

# Junos® Space Network Management Platform Release 13.3R2 Release Notes

Release 13.3R2  
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## Junos® Space Network Management Platform Release Notes

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### Upgrade Instructions

This section includes the instructions to upgrade to Junos Space Network Management Platform Release 13.3R2. Read these instructions before you begin the upgrade process.



**CAUTION:** During the Junos Space Network Management Platform installation or upgrade process, do not modify the filename of the software image that you download from the Juniper Networks support site. If you modify the filename, the installation or upgrade fails.

You can upgrade to Junos Space Network Management Platform Release 13.3R2 from the following release:

- 13.3R1

If you are upgrading Junos Space Network Management Platform from Release 13.3R1 to Release 13.3R2 and have configured an FMPM node in the Junos Space fabric, perform the following steps to upgrade to Release 13.3R2:

1. Delete the FMPM node from the **Administration > Fabric** page.
2. Upgrade Junos Space Network Management Platform to Release 13.3R2 from the **Administration > Applications** page.
3. Re-image the FMPM node with Junos Space Network Management Platform Release 13.3R2.
4. Add the FMPM node from the **Administration > Fabric** page.

When you upgrade to Junos Space Network Management Platform Release 13.3R2 on a multinode setup and initiate a reboot request, the nodes are rebooted in the following sequence:

1. The primary node reboots first. Although, the other nodes on the Junos Space fabric are in the UP state, all services such as jboss, mysql, jmp-watchdog, and heartbeat are stopped.
2. The primary node completes the reboot process, deploys all the .ear files, and completes the initialization process.
3. The primary node then issues a reboot command to all other nodes in the Junos Space fabric. Concurrently, the Junos Space user interface is available on the primary node and you can log in to the setup. You can schedule and execute jobs but we do not recommend that you run jobs until all the other nodes in the Junos Space fabric are in the UP state.

Before you schedule and execute jobs, check the status of all other nodes in your Junos Space fabric by accessing Network Management Platform > Administration > Fabric from the Junos Space user interface.

4. The other nodes in the Junos Space fabric reboot, deploy the .ear files, and start the initialization process.

The total time for all nodes to completely initialize is longer than previous releases.



**NOTE:** Before starting the upgrade process, ensure that none of the nodes on the Junos Space fabric have a large number of database backups in the /var/cache/jboss/backup directory. Large number of database backups may delay the initialization process. It is recommended to only retain the last two database backups before starting the upgrade process. Delete all other database backups before starting the upgrade process.



**NOTE:** After the upgrade process is complete, check the status of all nodes in the Junos Space fabric and ensure that they are UP before you start upgrading a Junos Space application. Otherwise, the software upgrade may fail across all nodes.



**NOTE:** During the upgrade process, do not manually reboot the nodes if the Junos Space user interface does not come up for an extended period of time. Please engage Juniper Networks Support team to help resolve the issue.

## Application Compatibility

Before you upgrade to Junos Space Network Management Platform 13.3R2, ensure that compatible versions of Junos Space applications are available for upgrade. If you upgrade to Junos Space Network Management Platform Release 13.3R2 and the compatible version of a Junos Space application is not available, the current version of the Junos Space application is deactivated and cannot be used until Juniper Networks releases a compatible version of the Junos Space application.

## Supported Junos Space Applications and Adapters

This release of Junos Space Network Management Platform supports the following Junos Space applications:

- Service Insight 13.3R2
- Service Now 13.3R2
- WW Junos OS Adapter

Check the [Junos Space Application Compatibility Matrix](#) for the latest information.

## Supported Devices

This release of Junos Space Network Management Platform supports the following additional Juniper Networks devices running Junos OS:

- EX4300
- EX4600
- MX-VC
- PTX3000
- QFX5100
- QFX-VC
- SRX5400

For the complete list of supported devices, see the FAQ topic [Which Juniper Networks Platforms Does Junos Space Network Management Platform Software Support?](#).



**NOTE:** When Junos Space Network Management Platform discovers EX Series switches running Layer 2 next generation (L2NG) software, the device family for these devices is displayed (in the Device Management page) as “junos” and not as “junos-ex”. This behavior is currently observed on EX4300 and EX9200 switches running Layer 2 next generation software.

## New Features in Junos Space Network Management Platform Release 13.3R2

No new features are introduced in Junos Space Network Management Platform Release 13.3R2.

