

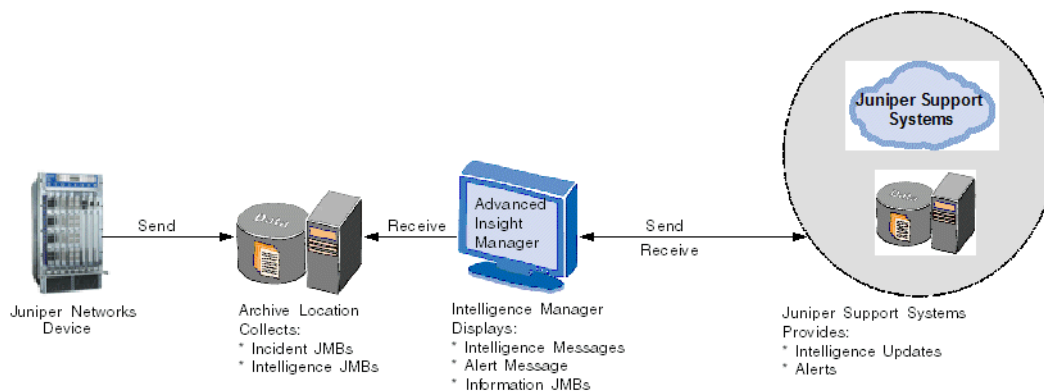
Chapter 14

Using AIM Intelligence Manager

Intelligence Manager consists of two user interfaces or tabs: Intelligence Updates and Information JMBs. Intelligence Updates provides a view of all intelligence update messages received by Advanced Insight Manager (AIM) from Juniper Support Systems (JSS). Information JMBs provides a view of all intelligence Juniper Message Bundles (JMBs) or messages received from Juniper Networks device archive locations.

Figure 15 shows the flow through which Intelligence Manager gets the intelligence information that is displayed on the Intelligence Updates and Information JMBs tabs.

Figure 15: Intelligence Manager Data Flow Diagram



Juniper Networks devices, configured with specialized AI-Scripts, periodically send incident and intelligence Juniper Message Bundles (JMBs) to a configured archive location. AIM connects to the archive location and periodically receives the incident and intelligence JMBs. Intelligence Manager displays the Intelligence JMBs. Juniper Support Systems receives the intelligence JMB information using a secure communication with AIM. JSS sends intelligence information updates and alerts to AIM Intelligence Manager, which is displayed on the Information Updates tab.

You must have AIM admin and AIM ownership privileges to use Intelligence Manager. You must also have the AIS Proactive (Intelligence-Driven Online Service subscription).

Intelligence Manager—Information JMBs let you do the following:

- View information JMB details

- View the information JMB contents

Any intelligence message or information JMB displayed in bold indicates that it was detected, assigned, or flagged to you since the last time the you logged into AIM.

Intelligence updates are displayed alphabetically by information type and organization. Information JMBs are displayed alphabetically by organization and device group.

You can select to display all intelligence messages and information JMBs by all AIM organizations or by ones that you have created. For more information about creating AIM organizations, see “Configuring AIM Organizations and Device Groups” on page 67.

This chapter includes the following sections:

- Viewing Intelligence Updates on page 140
- Viewing Information JMBs on page 145

Viewing Intelligence Updates

Intelligence Manager—Intelligence Updates displays all intelligence update messages received by Advanced Insight Manager (AIM) from Juniper Support Systems (JSS).

Intelligence Manager—Intelligence Updates lets you do the following:

- View all intelligence messages and alerts received from JSS
- View intelligence message or alert details
- Flag an intelligence message or alert to a user
- Clear an intelligence message or alert flag
- Scan all devices managed by AIM for intelligence message or alert impact
- Assign an intelligence message or alert owner
- Change owner status

To view Intelligence Updates, follow these steps:

- Click Intelligence Manager in the navigation area. The Intelligence Updates tab appears by default.

