



Junos Space

Service Now User Guide

Release 1.1

Juniper Networks, Inc.

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Administration

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Part 1

Service Central

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Service Central Overview

In Service Now, incidents are problem events that are detected in a device and deposited into an archive location on the Junos Space platform. When an event occurs on a device, AI-Scripts installed on that device create files called Juniper Message Bundles (JMBs) that contain comprehensive information about the device identity, the problem event, and diagnostics. The JMB file is then transferred securely from the device to the archive location. Service Now routinely polls these archive locations for new incidents and displays the incidents on the Incidents page.

After reviewing an incident, you can use the Incidents task to submit an incident case to the Juniper Support Systems (JSS) to create a Juniper Technical Assistance Center (JTAC) case. You can also notify users of the incident, assign a user as an owner of the incident, and delete the incident from the platform.

In addition to reporting incidents, AI-Scripts also send device information regularly to the archive location in the form of Information Juniper Message Bundles (iJMBs). The iJMBs are then processed and displayed on the Device Snapshot page. You can upload these iJMBs to JSS, where they are processed and analyzed to provide preventive analysis and alerts. Using Service Now, the content of these iJMBs can be viewed and can be exported in HTML format.

You can use a notification policy to specify the events for which you want to receive a notification. The options are New Incident Detected, Case Submitted, Case Status Updated, and Intelligence Update Received. Notification policies also define other characteristics (filters) that allow you to fine tune the conditions under which you receive a notification. You can even define the events that trigger the notification, the filters that further specify the trigger events, and the actions that Service Now must take after the event is triggered.

The Service Central page graphically displays information about the severities and priorities of incidents and the incidents created by you. Using Service Central you can perform the following tasks:

- Assign an owner, flag to users, update status of, and delete incidents.
- View and delete iJMBs, and export device data into HTML format.
- Assign an owner, flag to users, and delete an information message.
- Create, edit, and delete a notification policy.

- Related Topics**
- Incidents Overview on page 3
 - Device Snapshots Overview on page 11
 - Messages Overview on page 13
 - Notification Policies Overview on page 17

Chapter 1

Incidents

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- Assigning an Incident Owner on page 4
- Flagging an Incident to a User on page 5
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Incidents Overview

The Incidents page displays the incidents that were received by Service Now from devices that have AI-Scripts installed. Incidents are problem events that are detected in a device and deposited into an archive location on the Junos Space platform. These archive locations are directories on the local file system. The AI-Scripts installed on the device create files called Juniper Message Bundles (JMBs) that contain comprehensive information about the device identity, the problem event, and diagnostics. The JMB file is securely transferred from the device to the archive location. Service Now routinely polls these archive locations for new incidents. The Service Now Incidents page provides a user interface to view incidents chronologically, by organization name, and by device group.

The Incidents page also displays the JSS Technical Support cases for all Site IDs. Site IDs denote the customer identity used in the JTAC Clarify trouble ticketing system. The Technical Support user interface is available in standard controller modes. In order to receive notifications from Service Now, you must have a user account in Service Now and set up a notification policy.

When an incident, such as a process crash, an ASIC error, or a fan failure, occurs on a device that has AI-Scripts enabled, an AI-Script is executed. The AI-Script builds a JMB file with the incident data and forwards it to the Junos Space server. The JMB file is an XML file that contains diagnostic information about the device and other information specific to the condition that triggered the event message. Service Now regularly monitors the archive locations for new JMBs. If it detects a new JMB, Service

Now processes the incident and makes it available in the Service Now application. Service Now then notifies the users of the new incident. The incident contains information such as hostname, time stamp of the incident, synopsis, description, chassis serial number of the device, and the severity and priority of the incident.

You can display incidents either as thumbnails or arranged in a table. If you choose to display incidents in a table, the Service Now Incidents page lists them by incident ID, organization, device group, defect type, platform type, time of occurrence, owner, submission status, and incidents that are flagged to you. You can select which parameters to display and sort them in ascending or descending order.