## New Features in Junos Space Network Management Platform Release 13.3R1

Junos Space Network Management Platform Release 13.3R1 introduces the following features:

- **Running applications in separate server instances** – You can run applications in separate server instances, which allows you to have a better control over resource allocation as well as manage each application, individually.
- **Rebooting devices** – You can reboot individual devices, virtual chassis setups, dual Routing Engine (RE) setups, and cluster setups from Junos Space Network Management Platform by navigating to Device Operations > Reboot Devices in the Devices workspace. You cannot reboot Logical System (LSYS) devices from Junos Space Network Management Platform.
- **Reporting enhancements** – The reporting feature is enhanced to enable you to generate a Device Inventory report. When editing filter conditions in a report definition, you can define multiple filter values as well as filter criteria using comma-separated values.
- **Quick templates** – Use a CLI-based template editor or a form-based editor to push configurations to multiple devices. You can switch between the two editors to specify the configuration that you want to push to a device. You can set default values for and reorder variables in the configuration elements. You can save the variable settings in a CSV file and download the file to your local system. Before deploying the configuration, resolve these variables manually or by uploading a CSV file that contains information about how to resolve the variables.
- **Negative device templates** – Create device templates with delete commands. When this negative device template is deployed to a device, the delete commands erase the specific configuration on the device.
- **Device name visible on top of the logical and physical inventory pages** – View the name of the device in the physical inventory, physical interfaces, logical interfaces, software inventory and license inventory views. You can also view the name of the device when you want to view the scripts associated with the device, the scripts executed on the device, and the inventory changes on the device.
- **Model devices to enable rapid deployment** – From Junos Space Network Management Platform, you can create configlets that can be downloaded offline to devices. The devices can then connect back to Junos Space Network Management Platform. You can specify the mode of authentication for deployed devices: password-based or key-based. When the devices connect back, the devices can be validated on the basis of their hostname or serial number. You can deploy schema-based configuration to devices or upgrade or downgrade the Junos OS version on the devices through a single workflow. Currently, you can deploy ACX Series, EX Series, and SRX Series devices to Junos Space Network Management Platform using this feature.
- **User-defined alarm filters and event filters** – Create persistent alarm filters and event filters in the Network Monitoring workspace that you can access at any time to view alarms and events based on the defined filtering criteria. Filters are user specific.
- **Read-only Network Monitoring role** – A Junos Space user assigned the FMPM Read Only User role can view devices in the selected domain and view network monitoring

reports, but cannot administer devices, access the Network Monitoring > Admin workspace, nor perform actions on alarms or events in the Network Monitoring workspace.

- **Enhanced topology support** – Improved topology zooming control, support for automatic refresh, and ability to search by device categories are now provided. View nodes by category type (routers, switches, security devices, Media Flow controllers, fabric). You can also view nodes that are one or more hops away from the selected nodes and click to go back or forward to view topology history.
- **Exporting job details to a CSV file** – Export details about the following jobs as a comma-separated file (CSV) to your local system, which allows you to process the data offline. Use this data to identify devices on which staging or deployment of the image has failed.
  - Discover devices
  - Stage image on devices
  - Verify the checksum
  - Deploy images on devices
  - Stage scripts on devices
  - Execute scripts on devices
  - Execute an operation on devices
- **Reassigning jobs to other users** – Exclude users who are owners of scheduled or recurring jobs from deletion when you delete users from the Role Based Access Control workspace. A new “Exclude users who have jobs in progress or scheduled” check box is introduced on the Delete Users Confirmation dialog box, which when selected excludes these users from deletion. This is the default behavior. You can clear this check box to delete these users as well. However, before deletion, you may want to reassign the scheduled or recurring jobs owned by these users to other users. The new “Reassign Jobs” feature in the Job Management workspace enables you to reassign any scheduled or recurring jobs from one user to another user within the same domain. This reassignment ensures that the new user can monitor these jobs and ensure their successful completion.
- **Enhancements to the global search feature** – The global search feature is extended to objects in the Audit Log and Job Management workspaces. Using this enhancement, you can perform a full-text search for objects in the Audit Log and Job Management workspaces. You can search for objects in the device inventory, physical inventory, software inventory, physical interfaces, logical interfaces, tag categories, audit logs, and job categories.
- **Domains** – The domains feature replaces the Permission Labels feature. Using this feature, you can achieve a logical grouping of objects and assign specific administrators to manage objects within a specific domain. You can use the domains feature to define the network structure of your organization.

