

# Release Notes: Junos Space Service Now and Service Insight Release 17.1R1

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Revision 1

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## Release Notes for Junos Space Service Now and Junos Space Service Insight

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### Supported Platforms

For the list of platforms supported by Service Now Release 17.1R1 and Service Insight Release 17.1R1, see [Juniper Networks Devices Supported by Service Now and Service Insight](#).

### Installation and Upgrade Instructions

This section discusses the prerequisites for installing and the upgrade path Junos Space Service Now and Junos Space Service Insight applications.

- [Prerequisites for Installing Junos Space Service Now Release 17.1R1 and Junos Space Service Insight Release 17.1R1 on page 2](#)
- [Upgrade Path to Service Now Release 17.1R1 and Service Insight Release 17.1R1 on page 3](#)
- [AI-Scripts Release Bundled with Service Now on page 3](#)

#### **[Prerequisites for Installing Junos Space Service Now Release 17.1R1 and Junos Space Service Insight Release 17.1R1](#)**

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You can download and install Service Now Release 17.1R1 and Service Insight Release 17.1R1 on Junos Space Network Management Platform Release 16.1R1 or later.

Alternatively, if you have an earlier release of Service Now and Service Insight already installed, upgrade them to Service Now Release 17.1R1 and Service Insight Release 17.1R1. 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 17.1R1 and Service Insight Release 17.1R1

To upgrade to Service Now Release 17.1R1 and Service Insight Release 17.1R1, use one of the following paths:



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

- SN/SI 15.1R2/15.1R3/15.1R4 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2) > SN/SI 16.1R1 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2/16.1R1/16.1R2) > SN/SI 16.2R1 (Platform 15.2R1/15.2R2/16.1R1/16.1R2) > SN/SI 16.2R2 (Platform 15.2R1/15.2R2/16.1R1/16.1R2) > SN/SI 17.1R1 (Platform 15.2R1/15.2R2/16.1R1/16.1R2)
- SN/SI 16.1R1/16.1R2 (Platform 15.1R1/15.1R2/15.1R3/15.2R1/15.2R2/16.1R1/16.1R2) > SN/SI 16.2R1/16.2R2 (Platform 15.2R1/15.2R2/16.1R1/16.1R2) > SN/SI 17.1R1 (Platform 15.2R1/15.2R2/16.1R1/16.1R2)
- SN/SI 16.1R1/16.1R2/16.2R1/16.2R2 (Platform 15.2R1/15.2R2/16.1R1/16.1R2) > SN/SI 17.1R1 (Platform 15.2R1/15.2R2/16.1R1/16.1R2)

## AI-Scripts Release Bundled with Service Now

Service Now Release 17.1R1 is bundled with AI-Scripts Release 7.0R1.0.

## Operational Recommendation

We recommend the following for operating Junos Space Service Now Release 17.1R1 and Junos Space Service Insight Release 17.1R1:

- 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.

## New and Changed Features

The following features are new in Junos Space Service Now Release 17.1R1 and Junos Space Service Insight Release 17.1R1:

- **Auto Submit and Incident Filters:** Service Now allows configuring incident filters to filter JMBs for creating incidents and auto submit filters to filter incidents for submitting to JSS or Service Now partner. These filters help in filtering JMBs and incidents at a granular level reducing the number of cases created in JSS.

The following changes are made in the Service Now GUI for the auto submit and incident filters:

- **Auto Submit Filters** and **Incident Filters** tasks are added to the Administration workspace of the Service Now GUI to configure and manage auto submit filters and incident filters respectively.
- **Advanced Settings** task is added under the Global Settings menu of the Administration workspace to define the global action for auto submit and incident filters.
- The **Choose filters to include in Auto Submit Policy** page is included in the workflow for configuring an auto submit policy. The page provides an option for configuring an auto submit filter or associating a configured auto submit filter to an auto submit policy while configuring the auto submit policy.
- **Suppressed Events** menu is added to the Service Central workspace to view JMBs for which incidents were not created by applying incident filters.