Intelligence Manager

Intelligence Updates

Information JMBs

Intelligence Messages as of 2007-12-31 04:39:32 (1 - 2 of 2)

Clear Flag

Organization: All

	Type	Organization	Synopsis	Issue Date	Received	Owner	Flag
<input type="checkbox"/>	Information	Company ABC	FPC cracked	2007-12-21-08:00	2007-12-21 15:03:14.0	(Unassigned)	
<input type="checkbox"/>	Information	Company XYZ	Loose PIC	2007-12-21-08:00	2007-12-21 15:03:14.0	(Unassigned)	

For more information on the Intelligence Updates tab description, see “Intelligence Updates Tab Description” on page 141.

Intelligence Updates Tab Description

Table 69 describes the Intelligence Updates tab elements.

Table 69: Intelligence Updates Tab Element Descriptions

Element Name	Description	Privileges	Enabled/Disabled	Results
Clear Flag button	Removes the flag from any selected Intelligence Messages.	AIM Admin	Enabled when you select an intelligence update.	Clears flag
Organization drop-down list box	Lets you select the AIM organization (site) for which you want to display intelligence messages.	AIM Admin	Always enabled	Displays intelligence updates for selected organization.

Table 70 describes the columns in the Incident Manager table.

Table 70: Intelligence Updates Table Column Descriptions

Column	Description	Default
Type	Indicates what type of Intelligence Message received from Juniper: <ul style="list-style-type: none"> ■ Alerts—JTAC Technical Bulletins based on the alerts for which you have registered from JSS. ■ Information—Proactive messages from JSS to prevent incidents from occurring 	N/A
Organization	Name of the customer site for which AIM is monitoring device archive locations	N/A
Synopsis	Provides a detailed description of the intelligence message on the Information Entry page when you click the link	Set by the JUNOS system

Column	Description	Default
Issue Date	Date and time that the Intelligence Message was issued	N/A
Received	Date and time that the Intelligence Message was received by AIM	N/A
Owner	<p>User assigned ownership for this intelligence message, as well as the status of the intelligence message. An owner is any valid user login for AIM.</p> <p>Status option include:</p> <ul style="list-style-type: none"> ■ Unassigned ■ Assigned ■ In progress ■ Completed <p>Format: owner (status)</p>	Unassigned
Flag	Indicates whether this intelligence update entry has been flagged for a user for inspection.	N/A

View Intelligence Update View by Organization

You can view intelligence updates by organizations that have been created (if the Multi-Site feature has been purchased). By default you view intelligence updates by all organizations.

To view intelligence updates by organizations, follow these steps:

1. Click Intelligence Manager in the navigation area. The Intelligence Updates tab appears by default.
2. In Intelligence Updates, select the organization you want from the Organization drop-down list box. Only the intelligence updates for the organization you select appear. The default is all organizations.


Viewing Intelligence Update Synopsis

You can view more detailed information about each information update.

To view more detailed information about an intelligence message, follow these steps:

1. Click Intelligence Manager in the navigation area. The Intelligence Updates tab appears by default.
2. In Intelligence Updates, click the link in the Synopsis column. The Information Entry page appears.

Information Entry

Title:	Loose PIC
Issue Date:	2007-12-21-08:00
Organization:	Time Warner
Keywords:	Loose PIC
Relevance:	[("OsPlatform".junos)] [("OsPlatform".junos)] [("OsPlatform".junos)]
Summary:	Vibrations from fan can loosen PIC.
Instructions:	Ensure PIC is securely fastened.
Owner:	admin 

For more information about the Information Entry fields, see “Information Entry Page Field Descriptions” on page 143.

Information Entry Page Field Descriptions

Table 71 describes the fields in the Information Entry page.