- **Configuring a specialized or network monitoring node** – Decouple the OpenNMS functionality from the Junos Space VIP node and run it on separate nodes (or specialized nodes). This feature helps you optimize the performance of a fabric.
- **Clearing all your jobs** – When you no longer need to view your jobs on the My Jobs report page, click the newly added “Clear All My Jobs” icon on this page to clear all your jobs. After this operation, though your jobs are no longer listed on the My Jobs report page, you can still view these jobs on the Job Management page.
- **Tags view** – The Tags view is added to the Device Management and Job Management inventory landing pages using which you can view the number of objects that are associated with a specific tag. The total number of assigned objects is displayed along with the tag name in the Tags view. In this view, the tags are organized into Public and Private categories. You can click a private or a public tag under the Private or Public category to view objects that are associated with the specific tag and relevant to the inventory page that you are currently on. In addition to these categories, you can click the Untagged category to view objects that are untagged (that is, objects that are not associated with any tags). From the Tags view, you can create both public and private tags.
- **Viewing objects that are tagged** – View the list of objects that are assigned to a specific tag using the newly added “View Tagged Objects” task on the Tags inventory landing page.
- **Enhancements to image management** – The Stage Image on Devices and Deploy Image on Devices inventory landing pages display the staged and checksum statuses of an image on various devices, which helps you decide whether to stage or deploy an image on a specific device.
- **Enhancements to user management** – The Locked Out column on the User Accounts inventory landing page displays locked and unlocked users.
- **Deleting staged images from devices** – Remove images that are staged on devices from the Device Management and Images inventory landing pages.
- **Assigning a temporary or random password to a user** – As an administrator, you can generate a temporary password and send it by e-mail to a new user or an existing user whose password has expired. A user who logs in with the temporary password must change the password before its expiry or at first login.
- **Enhancements to local database backup operations** – When you initiate a local database backup operation in a multinode setup, Junos Space backs up the database on the secondary node and then copies the backed-up database file from the secondary node to the primary node. If one of the nodes crashes or is corrupted, this feature enables you to restore the system from the other node.
- **Enhancements to job management** – The newly added Parameters column on the Job Management page displays the name of the objects or provides a link to the objects on which a job is executed.
- **Enhancements to the Modify Script workflow** – Modify and save the script to the Junos Space Network Management Platform database without staging the modified (or the latest) script version on devices. However, you can still continue to stage the modified script on to the devices as in previous releases, if needed.

- **Enhancements to staging of images** – Junos Space Network Management Platform checks whether there is sufficient disk space to stage an image on the device. If there is insufficient disk space, you cannot stage the image on the device.
- **Enhancements to the Configuration File management workspace**
  - The newly added “Export Diff” option on the View Diff page enables you to export the differences in configuration between two configuration files to your local system.
  - Timestamp information is displayed along with the version number on the following inventory landing pages using which you can determine when a specific version of the configuration file was created on the Junos Space server:
    - View Config File Details page
    - Edit Config File page
    - Export Config File(s) page
    - Restore Config File(s) page
    - Compare Config Files page
    - View Diff page
  - You can now manage the number of lines of configuration that must be displayed on the Edit Config File page and View Config File Details page
- **User interface enhancements** – When you select objects and perform an action on them from an inventory landing page, the objects remain selected even after the action is performed.
- **Enhancements to the Job details page** – The Description column on the Job details page displays a short message to indicate that a job is successfully executed.

## Operational Notes

The following are the operational notes for Junos Space Network Management Platform:

- Devices managed by Junos Space Network Management Platform Releases 13.1 and earlier may use a high amount of CPU to collect system logs.

To reduce the amount of CPU used to collect system logs on these devices, upgrade to Junos Space Network Management Platform Release 13.3R1 or 13.3R2 and deploy a device template by using the default template definition Syslog Config\_JUNOS\* from the Device Templates workspace. This template definition modifies the logging level on the device from "any any" to "any info". The devices discovered in Junos Space Network Management Platform Releases 13.3R1 and later are configured with the logging level as "any info".
- If you select the **Add SNMP configuration during device discovery** check box on the Administration > Applications > Modify Network Management Platform Settings page and discover a device whose trap target is updated, clicking Resync Node from the Network Monitoring workspace does not reset the trap target for the device.
- If you clear the **Add SNMP configuration during device discovery** check box on the Administration > Applications > Modify Network Management Platform Settings page,



the trap target is not set for the device during device discovery and resynchronizing node operations.