For information about auto submit and incident filters, see *Incident Filters Overview* and *Auto Submit Filters Overview*.

- **Assigning an Incident to a Case:** Service Now allows assigning an incident (any incident) to an existing technical support case if the incident can be related to the case. This helps in keeping the case updated with the latest information.

The following changes are made in the Service Now GUI to assign an incident to a case:

- The **Associate Case** action is provided for an incident to associate the incident with the case.
- The **Associate Case Id** field is included on the on-demand incident and Request RMA pages to associate the on-demand incident and RMA incident with a case while requesting for the incidents to be created.

For information about assigning an incident to a case, see *Associating an Incident with an Existing Case*.

- **Additional Fields in EOL Report:** The EOL report includes the following additional fields:
  - Announcement Type to indicate if the device component is end of sale, end of life, or if the component is RoHS compliant and available restrictedly
  - Replacement Model Description to describe the component that can replace the outdated part in a product
  - RoHS Compliance to indicate if a part RoHS compliant or not.

For more information about EOL reports, see *Exporting EOL Reports*.

- **Collecting Additional Information for Incidents and Technical Support Cases:** Service Now allows collecting information, in addition to JMB, for incidents and technical support cases. This helps in troubleshooting an event by keeping the associated incident and case updated with new and latest data.

The **Collect Additional Information** action is provided for an incident and technical support case for configuring the job to collect additional information.

For more information about this feature, see *Configuring Junos OS Commands to Collect Additional Information for an Incident*.

- **Device Support:** Service Now Release 17.1R1 and Service Insight Release 17.1R1 support SRX4100 and SRX4200 devices.
- **Updating Directive File:** The **Update Directive File From Juniper Support System** check box is provided in the **Advanced Settings** task of the Global Settings menu to provide an option for the user to avoid updating the directive file in Service Now automatically when a newer version is available in JSS.
- **Support for TLS v1.2 Security Standard:** Service Now uses TLS v1.2 protocol for communication between Service Now and JSS or a Service Now partner to improve security.

## Known Issues

The following are the known issues in Junos Space Service Now and Service Insight Release 17.1R1:

- 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]
- Service Now and Service Insight REST APIs do not function when Service Now and Service Insight are installed on Junos Space Platform Releases 15.1R1, 15.1R2, and 15.1R3.

Workaround: Upgrade Junos Space Platform to Release 15.12R1 or later.

- Junos Space Platform Release 15.2R1 does not allow Service Now Releases 16.1R1, 16.2R1, and 17.1R1 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 and 17.1R1 to be directly installed on it.

Workaround: The following workarounds are available:

- Add the value 16.1, 16.2, and 17.1 to the **aim** and **si** lines in the **appVersionListFile.txt** file present at **/var/cache/jboss/jmp** before installing Service Now Release 16.1R1, 16.2R1, or 17.1R1

The following is a sample of the **appVersionListFile.txt** file after adding 16.1R1, 16.2R1, and 17.1R1.

```
aim=13.3,14.1,15.1,16.1,16.2,17.1 17.1...
```

```
si=13.3,14.1,15.1,16.1,16.2,17.1  
...
```

- 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, 16.2R1, 17.1R1 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 and Service Insight Release 17.1R1:

- 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

This section lists the issues fixed in Junos Space Service Now and Service Insight Release 17.1R1:



**NOTE:** For the most complete and latest information about resolved defects in Junos Space Service Now and Junos Space Service Insight, use the Juniper Networks online [Junos Problem Report Search](#) application.

