

# Juniper Networks Junos Space 1.2 Release Notes

**March 2010**  
**Revision 1**

These release notes accompany the Juniper Networks Junos Space Release 1.2. They describe the new features in this Junos Space release and list the known problems. Junos Space is a state-of-the-art network and application management tool that presents an innovative user interface through which you can provision Layer 2 Ethernet services, deploy and maintain an enterprise network, perform element management, manage the fabric itself, and streamline fault management for Junos devices.

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## Network Application Platform

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The Junos Space Network Application Platform provides the essential tools the network administrator needs for automating network operations, including device discovery and management, job operation management, audit logging, and network administration. Network administration tasks include managing the Junos Space fabric (comprising one or more IP-connected nodes), database, software upgrades, licenses, installed applications, and troubleshooting.

### New Features

The Junos Space Network Application Platform includes the following new features:

- **Audit logging**— View audit logs to monitor user login activity and track tasks initiated from Network Application Platform, Ethernet Activator, and Campus Builder. To manage log volume over time, you can archive log files and then purge log files from the Junos Space database. Audit logs can be archived on a local server or remote network host or media.
- **My Jobs**—View all your scheduled jobs from any work space while performing any task in Junos Space, and quickly access summary and detailed job information. You can also clear jobs from My Jobs when jobs are no longer of interest to you.
- **Secure Console**—Establish a connection to a device directly from the Junos Space user interface using Secure Console. Secure Console uses the SSH protocol to provide a secure remote access connection to managed and unmanaged devices. After you connect to a device, you can enter CLI commands from the terminal window to monitor or troubleshoot the device.

### Resolved Issues

The following issues have been resolved since the Junos Space 1.1 release:

- After uploading the new image, the Manage Software inventory page does not appear automatically. You must select it manually. [PR/495783]
- When two large discovery jobs are running at the same time or scheduled to run close to each other, the later job might report some devices failed to be managed with the following message: “Timeout while waiting for device to connect back or to be saved”. These devices are actually added into the system. They are up and their configuration status is “Out of Sync”. As a workaround, after all discovery jobs finish, resynchronize these “Out of Sync” devices. [PR/495732]
- When restoring the database, the corresponding Backup Database job state will be displayed as “Failure” [PR/477765]
- Clicking the Active Users History chart takes you to the Number of Users by Assigned Role chart. [PR/495713]
- The active user count in the System Health panel could drop after cluster node reboot, although all the users remain connected. In the System Health panel on the system dashboard, the Active Users History chart indicates how many users are currently active in the Junos Space cluster. If a cluster node shuts down,

some user sessions could be closed and switch to the remaining running cluster node. However, closing user sessions on the failed node reduces the active user count. The user count could drop to zero if all the user sessions were active on the node which is rebooted. As a workaround, if all users log out and log in again, the active user count will become correct. [PR/495713]

- When two large discovery jobs are running at the same time or scheduled to run close to each other, the later job might report some devices failed to be managed with the following message: “Timeout while waiting for device to connect back or to be saved”. These devices are actually added into the system. They are up and their configuration status is “Out of Sync”. As a workaround, after all discovery jobs finish, resynchronize these “Out of Sync” devices. [PR/495732]
- If a bulk device delete operation takes more than 5 minutes, the delete dialog box in the user interface will persist after job completion. You must cancel the dialog box manually. We recommend you do not perform cancel while the delete operation is in progress. To determine the status of the delete job, check the device count at the bottom of the inventory page. PR/495735]
- If a bulk device delete operation takes more than 5 minutes, the delete dialog box in the user interface will persist after job completion. You must cancel the dialog box manually. We recommend you do not perform cancel while the delete operation is in progress. To determine the status of the delete job, check the device count at the bottom of the inventory page. PR/495735]
- MAC security settings are not pushed to the device during deployment.
- After starting discovery, the status graph might remain blank for about 4 or 5 seconds.
- The Junos Space Appliance Settings menu might erroneously display the Expand VM drive size option for a physical appliance. This option should appear only for the virtual appliance.
- The “Percent Complete” column in the table view of the Manage Jobs inventory page might not display the “Percentage of job execution completed” for intermediate states.

## Known Issues

The Junos Space 1.2 release includes the following known issues:

- If one of the nodes in a Fabric goes down, web UI sessions connected to that node might not refresh automatically. As a workaround, perform a manual refresh. To restart automatic refresh, log out of the UI session and log back in. [PR/493159]

## Operational Recommendations

The Junos Space 1.2 release includes the following operational recommendations:

- If you are running Mozilla Firefox, and you change the time zone on your client PC, you must refresh your browser to reflect the correct time zone.
- During device discovery operations, if the Ping option is selected, Junos Space uses the TCP echo utility to verify that the devices being discovered are reachable.