- If you select the **Add SNMP configuration during device discovery** check box on the Administration > Applications > Modify Network Management Platform Settings page, stop the Network Monitoring service from the Administration > Applications > Manage Services page, and discover a device, the trap target is not added to the device. To set the trap target for the device, start the Network Monitoring service from the Administration > Applications > Manage Services page and resynchronize the node list using the Network Monitoring > Node List > Resync Nodes workflow. The newly discovered device is added to the Network Monitoring node list and the trap target is added to the device.
- In Junos Space Network Management Platform Release 13.1R1, an API POST query **/api/space/device-management/devices/change-credentials** was used to change the device credentials. The POST BODY contained the following:

```
<change-credentials>
<devices href="/api/space/device-management/devices">
<device href="/api/space/device-management/devices/{ID}">
</device>
</devices>
<userName>username</userName>
<password>password</password>
<changeTo>credential(or)Key</changeTo>
</change-credentials>
```

In Junos Space Network Management Platform Release 13.3R1 and above, the REQUEST BODY format contains the following:

```
<change-credentials>
<devices>
<device href="/api/space/device-management/devices/{ID}">
</device>
</devices>
<userName>username</userName>
<password>password</password>
<changeTo>credential(or)Key</changeTo>
</change-credentials>
```

- The Users workspace is renamed Role Based Access Control in Junos Space Network Management Platform Release 13.3R1 and above.
- If you want to perform a global search on a device inventory landing page, jobs inventory landing page, or audit logs inventory landing page using partial keywords, append "\*" to the search keywords.
- Job Administrator privileges are required to cancel auto-generated Resync Network Elements jobs.
- Internet Explorer slows down because some scripts may take an excessive amount of time to run. The browser prompts the user to decide whether to continue running the slow script. Refer to <http://support.microsoft.com/kb/175500> to fix this issue.
- When you switch from "Space as system of record" mode to "Network as system of record" mode, devices with the "Managed Status: 'Device Changed' or 'Space & Device

Changed" status are automatically synchronized after a period of 900 seconds. To reduce this time period, modify the "Polling time period secs:" setting for Network Management Platform on "Administration > Applications > Modify Application Settings" to a lower value such as 150 seconds.

- In Space as System of Record (SSoR) mode on Junos Space, when a new authentication key is generated, devices discovered and managed using RSA keys whose management status is Device Changed move to a status of Key Conflict Authentication. To resolve the conflict on the devices and bring them back to a key-based state, upload keys manually (Devices > Upload Keys to Devices).
- Devices such as the BX Series and MCG5000 devices that do not use system status log files are not supported in Space as System of Record (SSoR) mode.
- When Junos Space Network Management Platform discovers EX Series switches running Layer 2 next generation (L2NG) software, the device family for these devices is displayed (in the Device Management page) as "junos" and not as "junos-ex". This behavior is currently observed on EX4300 and EX9200 switches running Layer 2 next generation software.

## Known Behavior



**CAUTION:** To avoid a BEAST TLS 1.0 attack, whenever you log in to Junos Space through a browser tab or window, make sure that the tab or window was not previously used to surf a non-HTTPS website. Best practice is to close your browser and relaunch it before logging in to Junos Space.

- HTML report generation and viewing is not supported in Junos Space Network Management Platform Release 13.3R1. Use CSV and PDF report formats.
- SNMP monitoring of JBoss parameters is not supported due to the lack of snmp-adapter for JBoss version 7. (PR/968233)
- Device-initiated connections to Junos Space might cause an inconsistency with the IP addresses listed in Junos Space. For example, if you use a loopback address to discover the devices, the devices might end up sourcing their SSH session from their interface address (Junos OS default behavior is to select the default address), which can lead to firewall conflicts.
- In a fabric with specialized FMPM nodes, the disaster recovery feature is applicable only to the main Junos Space nodes. The disaster recovery feature is not applicable to FMPM nodes and the data.
- When a remote user with the FMPM Manager role uses the API to access Junos Space Network Management Platform, the user details are not updated in the /opt/opennms/users.xml file.
- You may observe the following limitations with the topology feature:
  - Node tooltip always displays Status as Active/Managed even though the node is down.