You can perform the following tasks from the Incidents page:

- Submit a case so that a JTAC case is created
- Flag the incident to another user
- Assign the incident to another user
- Delete an incident
- View the details of a Juniper Message Bundle (JMB)
- View a case in the Juniper Case Manager
- Remove a flag from the incident
- Add an e-mail address to the mailing list of an incident
- View tech support cases

Related Topics

- Assigning an Incident Owner on page 4
- Flagging an Incident to a User on page 5
- Checking Incident Status Updates on page 5
- Deleting an Incident on page 7

Assigning an Incident Owner

You can assign an incident to a Junos Space user. The user to whom the incident is assigned will now own the incident. The owner is responsible for keeping track of the progress of a case or updates from JSS.

To assign an incident to a Service Now user:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents page is displayed.
2. Select the incident for which you want to assign an owner.
3. Click **Assign Ownership** from the Actions panel. The Assign Ownership dialog box is displayed.
4. Enter the login ID of the user to whom you want to assign the incident.
5. Click **Submit**. The incident is assigned to the specified user.

- Related Topics**
- Incidents Overview on page 3
 - Flagging an Incident to a User on page 5

Flagging an Incident to a User

You can flag an incident to a user who might be affected by the incident or needs to be aware of updates to it. When changes are made to this incident, the user receives an e-mail. If an incident is flagged to you, the Flag column of that incident in the Incidents table displays **Yes**. If not, it displays **No**.

To flag an incident to a user:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents table is displayed.
2. Select the incident that you want to flag to a user.
3. Click **Flag to Users** from the Actions panel. The Flag to Users dialog box displays the names of Service Now users.
4. Select the user or users to whom you want to flag the incident.
5. Click **Submit**. The incident is flagged to the selected users.

To clear a flag, uncheck the user from the **Flag to Users** dialog box.

- Related Topics**
- Incidents Overview on page 3
 - Assigning an Incident Owner on page 4

Checking Incident Status Updates

In Service Now, incidents are problem events that are detected in a device. Information about these incidents is sent to the device archive locations. These archive locations are directories on the local file system. Service Now routinely polls these archive locations for new incidents. The Service Now Incidents page provides a user interface to view incidents chronologically by organization name and device group.

You can use the Incidents page to submit an incident so that a Juniper Technical Assistance Center (JTAC) case is created. The submission status of the incident is displayed in the Status column in the Incidents page. After you submit the incidents, the status is **Submitted**. When the case is created by JSS, the status changes to **Created** and the Case ID appears. Further updates to the incident will change the incident status to **Updated**.

Service Now provides three ways to check incident status.

- Using Junos Space logs. The Junos Space log of an incident displays a list of the status changes.

- Using notification policies. You can create a notification policy to notify users whenever the status of an incident is updated. For more information about creating notification policies, see “Creating and Editing a Notification Policy” on page 18.
- Using the landing page of Service Central. The My Incidents box, on the landing page of Service Central displays the number of incidents whose status has changed since you last logged in. It also displays other information such as the number of incidents that were flagged to you, the number of incidents that you own, and the number of new incidents that were added since your last log in. To view the landing page of the Service Central, select **Service Central** from the Service Now task ribbon.

- Related Topics**
- Incidents Overview on page 3
 - Assigning an Incident Owner on page 4

Exporting Incident Data

You can export incident data into HTML and Excel file formats and share it on your local file system.

To export incident data into HTML format:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents page is displayed.
2. Select the device whose incident details you want to export.
3. Click **Export JMB to HTML** from the Actions panel. The Export JMB to HTML dialog box displays links to the original and filtered JMBs.
4. Click a link to save the JMB file as HTML.

To export JMB data into Excel file format:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents page is displayed.
2. Select the incident whose details you want to export. To select more than one incident, use the **Multiple** tab.
3. Click **Export Incident Summary to Excel** from the Actions panel. The Export Incident Summary to Excel dialog box displays a link to the Excel file.
4. Click the link to save the incidents in Excel format

- Related Topics**
- Incidents Overview on page 3
 - Assigning an Incident Owner on page 4
 - Flagging an Incident to a User on page 5

Deleting an Incident

After reviewing the incident information, you can use the Incidents page to delete incidents from Service Now. This action deletes the incident both from the Service Now database and from the Incidents table.