Table 71: Information Entry Field Descriptions

Common Entry Fields	Description
Title	Title of this intelligence message
Issue Date	Date and time that the Intelligence Message was issued
Organization	The name of the customer site for which the intelligence message belongs
Summary	Textual summary of intelligence message.
Instructions	Instructions specified by the JTAC engineer.
Owner drop-down list box	Lists the available valid user login names for the AIM system. The field is blank by default.
Information Entry Fields	Description
Keywords	List of words specified by JTAC engineer that describe the key components this Information Entry is regarding.
Relevance	Set of one or more relevance entries. Each entry contains some combination of one or more of each of the following: serial numbers, platforms, hardware versions, software versions, general comments.
Alert Entry Fields	Description
Source	Indicates the source of the alert message
Products Affected	Specifies one or more of the products affected by the alert message

Common Entry Fields	Description
Platforms Affected	Specifies one or more of the routing platforms affected by the alert message
Alert Link	This field is a link that can be clicked to navigate into the Juniper Support Web page for this specific alert

Flagging an Intelligence Update To a User

To flag an incident to a user from Intelligence Updates Information Entry page, follow these steps:

1. Click Intelligence Manager in the navigation area. The Intelligence Updates tab appears by default.
2. In Intelligence Updates, click the intelligence message Synopsis link. The Information Entry page appears.
3. Click Flag to Users. The Flag To Users page appears.

Flag to Users

✓	User
<input checked="" type="checkbox"/>	abcuser
<input checked="" type="checkbox"/>	admin
<input type="checkbox"/>	aimuser
<input type="checkbox"/>	anewuser
<input type="checkbox"/>	demo
<input checked="" type="checkbox"/>	martha
<input checked="" type="checkbox"/>	roberto
<input type="checkbox"/>	userxyz
<input type="checkbox"/>	victor

4. On the Flag to Users page, select the user(s) to which you want to flag the intelligence update.
5. Click Save. A flag appears in the intelligence update Flag column on the Information Updates tab. The incident appears in the My AIM Home page for each flagged user for inspection.

Scanning Devices for Impact

For instructions on how to scan for impact, see “Scanning Intelligence Messages for Impact” on page 123.

Assigning an Intelligence Update Owner

For instruction on how to assign an intelligence update to an owner, see “Assigning an Intelligence Message Owner” on page 120.

Changing Owner Status

For instructions on how to change intelligence update owner status, see “Changing Owner Status” on page 145.

Clearing a Flag

1. Click Intelligence Manager in the navigation area. The Intelligence Updates tab appears by default.
2. Select the incident with the flag that you want to delete. The Clear Flag button is enabled.
3. Click Clear Flag. The flag is removed from the Intelligence Updates table and the Intelligence Update will not appear in My AIM Home Intelligence Messages table.

Viewing Information JMBs

The Information JMBs tab allows you to do the following:

- View all information JMBs received from device archive locations.
- View all information JMBs by organization
- View information JMBs contents

To view Information JMBs, do the following:

- In Information Manager, click the Information JMBs tab. the Information JMBs table appears.

Intelligence Manager

Intelligence Updates

Information JMBs

Information JMB's as of 2008-01-03 07:27:14 (1 - 10 of 32)

Organization: All

Organization/ Device Group	Device	Platform	Received	Status	
Time Warner/ TimeWarnerGroup1	pvs-j1-re0	j6350	2008-01-02 22:44:23.0	Submitted	View Detail
Time Warner/ TimeWarnerGroup1	pvs-j1-re0	j6350	2008-01-01 22:44:23.0	Submitted	View Detail
Time Warner/ TimeWarnerGroup1	pvs-j1-re0	j6350	2007-12-31 22:44:23.0	Submitted	View Detail
Time Warner/ TimeWarnerGroup1	pvs-j1-re0	j6350	2007-12-30 22:44:23.0	Submitted	View Detail
Time Warner/ TimeWarnerGroup1	pvs-j1-re0	j6350	2007-12-29 22:44:23.0	Submitted	View Detail
Time Warner/ TimeWarnerGroup1	pvs-j1-re0	j6350	2007-12-29 21:44:23.0	Submitted	View Detail
Time Warner/ TimeWarnerGroup1	pvs-j1-re0	j6350	2007-12-27 21:45:23.0	Submitted	View Detail
Time Warner/ TimeWarnerGroup1	pvs-j1-re0	j6350	2007-12-27 21:20:23.0	Submitted	View Detail
Time Warner/ TimeWarnerGroup1	pvs-j1-re0	j6350	2007-12-26 21:20:23.0	Submitted	View Detail
Time Warner/ TimeWarnerGroup1	pvs-j1-re0	j6350	2007-12-25 21:20:23.0	Submitted	View Detail

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Go

For more information about the Information JMBs table, see “Information JMBs Table Description” on page 146.