- For SRX cluster, topology links are displayed only for the primary member of the cluster and not for the secondary member.
- When Unified ISSU is performed from the Manage Operations workflow, the Routing Engines are not rebooted. The Routing Engines must be manually rebooted for the image to be loaded.
- If there are pending out-of-band changes (Device Managed Status: Device Changed) and, from Config Editor, a change request is created and deployed (Device Managed Status: Space & Device Changed ), the deployment fails. This is appropriate and expected behavior, since pending out-of-band changes must be resolved first. Note that the Device Managed Status does not change back from Space & Device Changed to Device Changed because the failed change request is saved in the Junos Space database and can be redeployed.
- For LSYS (logical, nonroot) devices, when there are pending out-of-band changes on the root device, the Resolve out-of-band changes menu option is disabled for those child LSYS devices, even though Device Managed Status is shown as Device Changed. This is by design.
- Network Monitoring does not support Alarms/Performance Management using SNMPv3.
- RMA is not supported for devices running WW Junos OS, and non-Junos OS devices.
- Script Manager supports only Junos OS Release 10.x and later.
- Stage device script or image supports only devices running Junos OS Release 10.x and later.
- For unified ISSU support for both device-initiated and Junos Space-initiated dual Routing Engine connections, we strongly recommend that you configure the Virtual IP (VIP) on the dual Routing Engine device. Dual Routing Engine devices without VIP configuration are not fully supported on Junos Space.
- In a single node or multiple nodes, changes to the user (for example, password, roles, and disable or enable user) will take effect only on the next login.
- Looking Glass functionality is not supported on logical systems.

## Known Issues

The following issues are still outstanding in the Junos Space Network Management Platform Release 13.3R2. For each entry, the identifier following the description is the tracking number in the Juniper Networks Problem Report (PR) tracking system.

- If you assign a device to a different domain and there are dependencies, Junos Space correctly blocks the assignment but sometimes the Junos Space user interface does not display an error message. (PR/1003361)
- If you uninstall the Log Director application from Junos Space Network Management Platform Release 13.3R2, the Security Director dashboard displays a blank page.

Workaround: Restart the JBoss service on all nodes in the Junos Space fabric by entering the **service jboss restart** command in the CLI menu. After all the nodes restart, widgets are displayed on the Security Director dashboard. (PR/1003353)

- If you modify the timezone from the CLI menu of the Junos Space Hardware Appliance or Virtual Appliance and reboot, the modified timezone is not updated. (PR/987118)
- After upgrading to Junos Space Network Management Platform Release 13.3R2, you cannot view the reports generated using Junos Space Network Management Platform Release 13.3R1 or earlier releases, on the **Reports > Generated Reports** page.

Workaround: Regenerate new reports by using the existing report definitions from the **Reports > Report Definitions** page. (PR/1002281)

- If you modify the node management IP address (eth0) or the Virtual IP address of a node from the CLI menu, the IP address of the device management interface (eth3) of the node is also reset.

Workaround: Modify the node management IP address (eth0) or the Virtual IP address(eth0:0) on the Network Management Platform > Administration > Fabric > Space Node Settings page from the Junos Space graphical user interface. (PR/1000931)

- When you upgrade to Junos Space Network Management Platform Release 13.3R2, the SNMP configuration to monitor the power supply of a Junos Space Appliance is not automatically added to the `/etc/snmp/snmpd.conf` file.

Workaround: Perform the following steps as a workaround to this issue:

1. Navigate to the Junos Space Network Management Platform > Administration > Fabric page.
2. Right-click the Junos Space Appliance and select **SNMP Configuration**.  
The SNMP Configuration page for the Junos Space Appliance is displayed.
3. Wait for the page to load. When the page loads, the default SNMP configuration is displayed. Click **Cancel**.

The code required to monitor the power supply of the Junos Space Appliance is added to the `/etc/snmp/snmpd.conf` file.

(PR/997938)

- Recurring jobs created on Junos Space Network Management Platform Release 13.3R1.9 do not run after you upgrade to Junos Space Network Management Platform Release 13.3R2.

Workaround: Re-create the recurring jobs on Junos Space Network Management Platform Release 13.3R2 after the upgrade. (PR/995934)

- For devices with permission labels assigned to them, corresponding subdomains are automatically created when you upgrade to Junos Space Network Management Platform Release 13.3R1. Devices are moved from the global domain to the subdomains. All configuration files associated with the devices should be moved to the subdomains.

However, during the upgrade, devices are correctly moved from the global domain to the corresponding subdomains but the associated configuration files are not moved. Also, performing a configuration file backup in a subdomain updates the associated configuration file version incorrectly as global instead of the subdomain.