To delete an incident:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents table is displayed.
2. Select the incident that you want to delete.
To select more than one incident, use the **Multiple** tab.
3. Click **Delete**. The selected incidents are removed from the Incidents table and the Service Now database.

- Related Topics**
- Incidents Overview on page 3
 - Flagging an Incident to a User on page 5

Submitting an Incident to Juniper Support Systems

After reviewing the incident information, you can use the Incidents page to submit an incident to create a Juniper Technical Assistance Center (JTAC) case. You can submit multiple cases to JSS simultaneously. The submission status of the incident is displayed in the Status column in the Incidents page. After you submit the incident, the status is **Submitted**. When the case is created by JSS, the status changes to **Created** and the Case ID appears.

To submit a case:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents page is displayed.
2. Select the incident for that you want to submit a case. To select multiple incidents, use the **Multiple** tab
3. Click **Submit Case** from the Actions panel. The Submit Case dialog box displays the device name, and incident synopsis. The Submit Case action will be disabled when you select an incident that is already submitted.

Submit Case	
Device	Synopsis
Test	ACCT_MALLOC_FAILURE

Submit Cancel

4. Click **Submit** to submit the case to create a JTAC.

The Incidents page displays the submission status in the Status column. Thereafter, the status is **Submitted**. When the case is created by JSS, the status changes to **Created** and the Case ID appears.

- Related Topics**
- Incidents Overview on page 3
 - Flagging an Incident to a User on page 5

Viewing Incident Details

When incidents are received, only selected information is displayed on the Incidents page. Service Now allows you to view the entire content of the incident.

To view incident details:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents page is displayed.
2. Select the incident whose details you want to view.
3. Click **View JMB** from the Actions panel. A View JMB dialog box displays links to the original and filtered JMB details.
4. Click a link. This new window displays the details of the selected incident.

- Related Topics**
- Incidents Overview on page 3
 - Flagging an Incident to a User on page 5

Viewing a Case in the Case Manager

You can view the details of a submitted case in the Juniper Networks Case Manager. To view case details in the Case Manager, you must first have a user Id and password for the Juniper Networks Customer Support Center (CSC). You can request the user Id and password at <http://www.juniper.net/customers/support/> or by contacting Juniper Customer Care.

To view a case in the Case Manager:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents page is displayed.
2. Select the incident whose details you want to view in the Case Manager.
3. Click **View Case in Case Manager** from the **Actions** panel. If the **View Case in Case Manager** link is not enabled, ensure that the case has been created. The Juniper Networks Login page is displayed.
4. Enter your user name and password and click **Login**. The JSS Case Manager displays the case details.



NOTE: You can also view the details of the submitted cases in the Case Manager from the View Tech Support Cases page. To view case details, go to **Service Central > Incidents > View Tech Support Cases** and follow steps 2 to 4 from the above procedure.

- Related Topics**
- Incidents Overview on page 3
 - Flagging an Incident to a User on page 5

Modifying Submit Case Options

For any incident in Service Now, you can modify submit case settings such as the case priority and the e-mail list associated with a case.

To modify submit case options:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents table is displayed.
2. Select the incident whose submit case options you want to modify.
3. Click **Modify Submit Case Options** from the Actions panel. The Modify Submit Case Options dialog box is displayed.
4. Make your changes and click **Submit**. The settings are saved in the Service Now database.

- Related Topics**
- Incidents Overview on page 3
 - Submitting an Incident to Juniper Support Systems on page 7

Chapter 2

Information

- Device Snapshot Overview on page 11
- Exporting Device Data into HTML on page 12
- Deleting an iJMB on page 12
- Viewing iJMB Details on page 13
- Messages Overview on page 13
- Assigning an Information Message Owner on page 14
- Deleting Information Messages on page 14
- Flagging an Information Message to Users on page 15
- Scanning iJMBs for Impact on page 15

Device Snapshot Overview

Service Now polls device archive locations regularly to receive Information Juniper Message Bundles (iJMBs) that contain information about devices. These iJMBs are then processed and displayed on the Device Snapshot page in the Service Now application. You can upload these iJMBs to JSS, where they will be added to the Customer Intelligence Database (CIDB) database, and will be processed and analyzed to provide preventive measures.