This operation requires that TCP port 7 is open and accessible. If access to port 7 is restricted, you can uncheck the Ping option, and run discovery again. In addition, some Juniper firewall devices might block traffic to port 7 during the discovery operation. To allow traffic to port 7, use the following command:

```
set security zones security-zone trust host-inbound-traffic system-services all
```

- For information about changing the Junos Space maintenance mode password, refer to the Juniper Networks Knowledge Base: <http://kb.juniper.net/kb16853>

## Ethernet Activator

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### New Features

The Ethernet Activator application supports the following new features in Release 1.2 of Junos Space:

- **Hub and spoke services support**—Enables the design, provisioning, and management of point-to-multipoint Ethernet services, implemented as virtual private LAN services (VPLS). These services use BGP switching in the network core. Each customer site is configured as either a hub or a spoke in the service. Hub sites communicate with all other customer sites in the VPN. Spoke sites communicate only with hub sites. Spoke or hub customer sites can be added with ease. The Junos software in the devices uses the route targets and route distinguishers provided automatically by the Junos Space software for autodiscovery to establish the correct secure connectivity among provider-edge routers quickly and efficiently.
- **Enhanced functional audit**—Provides checking of the data plane in addition to the control plane checking performed in previous releases. The display of the functional audit results is enhanced to provide control plane and data plane checking results for each link in the service.

### Resolved Issues

The following issues have been resolved since the Junos Space 1.1 release:

- The Manage Device Roles screen allows you to select the Unassign NPE Role action for a device even when the NPE role assignment job has not finished yet for that device. The following error message is generated when trying to unassign such a device: “unassign when role assignment is still running for that device.” This issue occurs only when the device has many services already deployed. [PR/495714]
- The Search option is not implemented in Prestaging Rules page. [PR/495750]

### Known Issues

The Junos Space 1.2 release includes the following known issues:

- For VPLS services, data plane validation does not work for devices running Junos 9.2 or Junos 9.3 because these versions of Junos software do not support this feature. If any device in the service runs one of these versions of Junos software, a functional audit returns an error message and the audit does not finish. [PR/496346]

## Campus Builder

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### New Features

The Junos Space Campus Builder application provides you with a workflow enabling you to simultaneously configure and manage multiple Junos devices within a network. The Junos Space Campus Builder application presents the following new feature:

**Creation and application of port profiles**—In Junos Space, a port profile is a predefined set of configuration parameters that were created based on Juniper Networks best practices. These port profiles, when configured on to a port, enable that port to play a specific role on the network. Port profiles apply a set of commands to the port that defines the role of the port, thereby simplifying the port configuration process.

Junos Space provides you with six predefined port profiles, which are based on the network components that you can connect to the switch port. The six predefined port profiles are:

- **Desktop Port Profile**—Enables you to connect a desktop to a switch port.
- **Desktop and Phone Port Profile**—Enables you to connect a desktop and phone port to a switch port.
- **Switched Uplink Port Profile**—Enables you to connect a switch port on the access layer to either a switch port on another access layer switch or to a switch port on the upper (distribution or core) layer.
- **Switched Downlink Port Profile**—Enables you to connect desktops and phones in a campus or branch environment, or to connect servers in a data center environment.
- **Server Port Profile**—Enables users from multiple VLANs to connect to a machine with virtual servers.
- **Wireless Access Point Port Profile**—Enables you to connect a wireless access point to a switch port.

Junos Space also allows you to customize certain parameters of these port profiles, such as bandwidth, broadcast limit, and so on, based on your network requirements. By using the port profile workflow provided in Junos Space, you can simultaneously configure a number of ports with specific network connection roles. You can choose to apply these profiles to one or more ports of a single device or to one or more ports of a group of devices belonging to the same platform.

## Service Now

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### New Features

The Junos Space Service Now application streamlines fault management for JUNOS devices by automating the detection, isolation and resolution of network faults and incidents. The Junos Space Service Now 1.2 application presents the following new features:

- **Viewing JMBs with errors**—Service Now identifies Juniper Message Bundles with errors and displays them on the Service Now user interface. JMBs with errors can be downloaded as a zip file and can be identified using timestamps. Service Now users can also delete JMBs with errors from the Service Now database.
- **Adding incident comments**—Service Now allows you to add your comments to the problem description of an incident before you submit the incident to JSS. You can use a maximum of 1028 characters. To use this feature go to **Service Central > Incidents** and use the **Modify Submit Case Options** action.
- **Viewing devices not sending JMBs**—Service Now graphically represents the devices that have stopped sending JMBs and also the devices that have never sent JMBs to Service Now, on the Service Now user interface. When devices stop sending JMBs for over two weeks, an email notification will also be sent to the admin user.
- **Shortcut to common tasks**—Service Now provides shortcuts to the User, Devices, and Jobs tasks from the Service Now task ribbon.
- **Automated device detection**—Service Now enables automatic detection of devices that are part of the Junos Space platform but have not been added to the Service Now application. When operating in the demo mode, a maximum of five devices will be automatically added to Service Now.
- **Upgrade and contract notifications**—Service Now notifies you about the tasks that you need to execute after a Junos Space upgrade. This notification is displayed on the Service Now Notices gadget on the Service Now home page. The Service Now Notices gadget also keeps you informed about the status of your contract with Juniper Networks.
- **Differentiating unlicensed devices and organizations**—Service Now differentiates devices and organizations that do not have a valid contract with Juniper Networks, by representing them with different icons. These devices and organizations icons are displayed in the thumbnail view of the Service Now Devices page and Manage Organizations page, respectively.
- **Service SKU information**—Service Now displays the Service SKU information for every device that has a valid contract, in the device summary and device details views. The Service SKU provided by JSS, identifies the Service Now license that you purchased from Juniper Networks.

### Changes to Default Behavior

The Junos Space 1.2 release eliminates the need for archive locations.

## Resolved Issues

- Service Now does not support highly available clusters with Space 1.1 applications in a Fabric setup. [PR/490639]

## Known Issues

- Service Now users who submit cases may see the message **Success - LIC-4004-WARN - Device doesn't have appropriate Service Contract level, but request to open case is accepted.** Contact Juniper or Juniper Partner to add device to the appropriate Service Contract. even though the device is already included in an appropriate service contract. In addition, JSS will reject iJMBs sent from this device. [PR/494769]
- Junos Space 1.2 introduces a firewall that blocks Service Now e-mail or SNMP notifications and communication through a proxy server. The firewall is enabled on Junos Space appliances by default. As a workaround, please make sure the firewall is disabled on all the nodes of the Space Fabric when using Service Now e-mail or SNMP notifications, or when using Service Now through a proxy. For the procedure to disable the firewall, please refer the **Changing Network and System Settings** section in the JA 1500 Junos Space Appliance and Junos Space Virtual Appliance Installation Guides. [PR/510899]

## Web Browser Issues

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The Junos Space user interface runs on only Mozilla Firefox versions 3.0 through 3.6 and Internet Explorer version 7 and later.

## Junos Compatibility

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- Specific Junos releases and versions that fully support Junos Space 1.2 Platform are limited to the following:
  - Junos Release 9.3R4
  - Junos Release 9.4R3, R4
  - Junos Release 9.5R2, R3
  - Junos Release 9.6R1, R2
  - Junos Release 10.0R1, R2
  - Junos Release 10.1R1
- Specific Junos releases and versions that fully support Junos Space 1.2 Ethernet Activator are limited to the following:
  - Junos Release 9.3R4
  - Junos Release 9.4R3, R4



- Junos Release 9.5R2, R3
- Junos Release 9.6R1, R2
- Junos Release 10.0R1, R2
- Junos Release 10.1R1
- Specific Junos releases and versions that fully support Junos Space 1.2 Service Now are limited to the following:
  - Junos Release 9.0 and later
- Specific Junos releases and versions that fully support Junos Space 1.2 Campus Builder are limited to the following:
  - Junos Release 9.6R1, R2
  - Junos Release 10.0R1, R2
  - Junos Release 10.1R1

## Troubleshooting Junos Space

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For information about troubleshooting Junos Space, see:

[http://www.juniper.net/techpubs/en\\_US/junos-space1.1/topics/concept/junos-space-troubleshoot-overview.html](http://www.juniper.net/techpubs/en_US/junos-space1.1/topics/concept/junos-space-troubleshoot-overview.html)

## Junos Space Technical Publications

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Junos Space technical documentation is available as online help and on the Web in HTML format and in pdf format. The Web-based documentation is maintained after the final build of the online help, and should be used where discrepancies exist between the help and the Web-based documentation.

## Documentation Feedback

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We encourage you to provide feedback, comments, and suggestions so that we can improve the documentation. You can send your comments to [techpubs-comments@juniper.net](mailto:techpubs-comments@juniper.net), or fill out the documentation feedback form at <https://www.juniper.net/cgi-bin/docbugreport/>. If you are using e-mail, be sure to include the following information with your comments:

- Document name
- Document part number
- Page number
- Software release version

## 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 JNASC support contract, or are covered under warranty, and need postsales 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/customers/support/downloads/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/>
- 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: <https://www.juniper.net/alerts/>
- 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, visit us at <http://www.juniper.net/support/requesting-support.html>

## **Revision History**

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16 March 2010—Revision 1, Junos Space Release 1.2

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