Workarounds:

- After upgrading to Junos Space Network Management Platform Release 13.3R1, move the device to the global domain and then back to the subdomain. This moves the configuration files associated with that device to the subdomain and updates the configuration file version correctly as the subdomain.
- After upgrading to Junos Space Network Management Platform Release 13.3R1, delete the configuration file for that device in the global domain before you back up the associated configuration file in the subdomain
- Before upgrading to Junos Space Network Management Platform Release 13.3R1, detach the permission labels from devices that have configuration files associated with them. This way, those devices are not automatically moved to the subdomains during the migration. (PR/971376)
- In Junos Space Network Management Platform Release 13.3R1, from the Physical Inventory view for SRX Series devices, the shortcut menu item View Physical Interfaces always appears dimmed. (PR/961266)
- If you restart the Network Monitoring service from the Administration > Applications > Manage Services page, remote users who are currently logged in cannot access the Network Monitoring workspace. This is the default behavior if you restart the Network Monitoring service.  
  
Workaround: Remote users should log out from the Junos Space user interface session and then log in. (PR/969268)
- When you upgrade the device image on some devices using the Rapid Deployment workflow, a device-platform mismatch occurs. (PR/939078)
- On the tabular view of the Device Configuration editor, the text in the Comments field does not indicate whether the configuration option has a comment. The color of the text in the Comments field is the same for all configuration options. When you delete a comment for a configuration option, the color of the text in the Comments field changes to white. (PR/968896)
- If you apply a filter on the columns displayed on the Devices inventory landing page search results, the column entries are not filtered correctly. (PR/948865)
- Timestamp-related columns in the Job Management and Audit Logs inventory landing pages display time in PST (local browser time) but require the user to input the search string in the equivalent UTC time. Search for audit logs or jobs using the PST timestamp does not return any search results. (PR/946327)
- Global search and searching from the inventory landing page are not supported on all columns in the Job Management and Audit Logs workspaces. (PR/935765)
- Using the Retry on Failed Devices option on the Job Management page displays devices assigned to different domains. (PR/950050)
- Report definitions cannot be moved across domains. The Report Definition inventory landing page does not contain the Assign to Domain option on the shortcut menu. (PR/950150)
- The firewall blocks SNMP access to the external SNMP manager added from the Administration > Fabric > SNMP Manager page.

Workaround: Manually add firewall rules to allow SNMP access. (PR/966142)

- If you modify the subnet mask of the device management interface using the jmp\_setup menu options on the Junos Space Appliance, the routes in the devint table are deleted. (PR/965250)

- MIB groups added to a system definition from the Junos Space user interface are not saved.

Workaround: Manually add the collection MIB group to the data collection file from the backend and restart the Network Monitoring service. (PR/967705)

- In a multi-node cluster, the notifications are not displayed after the failover.

Workaround: Refresh the Web browser manually. (PR/955498)

- The remote users assigned to a domain via a remote profile, are not listed on the Assigned Users tab for that domain in the Domains inventory landing page. (PR/946323)
- On the Devices inventory landing page, the tool tip for Show Relevant Tags in the Tag view includes the count and breakup of all tagged objects instead of only the associated tagged devices. (PR/936108)
- If you navigate to the Network Monitoring > Topology page, click the Default Focus, and then click **Click to go back** multiple times, you are redirected to the Junos Space > Dashboard page. (PR/940907)
- A user assigned to the global domain can view the devices assigned to a subdomain in the Network Monitoring workspace. (PR/943385)
- A user with super administrator privileges and access to a subdomain cannot perform the Rescan Admin, Update SNMP, Schedule, and Outage actions in the Network Monitoring workspace. (PR/945491)
- Role Based Access Control privileges assigned to a custom user role for Quick templates do not work effectively. (PR/940294)
- If you click a chart on the Junos Space Network Management Platform user interface using Internet Explorer 8, you receive the following error message: "Statistics:I/O Error."

Workaround: Perform the following steps and try again:

1. Start Registry Editor.
2. For a per-user setting, locate the following registry key:  
**HKEY\_CURRENT\_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings**

For a per-computer setting, locate the following registry key:

**HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings**

3. On the Edit menu, click **Add Value**.

To override the directive for HTTPS connections, add the following registry value:  
**"BypassSSLNoCacheCheck"=Dword:00000001**

To override the directive for HTTP connections, add the following registry value:  
**"BypassHTTPNoCacheCheck"=Dword:00000001**

4. Quit Registry Editor.

For more information, refer <http://support.microsoft.com/kb/323308>. (PR/933633)

- When accessing the Junos Space Network Management Platform user interface from Internet Explorer 8, you cannot export and download files such as inventory details, backup configuration files, and troubleshooting logs.