You can also filter the configuration content from an iJMB before sending it to JSS, with the help of Service Now global settings, and then track the status of the iJMB submission to JSS.



NOTE: When you upgrade from Junos Space 1.1, the destination URL configured on devices is invalid and JMBs are not sent to Service Now. To be able to receive JMBs, AI-Scripts must be reinstalled on all devices. See “Installing AI-Scripts on Devices Using Service Now” on page 29.

You perform the following tasks using the Information Device Snapshot tab:

- Exporting Device Data into HTML
- Deleting an iJMB
- Viewing iJMB Details

- Related Topics**
- Exporting Device Data into HTML on page 12
 - Viewing Device Snapshot Details on page 13
 - Messages Overview on page 13

Exporting Device Data into HTML

Device data collected by Service Now and displayed on the Device Snapshot page can be exported in HTML format.

To export device data in HTML format:

1. From the Service Now task ribbon, select **Service Central > Information > Device Snapshot**. The Device Snapshot page is displayed.
2. Select the organization whose data you want to export.
3. Click **Export to HTML** from the **Actions** panel. The Export JMB to HTML dialog box displays links to the original and filtered versions of the JMB.
4. Click a link to save the iJMB as HTML.

- Related Topics**
- Messages Overview on page 13
 - Viewing Device Snapshot Details on page 13

Deleting an iJMB

Device data that is collected by Service Now and displayed on the Device Snapshot page can be deleted from the Service Now database.

To delete an iJMB:

1. From the Service Now task ribbon, select **Service Central > Information > Device Snapshot**. The Device Snapshot page is displayed.
2. Select the organization whose device information you want to delete. If you want to delete data from more than one organization, use the **Multiple** tab.
3. Click **Delete** from the Actions panel. Click **Delete** again to confirm deletion. The iJMBs from the selected organizations will be deleted from the Service Now database and they will no longer appear on the Device Snapshot page.

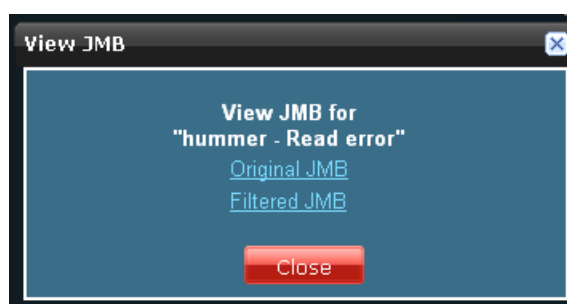
- Related Topics**
- Messages Overview on page 13
 - Viewing Device Snapshot Details on page 13

Viewing iJMB Details

When iJMBs are received by Service Now, only selected information is displayed on the Device Snapshot page. The entire content of an iJMB can be viewed using Service Now.

To view the details of an iJMB:

1. From the Service Now task ribbon, select **Service Central** > **Information** > **Device Snapshot**. The Device Snapshot page is displayed.
2. Select the organization whose iJMB contents you want to view.
3. Click **View JMB** from the **Actions** panel. The View JMB dialog box shows links to the original and the filtered iJMB details page. The information in the filtered JMB is classified by the settings on your Global Settings page.



4. Click a link. A new window displays the iJMB details.

Related Topics ■ Messages Overview on page 13

Messages Overview

Service Now polls JSS regularly to receive information messages for every configured organization. These information messages are displayed on the Service Now Messages page. Using Service Now, every information message can be assigned an owner and flagged to users. This ensures that users are kept informed of changes made to information messages.

