

Release Notes: Junos Space Service Now and Service Insight Release 17.2R1

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Revision 1

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Supported Platforms

For the list of platforms supported by Service Now Release 17.2R1 and Service Insight Release 17.2R1, 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 for Junos Space Service Now and Junos Space Service Insight applications.

- [Prerequisites for Installing Junos Space Service Now Release 17.2R1 and Junos Space Service Insight Release 17.2R1 on page 2](#)
- [Upgrade Path to Service Now Release 17.2R1 and Service Insight Release 17.2R1 on page 2](#)
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[Prerequisites for Installing Junos Space Service Now Release 17.2R1 and Junos Space Service Insight Release 17.2R1](#)

You can install **Service Now Release 17.2R1 and Service Insight Release 17.2R1 on Junos Space Network Management Platform Release 17.2R1, Release 18.1R1, and Release 18.2R1.**

Alternatively, if you have an earlier release of Service Now and Service Insight installed on an earlier release of Junos Space Platform, upgrade Junos Space Platform, Service Now, and Service Insight to Release 17.2R1. 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 17.2R1 and Service Insight Release 17.2R1](#)

To upgrade to Service Now Release 17.2R1 and Service Insight Release 17.2R1, use one of the following paths:



NOTE: The release numbers such as SN/SI 16.1R1/16.1R2 (Platform 16.1R1/16.1R2/17.1R1) 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 or Junos Space Platform Release 17.1R1.

When a Service Now release earlier than 17.2R1 is installed on Junos Space Platform 17.2R1, Service Now and Service Insight are disabled and the Service Now and Service Insight options do not appear on the Junos Space GUI. Service Now and Service Insight are enabled only after you upgrade them to Release 17.2R1.

- SN/SI 16.1R1/16.1R2 (Platform 15.2R1/15.2R2/16.1R1/16.1R2/17.1R1) > SN/SI 16.1R1/16.1R2 (Platform 17.2R1/Platform 18.1R1) > SN/SI 17.2R1 (Platform 17.2R1/Platform 18.1R1/Platform 18.2R1)
- SN/SI 16.1R1/16.1R2 (Platform 17.2R1/Platform 18.1R1) > SN/SI 16.1R1/16.1R2 (Platform 18.2R1) > SN/SI 17.2R1 (Platform 18.2R1)
- SN/SI 17.1R1 (Platform 15.2R1/15.2R2/16.1R1/16.1R2/17.1R1) > SN/SI 17.1R1 (Platform 17.2R1/Platform 18.1R1) > SN/SI 17.2R1 (Platform 17.2R1/Platform 18.1R1/Platform 18.2R1)

AI-Scripts Release Bundled with Service Now

Service Now Release 17.2R1 is bundled with AI-Scripts Release 7.0R2.0.

Operational Recommendation

We recommend the following for operating Junos Space Service Now Release 17.2R1 and Junos Space Service Insight Release 17.2R1:

- 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.

New and Changed Features

The following features are new in Junos Space Service Now Release 17.2R1 and Junos Space Service Insight Release 17.2R1:

- **Ability to Configure AI-Scripts Parameters on a Device**—Starting Release 17.2R1, Service Now provides the Advanced Parameters Settings menu in the Actions list of Service Now devices to configure AI-Scripts parameters by using the Service Now GUI.

Earlier, a user had to manually edit the `ais-param-set.slax` file on a device to configure AI-Scripts on the device. For more information, see [Configuring AI-Scripts Parameters by Using Junos Space Service Now](#).

- **Ability to Delay Submitting Incidents by Using an Auto Submit Policy**—Starting from Release 17.2R1, Service Now provides the option **Minimum Incident Submission Delay Time (In Mins)** for configuring the time after which an incident should be submitted for creating a case when an auto submit policy is configured for the incident.

By configuring a time delay to submit an incident, you can choose not to submit an incident until the time delay, for creating a case. For more information, see [Creating an Auto Submit Policy](#).

- **Ability to Provide Comments While Committing AI-Scripts Configuration**—Starting release 17.2R1, Service Now provides the **Commit Comment** text box for you to provide comments when you install or uninstall event profiles from devices by using Service Now.

The following GUI changes are made for providing comments while installing or uninstalling AI-Scripts from devices by using Service Now:

- A Commit Comment text box is provided on the Install Event Profile page
- A Commit Comment text box is provided on the UnInstall Event Profile page
- A Commit Comment text box is provided on the Advanced Settings page to configure the default comment to be entered while installing or uninstalling event profiles by using Service Now.

For more information, see [Installing an Event Profile on a Device by Using Service Now](#) and [Uninstalling an Event Profile from a Device](#).

- **Adding Case Notes while Associating a Case with an Incident**—From Service Now Release 17.2R1 onward, you can add a comment when you associate an incident with a case. A new text box, Customer Comment, is introduced to help you add comments when you

associate an incident with a case. Service Now sends the information you provided as comment to the Case Manager along with the incident information. You can view the comment as a case note in the Case Manager.

The following GUI changes are made to help you provide comments when you associate an incident with a case:

- A Customer Comment text box is provided on the Associate Case Id page. For more information, see [Associating an Incident with an Existing Case..](#)
- A Customer Comment text box is provided on the On-demand Incident page. For more information, see [Generating an On-Demand Incident.](#)
- A Customer Comment text box is provided on the Request RMA page. For more information, see [Generating an RMA Incident for a Device.](#)
- **Enhancements to Advanced Auto Submit and Incident Filters**—Starting Release 17.2R1, Service Now supports Perl module to ease the use of advanced auto submit and incident filters. For more information, see [Incident Filters Overview](#) and [Auto Submit Filters Overview](#).