- When AI-Scripts is installed on a number of devices by using Service Now and the job is cancelled when in progress, the job status should display the devices on which AI-Scripts was installed successfully instead of showing AI-Scripts not installed on any device. [PR 1207367]
- When exporting device inventory, the Export Inventory Information dialog box should include a note stating that the contract information is included in the exported inventory report only if the device has contract information. [PR 1210875]
- Core files should not be collected for on-demand Request Material Authorization (RMA) incidents. [PR 1230917]
- For an organization with more than one site ID, when an on-demand incident is created for a device associated with the non-primary site ID, the primary site ID is displayed in the Case Details tab of the Incident Detail page for the on-demand incident. [PR 1242531]
- End customer devices should not be visible to a Service Now partner while configuring product health data collection. [PR 1244301]
- The Get Case Details API is not including the details of attachments manually uploaded by users in its response. [PR 1249787]
- While adding more than one device to Service Now, Service Now displays the **Device with same hostname/serial number is already present in Service Now** message and does not add devices when, at least, one of the selected device already exists in Service Now. [PR 1255056]
- A user should have the option to chose whether to replace or not the existing directive file automatically with a newer version available in JSS. [PR 1259710]
- The option to upload attachments to a case should be disabled on the Service Now GUI after the case is closed. [PR 1262743]
- The Uploaded Attachment Details tab of the Incident Detail page displays **Upload Failure** remark even after attachments (both user-uploaded attachments and attachments created by executing additional commands) for an incident are uploaded successfully to JSS. [PR 1266168]
- The **Do not Send JMB** filter for an organization should be renamed to **Do not Send Device Snapshots** as this filter is applicable only for device snapshots. [PR 1275945]
- 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]
- A REST API to allow modification of auto submit policies is required. [PR 1279587]



## Documentation Updates

This section lists the errata and changes in Junos Space Service Now and Service Insight Release 17.1R1 documentation.

- [REST API Reference Guide on page 9](#)

### REST API Reference Guide

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- The Junos Space Service Now and Service Insight REST API Reference Guide will be available on 21st June, 2017.

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

- [Taking Back Up of Service Now Release 17.1R1 Data Before Upgrading Junos Space Platform to Release 16.1R1/16.1R2 on page 9](#)
- [Restoring Service Now Data After Junos Space Platform Upgrade to Release 16.1R1 on page 10](#)

### Taking Back Up of Service Now Release 17.1R1 Data Before Upgrading Junos Space Platform to Release 16.1R1/16.1R2

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To back up Service Now Release 17.1R1 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.17.1R1.1) to copy the Service Now image from the temporary folder.

```
cd /var/cache/jboss/sn_backup/image  
mkdir Service-Now.17.1R1.1
```

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

```
cp /tmp/Service-Now.17.1R1.1.img  
/var/cache/jboss/sn_backup/image/Service-Now.17.1R1.1/.
```

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

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### 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, upgrade Service Now to Service Now Release 15.1R4 or 16.1R1/16.1R2/16.2R1/16.2R2/17.1R1 respectively before adding nodes to the cluster.

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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.

## Finding More Information

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For the latest, most complete information about known and resolved issues with Junos Space Network Management Platform and Junos Space Management Applications, see the Juniper Networks Problem Report Search application at: <http://prsearch.juniper.net>.

Juniper Networks Feature Explorer is a Web-based application that helps you to explore and compare Junos Space Network Management Platform and Junos Space Management Applications feature information to find the correct software release and hardware platform for your network. Find Feature Explorer at: <http://pathfinder.juniper.net/feature-explorer/>.

Juniper Networks Content Explorer is a Web-based application that helps you explore Juniper Networks technical documentation by product, task, and software release, and download documentation in PDF format. Find Content Explorer at: <http://www.juniper.net/techpubs/content-applications/content-explorer/>.

## Documentation Feedback

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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](mailto:techpubs-comments@juniper.net). Include the document or topic name, URL or page number, and software version (if applicable).

## Requesting Technical Support

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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

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8 June, 2017—Junos Space Service Now and Service Insight Release Notes 17.1R1

3 October, 2017—Included information about support for SRX4100 and SRX4200 devices

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

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

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