You perform the following tasks using the Information Messages tab:

- Assigning an information message owner
- Flagging an information message to users
- Deleting information messages
- Scanning for affected devices

- Related Topics**
- Device Snapshots Overview on page 11
 - Assigning Ownership on page 14
 - Flagging a Message to Users on page 15
 - Deleting a Message on page 14

Assigning an Information Message Owner

You can assign every information message to a Junos Space user who needs to be notified.

To assign an owner (Junos Space user) to an information message:

1. From the Service Now task ribbon, select **Service Central > Information > Messages**. The Messages page is displayed.
2. Select the information message to which you want to assign an owner.
3. Click **Assign Ownership** from the Actions panel. The Assign Ownership dialog box is displayed.
4. Enter the Login ID of the Junos Space user.
5. Click **Submit**. The specified user will be assigned ownership of the selected information message.

- Related Topics**
- Device Snapshots Overview on page 11
 - Flagging a Message to Users on page 15

Deleting Information Messages

Information messages that are collected by Service Now and displayed on the Messages page can be deleted from the Service Now database.

To delete an information message:

1. From the Service Now task ribbon, select **Service Central > Information > Messages**. The Messages page is displayed.
2. Select the information message that you want to delete. To delete more than one information message, use the **Multiple** tab.
3. Click **Delete** from the Actions panel. Click **Delete** again to confirm deletion. The selected information messages will be deleted from the Service Now database and they will no longer appear on the Messages page.

- Related Topics**
- Device Snapshots Overview on page 11
 - Messages Overview on page 13

Flagging an Information Message to Users

You can flag an information message to a Junos Space user who you think needs to keep track of the information message or who needs to be notified when it is changed.

To flag an information message to a user:

1. From the Service Now task ribbon, select **Service Central > Information > Messages**. The Messages page is displayed.
2. Select the information message that you want to flag to a user.
3. Click **Flag to Users** from the Actions panel. The Flag to Users dialogues box lists the available users.
4. Select one or more users who must be notified of the selected information message.
5. Click **Submit**. The specified users will be notified of the selected information message. The selected information message will be flagged to them, and the **Flag** column of that information message displays **Yes**.

- Related Topics**
- Device Snapshots Overview on page 11
 - Messages Overview on page 13

Scanning iJMBs for Impact

Service Now allows you to view the devices impacted by the vulnerabilities described in the inform message.

To scan iJMBs and view the impacted devices:

1. From the Service Now task ribbon, select **Service Central > Information > Messages**. The Messages page is displayed.
2. Select the message that you want to scan for impact.
3. Click **Scan for Impact** from the Actions panel. The Scan for Impact Results page displays the list of devices that are impacted by the selected message. If no devices are impacted by the selected message, the following message is displayed: No impacted devices found.

- Related Topics**
- Messages Overview on page 13
 - Viewing Device Snapshot Details on page 13

Chapter 3

Notifications

- Notification Policies Overview on page 17
- Creating and Editing a Notification Policy on page 18
- Enabling or Disabling a Notification Policy on page 22
- Deleting a Notification Policy on page 22

Notification Policies Overview

In Service Now, a notification policy specifies the events that you want Service Now to send a notification and also the actions you want taken. Service Now sends you a notification when a specific event occurs. Notification policies define the parameters for these notifications.

You can specify the following parameters when you create a notification policy

- Trigger—Specify the event that causes Service Now to send the notification.
- Filters—Further specify the events that cause Service Now to send a notification.
- Actions—Specify the action (or actions) that must be taken after the specified event is triggered. These events can be filtered by priority, device name, serial number, and so on. Different filters are supported for incident and information trigger types.

Service Now provides an interface where you can manage these notification policies. The Notifications page displays the notification policies chronologically by name, owner, status, and trigger. For more information about the Notifications table columns, see Table 1 on page 17.