NOTE: The Perl module in-built in Service Now includes an API, `getExistingIncidents()`, for getting information about the latest 20 incidents. The API is included in the `FilterUtilV1.pm` file stored in `/var/cache/jboss/SN/AdvancedFilters`. For more information, see [Sample Perl Script for Incident and Auto Submit Filters](#).

- **Enhancements to Device Management**—Starting from Release 17.2R1, Service Now detects and flags devices with the same host name in a device group. The ability to detect and flag devices that have the same host name in a device group enables Service Now to avoid potential conflicts that might occur when users install event profiles.
- **Enhancements to E-mail Notifications**—From release 17.2R1, Service Now sends notifications by including a URL for checking the details of the event for which the notification is sent. The URL includes a fully qualified domain name (FQDN), instead of the IP address, of the Junos Space server where Service Now is installed.

The following notifications have FQDN in the URLs:

- Incident Detected
- Incident Submitted
- Case ID Assigned
- Case Status Updated
- End Customer Incident Submitted in Partner Proxy
- End Customer case created in Partner Proxy
- End Customer Case Updated in Partner Proxy
- End Customer case closed in Partner Proxy

If a hostname is not configured for the Junos Space server, IP address of the server is used in the URLs contained in the notification.

- **Enhancements in the Procedure to Assign an Auto Submit Policy to a Device**—Starting Release 17.2R1, Service Now enables you to assign an auto submit policy to all devices in a device group in a single operation. Previously, auto submit policies had to be assigned to each device in a device group separately.

An auto submit policy assigned to a device group apply to any new device added to the device group.

The following GUI changes are made to help you assign an auto submit policy to a device group:

- The Select Auto Submit Policies section is added to the Create Device Groups page to assign auto submit policies to a device group. Auto submit policies assigned to a device group are assigned to all the devices in the device group as well as any new device you add to the group.
- The Select Auto Submit Policies section is added to the Modify Device Group page to assign or remove auto submit policies assigned to a device group.
- **Enhancement to RSI Collection**—Starting Release 17.2R1, Service Now detects whether a device is running subscriber management services. If the device is running subscriber management services, Service Now executes the RSI Brief command instead of the usual RSI command to avoid impacting the performance of the device CPU.



NOTE: The RSI brief command does not execute the detail option due to which size of the output is smaller as compared with the output of regular RSI command.

Known Issues

The following are the known issues in Junos Space Service Now and Service Insight Release 17.2R1:

- 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.

- 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 15.1R2 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.

- 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 17.2R1:

- 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 17.2R1:

- Service Now should include the **Export All** option in the Actions list of Service Now Devices to enable exporting information about all devices added to Service Now. The **Export All** option should be enabled even if a user does not select any device for exporting its information. [PR 861042]
- Service Now should include a column for event type and event sub type when you export information about an event profile from the Event Profile Detail page (**Administration > Event Profile**). The type and sub type of an event helps in identifying the incident, created for the particular event, on the Incidents page in the Service Now GUI. [PR 994991]
- For on-demand JMBs generated by Service Now, Service Now should first create an archive of all the log files present in the `/var/log` directory of a device and then copy the archive instead of copying individual log files and then creating an archive. By creating an archive, the time taken to copy the files from the device to Service Now is reduced as compared to copying the files and then creating an archive. [PR 1074297]
- Provide APIs for generating EOL and PBN reports based on the following attributes of a device: [PR 1203432]

- Organization
- Device Group
- The Inactive Events tab on the Event Profile Detail page should display all inactive events present in the profile. [PR 1207368]
- On the Service Now Devices page, a Service Now partner should display the script bundle used by the end customer devices. [PR 1207371]
- Service Now should set the status and display an appropriate message when a device snapshot (also known as iJMB) is not uploaded to JSS or Service Now partner (in case of End Customer mode). [PR 1309524]

Service Now should set status and display messages as follows:

- Set Status as Not Submitted and display message as **Device snapshots are submitted once every seven days** when a device snapshot is uploaded for the same device within 7 days since a device snapshot was last uploaded.
- Set Status as Skipped and display message as **Skipping this iJMB since there is already an iJMB with PRBIdentifier <ID>** when a device snapshot is not uploaded as another device snapshot which was received more recently is uploaded to JSS or Service Now partner.
- Service Now should not support uploading files by using FTP. [PR 1317701]
Workaround: Use SFTP protocol to upload files by using Service Now. To use SFTP protocol, see [Configuring Core File Upload](#).
- Service Now should allow a user to delete AI-Script bundle Versions 7.0R1 and 7.0R2. [PR 1321094]
- The character limit of the **additionalTroubleInfoList** attribute should be increased to 38,000 characters from existing 3400 characters in OSS/J APIs. [PR 1327236]
- Service Now should remove the alert message on the Service Now Devices page, displayed for a device when AI-Scripts is uninstalled from it, after AI-Scripts is reinstalled on the device. [PR 1327845]
- The Get an Incident by ID API should output **Yes** for the **autoSubmitted** attribute when an incident is submitted for creating a case by using an auto submit policy. [PR 1331726]
- Service Now should send messages indicating device snapshots are not received for more than seven days from devices to specific users instead of the Super user. [PR 991045]
- Service Now operating in Partner Proxy mode should display configured e-mail IDs and priority of an incident belonging to end customer on the End Customer Case Summary page (**Service Central > View End Customer Cases**). [PR 1333195]
- Service Now operating in Partner Proxy mode should display the same priority for an end customer incident as assigned by the end customer. [PR 1333202]

Finding More Information

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: <https://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: <https://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: <https://www.juniper.net/documentation/content-applications/content-explorer/>.

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

22 June, 2018—Included support for Platform Releases 18.1R1 and 18.2R1

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

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

1 February, 2018—Junos Space Service Now and Service Insight Release Notes 17.2R1

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