemandincidentresult+xml;version=5
- application/vnd.juniper.servicenow.device-management.ondemandincidentresult+json;version=5

Request Elements

Element	Type	Description
devices	device	Collection of devices on which on-demand incident is to be generated
device	device	A device on which on-demand incident is to be generated
uri	String	Link to the device
followUpMethod	String	Method used to follow up the case created for the on-demand incident Possible values: <ul style="list-style-type: none"> • EMAIL_FULL_TEXT_UPDATE • EMAIL_WEB_LINK • PHONE_CALL For an end-customer Service Now, a value need not be provided for followUpMethod . Any value, if provided, is discarded.
caseCCList	caseCCList	Collection of e-mail ID of users to be notified about the on-demand incident

Element	Type	Description
email	String	E-mail ID of a user
Priority	Enum	Priority of the on-demand incident Possible values: <ul style="list-style-type: none"> • Critical • High • Medium • Low
problemSynopsis	String	Synopsis of the on-demand incident
problemDescription	String	Description of the incident
customerComments	String	Comments from user for the on-demand incident
createCase	Boolean	Flag to indicate whether the incident should be submitted to JSS or Service Now partner for creating a case Possible values: <ul style="list-style-type: none"> • true—The incident is submitted for creating a case • false—The incident is not submitted for creating a case
collectLogFiles	Boolean	Flag to indicate whether or not log files should be collected for this on-demand incident Possible values: <ul style="list-style-type: none"> • true—Log files are collected for the on-demand incident • false—Log files are not collected for the on-demand incident
verifyCPUUsage	Boolean	Flag to indicate whether or not usage of device CPU must be verified while generating this on-demand incident Possible values: <ul style="list-style-type: none"> • true—CPU usage is verified • false—CPU usage is not verified

Produces

- application/vnd.juniper.servicenow.device-management.ondemandincidentresult+xml; version=5
- application/vnd.juniper.servicenow.device-management.ondemandincidentresult+json; version=5

Response Elements



NOTE: The response contains on-demand incident ID only if AI-Scripts Release 5.0R5 and later releases are installed on the device; otherwise, the response contains only the ID of the create on-demand incident job.

Element	Type	Description
Ondemandincidentresult	ondemandincidentresult	Result of create on-demand incident job
IncidentDetailsList	IncidentDetailsList	List of on-demand Incident details
IncidentDetails	IncidentDetails	Details of an on-demandincident
IncidentId	Integer	ID of the on-demand incident
DeviceId	Integer	ID of the device
DeviceName	String	Name of the device
Task	Task	Job to create the on-demand incident
Id	Integer	ID of the job to create on-demand incident

Sample Input

Sample XML Input

```
<ondemandincident>
  <devices>
    <device uri="/api/juniper/servicenow/device-management/devices/65552"/>
  </devices>
  <followUpMethod>Email Full Text Update</followUpMethod>
  <caseCCList>
    <email>abc@juniper.net</email>
  </caseCCList>
  <priority>Critical</priority>
  <problemSynopsis>
    These are my synopsis comments here
  </problemSynopsis>
  <problemDescription>
    This is a Test case.
  </problemDescription>
  <customerComments>
    These are my customer comments here
  </customerComments>
  <createCase>false</createCase>
  <collectLogFiles>true</collectLogFiles>
  <verifyCPUUsage>true</verifyCPUUsage>
  <useOffBoxJMBProcessing>true</useOffBoxJMBProcessing>
</ondemandincident>
```

Sample JSON Input

```
{
  "ondemandincident":{
```

```

"devices":{
"device":[
{
"@uri":"/api/juniper/servicenow/device-management/devices/65546"
},
]
},
"followUpMethod":"Email Full Text Update",
"caseCCList":{
"email":[
"abc@juniper.net"
]
},
"priority":"High",
"synopsisComments":"This is a Test case, please ignore",
"problemDescription":"This is a Test case, please ignore",
"customerComments":"This is a Test case, please ignore",
"createCase": "true",
"collectLogFiles": "false",
"verifyCPUUsage": "false",
"useOffBoxJMBProcessing": "true"
}
}

```

Sample Output

Sample XML Output

Response when on-demand incident is created when AI-Scripts Release 5.0R4 and earlier is installed on a device.

```

<task href="/api/space/job-management/jobs/3801101">
  <id>3801101</id>
</task>

```

Response when on-demand incident is created when AI-Scripts Release 5.0R5 and later is installed on a device.

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<OnDemandIncidentProcessingResult>
  <IncidentDetailsList>
    <IncidentDetails>
      <IncidentId>5538586</IncidentId>
      <DeviceId>5505597</DeviceId>
      <DeviceName>fuga</DeviceName>
    </IncidentDetails>
  </IncidentDetailsList>
  <Task>
    <id>7602244</id>
  </Task>
</OnDemandIncidentProcessingResult>

```

Sample JSON Output

Response when on-demand incident is created when AI-Scripts Release 5.0R4 and earlier is installed on a device.

```

{
  "task":{
    "@href":"/api/space/job-management/jobs/3801101",
    "id":3801101
  }
}

```

Response when on-demand incident is created when AI-Scripts Release 5.0R5 and later is installed on a device.

```
{
  "OnDemandIncidentProcessingResult": {
    "IncidentDetailsList": {
      "IncidentDetails": {
        "IncidentId": "5538586",
        "DeviceId": "5505597",
        "DeviceName": "fuga"
      }
    },
    "Task": {
      "id": "7602244"
    }
  }
}
```

Error Codess

Message	Description
400 Bad Request	<ul style="list-style-type: none"> An on-demand incident cannot be created if more than five devices are selected. The device is not associated with any device group. The device is an end-customer device. The device is a fabric node (TOR). The device is a DCF device. The follow-up method specified in the request is invalid. The priority specified in the request is invalid. The e-mail ID specified in the request is invalid.
404 Not Found	The device specified in the request is not a valid Service Now device.

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

24 May, 2017—Service Automation 16.2R2 release

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