Workaround: Perform the following steps and try again:

1. Start Registry Editor.

2. For a per-user setting, locate the following registry key:

**HKEY\_CURRENT\_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings**

For a per-computer setting, locate the following registry key:

**HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings**

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4. Quit Registry Editor.

For more information, refer <http://support.microsoft.com/kb/323308>. (PR/933656)

- You may view the "Junos Space is Starting...." message on the Junos Space user interface for some time (approximately two minutes) in the following instances:
  - Uploading the CA Root Certificate or Certificate Revocation List
  - Deleting the CA Root Certificate or Certificate Revocation List(PR/937970)
- You cannot filter the device templates by the Deployment Status column on the Templates page. (PR/938517)
- You can stage device images from the Junos Space user interface on a Dual Routing Engine device even if there is no sufficient space on the backup Routing Engine. (PR/933302)
- Filters are not enabled on the Staged Images and Deploy Images page. You cannot filter these pages to view the devices on which the software is already staged. (PR/932442)
- You cannot sort by the Device Name Column in the Physical Interfaces view on the Device Management page. (PR/931925)

- Zombie user from the former standby node appears after a switchover of the Junos Space nodes. (PR/858198)
- Devices with the connection-type "Reachable Device initiated" do not connection back after performing disaster recovery. (PR/919433)
- User receives an email from ?root@host? from the disaster recovery setup. (PR/919436)

Workaround: Move the mcelog.cron file from the `/etc/cron.hourly` directory to the `/var/tmp` directory. This stops the notification.

- The FMPM special node contains irrelevant rpms installed. (PR/883610)
- Changing the network settings using the CLI menu does not work for the FMPM node. (PR/893184)
- The SPACE-PLATFORM-MIB does not differentiate the space node and frmpm node. (PR/909382)

- In a multi-node fabric, SNMP v2 settings configured in the Fabric > SNMP Manager page are not updated properly in the `/opt/opennms/etc/snmp-config.xml` file.

Workaround: Provide the IP address and set the "community" string manually for nodes in the Network Monitoring > Admin section. (PR/909643)

- The Generated Reports page can be viewed even if the View Generated Report privilege is not selected for a custom user role. (PR/889084)
- A domain name cannot be set up for a QFabric device through the Basic Setup Wizard. (PR/895442)
- Script execution on a device fails if the device returns a warning message. (PR/856224)
- When group settings are applied on the device, these settings are not displayed in the Basic Setup Wizard. (PR/884068)
- When a node is set up as "Inactive" in the device configuration, the Basic Setup Wizard incorrectly displays the node as "Active". (PR/884074)
- If you change the Authentication mode through the CLI using the `setSpaceAuthMode` script, this change is not displayed in the user settings on the Junos Space user interface. (PR/888220)
- The last row of the page is truncated for all generated reports. (PR/889088)
- Some events are lost in the alarm history when duplicate events are received from different service interfaces of the same device. (PR/891369)
- The LmSensors and UCD-SNMP MIB should be compiled by default in Network Monitoring to monitor hardware parameters such as fan, temperature, and voltage of the Junos Space appliance. (PR/893557)
- When the VIP and Node-IP are modified using the menu options in the CLI, the devices are moved to the sync-failed state. (PR/889572)
- The Internet Explorer browser may display issues such as script errors, longer response times, and slower refresh times. (PR/882729)



- When the VIP and Node-IP settings are modified using the CLI menu options, all the device are moved into the sync-failed state. (PR/889572)
- Unified ISSU support or CLI-command modification is needed from TXP-3D. (PR/880614)
- Device Discovery fails if the tags mentioned in the CSV file are the private tags in Junos Space. (PR/860854)
- Topology layout does not display the link associated with a peer-to-peer service between a Juniper Networks device and an unmanaged device. (PR/836790)
- Although M Series, MX Series, and ACX Series devices do not support PPP as an encapsulation type, configuration editor in Junos Space Network Management Platform allows you to configure the PPP encapsulation. (PR/833612)
- For a Junos Space initiated connection, the Platform > Manage Devices inventory page fails to switch to the new master Routing Engine on the dual Routing Engine on a Junos OS device. (PR/563648)
- Old SNMP trap targets are not removed from the device when the network settings on the Junos Space appliance are modified. (PR/689042)
- The LSYS feature does not support deletion of both root and LSYS at the same time. Delete them one at a time. (PR/754683)
- The RMA feature does not currently work for devices running WW Junos OS. (PR/791987)
- Users without Assign/Unassign Template permissions are allowed to add and delete templates from the View Assigned Shared Objects wizard. (PR/816788)

## Resolved Issues in Junos Space Network Management Platform Release 13.3R2

The following are the issues that have been resolved in Junos Space Network Management Platform Release 13.3R2. The identifier following the description is the tracking number in the Juniper Networks Problem Report (PR) tracking system.