Table 1: Notification Policies Table Column Descriptions

Element Name	Description	Privilege Required to Modify	Range/Length	Default
Name	Name of the policy, which must be unique among all policies owned by the same user.	Hyperlink requires Notification Policy privilege	64 characters	N/A
Owner	Name of the user who owns the notification policy.	N/A	N/A	N/A
Status	Whether the notification policy is running.	N/A	Enabled or Disabled	N/A

Table 1: Notification Policies Table Column Descriptions *(continued)*

Element Name	Description	Privilege Required to Modify	Range/Length	Default
Trigger Type	Type of trigger that should occur in order for the notification policy to be applied.	N/A	<ul style="list-style-type: none"> ■ New Incident Detected ■ Incident Submitted ■ Case ID Assigned ■ Case Status Updated ■ New Information Update 	N/A

- Related Topics**
- Creating and Editing a Notification Policy on page 18
 - Enabling or Disabling a Notification Policy on page 22
 - Deleting a Notification Policy on page 22

Creating and Editing a Notification Policy

You can create a notification policy that specifies the circumstances on which you want Service Now to send notifications, and who notifications should be sent to. You can define the events that trigger the notification, the filters that further specify the trigger events, and the actions that Service Now must take after the event is triggered.

To create a notification policy:

1. From the Service Now task ribbon, select **Service Central** > **Notifications** > **Create Notifications**. The Create Notifications page is displayed.

2. Enter a notification policy name and select a trigger.
3. Enter filter parameters. Different filters are supported for incident and information trigger types.
4. Enter the information for the users who should receive notifications.

For more information about the fields in the Create Notification Policy dialog box, see Table 2 on page 20.

You can also edit the trigger events, filters, and actions of an existing notification policy.

To modify a notification policy:

1. From the Service Now task ribbon, select **Service Central** > **Notifications** > **Create Notifications**. The Create Notifications page is displayed.
2. From the Notifications table, select the notification policy that you want to edit and click **Edit filters and Actions**. The Create Notifications page is displayed.
3. Edit the desired fields. See Table 2 on page 20, and for more information see Table 3 on page 21.

Table 2: Create Notification Policy Page Field Descriptions

Field	Description	Range/Length	Default
Name	Name of the policy, which must be unique among the policies owned by the same user.	64 characters	N/A
Trigger Type	Type of trigger required to activate this policy. The fields in the filter table dynamically change according to the selected trigger type.	<ul style="list-style-type: none"> ■ New Incident Detected ■ Incident Submitted ■ Case ID Assigned ■ Case Status Updated ■ New Information Update 	N/A
Apply Filters:			
Common Filter Parameters:			
Priority	Select a value in the Priority field. Service Now will send a notification if the priority of the incident matches the entered value. Regular expressions can also be used in this field.	255 characters	Blank
Device Name	Enter a value in the Device Name field. Service Now will send a notification if the name of the device the incident occurred on matches the entered value. Regular expressions can also be used in this field.	255 characters	Blank
Serial Number	Enter a value in the Serial Number field. Service Now will send a notification if the serial number of the device the incident occurred on matches the entered value. Regular expressions can also be used in this field.	255 characters	Blank
Has the words	Enter a value in the Has the words field. Service Now will send a notification if the specified words match any of the fields in the incident or the information message. Regular expressions can also be used in this field.	255 characters	Blank
Doesn't have	Enter a value in the Doesn't have field. Service Now will send a notification if the specified words do not match any of the fields in the incident or the information message. Regular expressions can also be used in this field.	255 characters	Blank
Information Trigger Type Notification Policy Filter Parameters:			
Information Update Type	Enter a value in the Information Update Type field. Service Now will send a notification if the type of information message update matches the entered value.	255 characters	Blank
Products Affected	Enter a value in the Products Affected field. Service Now will send a notification if the Products Affected field value in alert information messages matches the entered value	255 characters	Blank