Information JMBs Table Description

Table 72 describes the Intelligence Updates table button and drop-down list box elements.

Table 72: Intelligence Updates Table Element Descriptions

Element Name	Description	Privileges	Enabled/ Disabled	Results
Organization drop-down list box	Lets you select the AIM organization (site) for which you want to display intelligence messages.	AIM Admin	Always enabled	Displays intelligence updates for selected organization.
View Detail link	Displays the Information Detail page for an information JMB entry.			

Table 70 describes the columns in the Information JMBs table.

Table 73: Information JMBs Table Column Descriptions

Column	Description
Device	Name of device that the Information PRB is from.
Platform	Platform of device
Received	Date and time this Information PRB was detected by JUNOScope
Status	Indicates whether this Information PRB was sent to Juniper Homebase. Status is either: Initial or Submitted.

Viewing Information JMBs by Organization

To only view Information JMBs by a specific organization, do the following:

- In the Information JMBs table, select the organization that you want in the Organizations drop-down list box.

Viewing Information JMB Details

To view more detailed information about a specific Information JMB, do the following:

1. Click the Information JMBs tab. The Information JMBs page appears
2. On the Information JMB page, click the View Details link. the Information for Device page appears.

Information for Device: pvs-j1-re0 at 2008-01-03 04:00:05 PST[View JMB](#)

Host ID:	pvs-j1-re0-NK1198-20080103-040003-NaN
Organization:	Time Warner
Platform:	j6350
Serial Number:	JN108F8CBADB
Release:	9.0
Version:	B2
Received:	2008-01-02 22:44:23.0

For more information about the Information for Device page, see “Information for Device Field Descriptions” on page 147.

Information for Device Field Descriptions

Table 74 describes the Information for Device page field descriptions.

Table 74: Information for Device Field Descriptions

Element Name	Description	Privileges	Enabled/Disabled	Results
View JMB button	Displays the View JMB page	AIM Admin	Always enabled	Displays the JMB contents

Table 70 describes the columns in the Information JMBs table.

Table 75: Information JMBs Table Column Descriptions

Column	Description	Range/Length	Default
Host ID	The name of the device from which an information JMB exists		
Organization	The organization within which the information JMB exists		
Platform	The routing platform for the information JMB		
Serial Number	Serial number on the device		
Release	JUNOS software release level		
Version	JUNOS software version		
Received	Time and date the information JMB was received by AIM		

Viewing JMB Content

You can view the contents of an information JMB collected by AIM from the device archive location.

To view an information JMB contents, follow these steps:

1. In Intelligence Manager, click the Information JMB tab. The Information JMBs table appears.

2. In the Information JMBs table, click the View JMB linking in the Information JMBs table. the Information for the Device page appears.
3. On the Information for Device page, click View JMB. the View JMB page appears.

View JMB: pvs-j1-re0_PvS_intel_20080103_120013.xml

(Information as received by Router)

MANIFEST

Host Event ID:	pvs-j1-re0-NK1198-20080103-040003-NaN
Service Type:	intelligence
Event Time:	2008-01-03 04:00:05 PST
Problem Class:	support
Problem Synopsis:	
Problem Description:	
Problem Severity:	
Problem Priority:	
Core File Path:	
Serial Number:	

Router Information

Product Name:	j6350
Host Name:	pvs-j1-re0
OS Platform:	junos-es

Master Routing Engine

Name:	Routing Engine 0
Mastership State:	Online Master

The Information JMB includes the following information based upon how much information the customer wants to share with JSS about a device:

- Manifest—basic router and event data
- Trend data—device counters, statistics, and settings
- Attachments—show command output for the incident event.