- Mask the device root password option in the Junos Space Configuration Editor. (PR/878977)
- Setting an Flexible PIC Concentrator (FPC) FPC Online or Offline on an MX960 router does not reflect the actual status in the Physical Inventory view immediately. (PR/932346)
- Csync process is triggered once a day at midnight to copy Network Monitoring data from the the primary node to secondary node. Sometimes multiple instances of Csync processes run continuously. (PR/959473)
- On a Junos Space Network Management Platform setup with Network Activate installed, you cannot upload keys to the device if you logged in through a radius server remotely as a super administrator. (PR/970379)
- Upgrading from Junos Space Network Management Platform Release 13.1 to Junos Space Network Management Platform Release 13.3R1.3 fails if the Network Monitoring database is larger than 5 GB. (PR/973618)

- The `/mainui/ctrl/deviceScriptManagerWeb/DeviceScriptImportServlet` page returns the response content-type as "text/html" without formatting or tags. (PR/974523)
- If you deploy Cross-Platform Provisioning (CPP) service orders on a device, the jobs triggered stay in the Scheduled state. You cannot redeploy these service orders. (PR/979131)
- The Httpd service starts every Sunday on the back up node of the disaster recovery fabric even when the jmp-watchdog and httpd services are disabled. (PR/987265)
- You cannot initialize JBoss server1 after upgrading Junos Space Network Management Platform from Release 13.1P5.3 to Release 13.3R1.9. (PR/990717)
- Junos Space user interface does not launch and displays a "Junos space is starting..." message. (PR/993038)
- If you modify the network settings for eth0 and eth3 from the CLI menu, incorrect network settings are displayed in the `/etc/hosts` and `/etc/sysconfig/jboss` files. (PR/995747)
- SRX Series devices added by using the Rapid Deployment workflow do not connect to Junos Space. (PR/946019)

## Junos OS Compatibility

For compatibility information, see the FAQ [What Junos Releases Are Supported in Different Junos Space Applications?](#).

### Related Documentation

- *Junos Space Frequently Asked Questions*

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## Junos Space Documentation and Release Notes

For a list of related Junos Space documentation, see <http://www.juniper.net/techpubs/>.

If the information in the latest release notes differs from the information in the documentation, follow the *Junos Space Release Notes*.

To obtain the most current version of all Juniper Networks® technical documentation, see the product documentation page on the Juniper Networks website at <http://www.juniper.net/techpubs/>.

Juniper Networks supports a technical book program to publish books by Juniper Networks engineers and subject matter experts with book publishers around the world. These books go beyond the technical documentation to explore the nuances of network architecture, deployment, and administration using the Junos operating system (Junos OS) and Juniper Networks devices. In addition, the Juniper Networks Technical Library, published in conjunction with O'Reilly Media, explores improving network security, reliability, and availability using Junos OS configuration techniques. All the books are for sale at technical bookstores and book outlets around the world. The current list can be viewed at <http://www.juniper.net/books>.

## 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 <http://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: <http://www.juniper.net/customers/support/>
- Search for known bugs: <http://www2.juniper.net/kb/>
- Find product documentation: <http://www.juniper.net/techpubs/>
- Find solutions and answer questions using our Knowledge Base: <http://kb.juniper.net/>
- Download the latest versions of software and review release notes: <http://www.juniper.net/customers/csc/software/>
- Search technical bulletins for relevant hardware and software notifications: <http://kb.juniper.net/InfoCenter/>
- Join and participate in the Juniper Networks Community Forum: <http://www.juniper.net/company/communities/>
- Open a case online in the CSC Case Management tool: <http://www.juniper.net/cm/>

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

## 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 <http://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 <http://www.juniper.net/support/requesting-support.html>.

## Revision History

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18 June 2014—Revision 1, Junos Space Network Management Platform Release 13.3R2

15 July 2014—Revision 2, Added note about supported devices

13 June 2016—Revision 3

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