Table 2: Create Notification Policy Page Field Descriptions *(continued)*

Field	Description	Range/Length	Default
Platform Type	Enter a value in the Platform Type field. Service Now will send a notification if the Platforms Affected field in alert information messages or the platform type field in information messages match the entered value	255 characters	Blank
Keywords	Enter a value in the Keywords field. Service Now will send a notification if the Keyword in information messages matches the entered value	255 characters	Blank
Software Version	Enter a value in the Software Version field. Service Now will send a notification if the software version in the information messages matches the entered value	255 characters	Blank
Hardware Version	Enter a value in the Hardware Version field. Service Now will send a notification if the hardware version in the information messages matches the entered value	255 characters	Blank
Devices Impacted	Enter a value in the Devices Impacted field. Service Now will send a notification if the devices impacted in the information messages matches the entered value	255 characters	Blank
Actions:			
Send Email to	<p>Displays the list of e-mail addresses that receive a message if the policy is triggered and passes the specified filter.</p> <p>To add a new e-mail address to the list, click Add Email. Click the Enter Email Id field to enter the e-mail address. The e-mail address should be in the format user@example.com.</p> <p>To delete an e-mail address from the list, select the e-mail address and click Delete</p>	65535 characters	Blank
Send Traps to	An SNMP trap is sent to the destinations that are selected if an event occurs and passes the specified filter. See “Adding an SNMP Server” on page 51	N/A	N/A

Table 3: Notification Policy Table Command Button Descriptions

Element Name	Description	Privilege Required	Results
Edit filters and actions	Opens the Create Notification page, where you can edit the filters and actions of the selected notification policy.	Notifications	Opens the Create Notification page
Copy	Opens the Create Notification page, where you can create a copy of the selected notification policy.	Notifications	Opens the Create Notification page
Delete	Deletes the selected notification policy	Notifications	Removes the selected policies from the table
Change Status	Opens the Change Notification Policy Status dialog box, where you can change the status of a notification policy from Enabled to Disabled or vice versa.	Notifications	Status of selected policies is changed from Enabled to Disabled or vice versa

- Related Topics**
- Notification Policies Overview on page 17
 - Enabling or Disabling a Notification Policy on page 22

Enabling or Disabling a Notification Policy

You can enable a notification policy that specifies the events for which Service Now sends a notification, and the actions that Service Now should take in response to these events. The notification policy defines the events that trigger the notification, the filters that further specify the trigger events, and the actions that Service Now must take after the event is triggered.

To enable a notification policy:

1. From the Service Now task ribbon, select **Service Central** > **Notifications**. The Notifications page is displayed.
2. Select the notification policies whose status you wish to change. To select more than one notification policy, use the **Multiple** tab.
3. Click **Change Status** from the Actions panel. Click **Change Status** again to confirm your action. The status of the notification policy changes from **Enabled** to **Disabled** or vice versa.

- Related Topics**
- Notification Policies Overview on page 17
 - Creating and Editing a Notification Policy on page 18

Deleting a Notification Policy

You can delete an existing notification policy that specifies the events for which Service Now sends a notification, and the actions that Service Now should take in response to these events. The notification policy defined the events that trigger the notification, the filters that further specified the trigger events, and the actions that Service Now took after the event was triggered.

To delete a notification policy:

1. From the Service Now task ribbon, select **Service Central** > **Notifications**. The Notifications page is displayed.
2. From the Notifications table, select the notification policy (or policies) that you wish to delete. To delete more than one notification policy, use the **Multiple** tab.
3. Click **Delete**. The **Confirm Deletion of Notification Policies** dialog box displays the name of the notification policy and its owner.
4. Click **Delete**. This action deletes the selected notification policies from the Service Now database and from the Notifications table.

- Related Topics**
- Notification Policies Overview on page 17
 - Enabling or Disabling a Notification Policy on page 22

Part 2

Administration

- Administration Overview on page 25
- Devices on page 27
- Device Groups on page 33
- Archive Locations on page 37
- Script Bundles on page 39
- Organizations on page 43
- Global Settings on page 49
- Service Now Contract and User Roles on page 55

Administration Overview

Service Now allows you to monitor and manage device data with the help of AI-Scripts that are installed on a device. When AI-Scripts are installed on a device, the device is AIS enabled. It can then automatically detect and report incidents and informational JMBs (iJMBs)

Devices with AI-Scripts installed, periodically send device data, in the form of Information Juniper Message Bundles (iJMBs) to archive locations. Service Now polls these archive locations and when a new JMB is found, it adds the information in the JMB to the Service Now database. This information can then be viewed by the user. Using Service Now you can add and manage devices, upload AI-Script bundles, install these scripts on the devices, and also manage the archive locations. Devices that are part of the Junos Space platform can be added to Service Now and grouped under organizations.

An organization is defined by a unique site id that is a unique identifier of a customer record in Juniper Networks CRM systems. After creating an organization, you can test its connectivity with JSS and even run it in test mode. JSS provides support for the incidents and iJMBs that you submit depending on your service contract level. J-Care Efficiency, Continuity or Agility levels of service are required to use Service Now.

If you are a Juniper Networks partner or a direct customer with multiple distinct networks, you can use multiple Service Now organizations to keep customers or networks separate. Service Now organizations are defined by the site ID (used when opening support cases) under devices and users. Also, by associating an organization with one or more device groups, you can maintain groups of devices with similar attributes and control which users have access to which devices. Device groups also help you automatically install AI-Scripts on many devices at one time.

The Administration page graphically displays information about devices, including the device groups they belong to. Using the Administration tab, you can perform the following tasks:

- Add devices to Service Now from the Junos Space platform.
- Add or delete a script bundle.
- Install or uninstall AI-Scripts on devices.
- Add, modify, or delete devices and device groups.
- Associate devices to device groups.
- Verify archive locations.
- Add, modify, or delete an organization.
- Run an organization in test mode.
- Test organization connectivity to JSS.
- Export device data in CSV and Excel formats.
- Configure the global settings (SNMP server and proxy server settings).
- View service contract details.

For more information, see the Junos Space documentation on the technical documentation page.

- Related Topics**
- Service Now Devices Overview on page 27
 - Device Groups Overview on page 33
 - Archive Locations Overview on page 37
 - AI-Scripts Overview on page 39

Chapter 4

Devices

- Service Now Devices Overview on page 27
- Adding Devices from the Platform on page 28
- Installing AI-Scripts on Devices on page 29
- Uninstalling AI-Scripts from Devices on page 30
- Exporting Device Data in CSV and Excel Format on page 30
- Modifying a Device on page 31
- Deleting a Device on page 31
- Associate Devices to a Device Group on page 32

Service Now Devices Overview

Service Now allows you to group network elements and manage multiple devices in a single entity called a device group. Service Now lists the devices that are already a part of Junos Space and allows you to import them to Service Now.

After you add devices and create device groups, you can perform various operations on them such as editing their parameters and deleting them from the Service Now database. You can even install or uninstall AI-Scripts individually on every device or on all the devices in a device group at once.



NOTE: When you upgrade from Junos Space 1.1, the destination URL configured on devices is invalid and JMBs are not sent to Service Now. To be able to receive JMBs, AI-Scripts must be reinstalled on all devices. See “Installing AI-Scripts on Devices Using Service Now” on page 29.

From the Service Now Devices page in Service Now you can perform the following tasks:

- Add devices from the platform
- Install AI-Script on devices
- Uninstall AI-Script from devices
- Export device data into CSV and Excel format
- Modify device parameters

- Delete devices
- Associate devices to a device group

Related Topics

- Adding Devices from the Platform on page 28
- Installing AI-Scripts on Devices Using Service Now on page 29
- Uninstalling AI-Scripts from Devices on page 30
- Exporting Device Data in CSV and Excel Format on page 30
- Modifying Device Groups on page 35
- Deleting a Device on page 31
- Associating Devices to a Device Group on page 32

Adding Devices from the Platform

While you add Junos Space devices into the Service Now application, you can assign them to a device group, and also install AI-Scripts on them.

To add devices from the Junos Space platform to Service Now:

1. From the Service Now task ribbon, select **Administration > Service Now Devices > New Device from Platform**. The Add Device from Platform page displays the devices within the Junos Space platform that can be added to Service Now.

Select Devices to Add to Service Now and Click Next or Finish					Add Devices	
<input type="checkbox"/> Host Name	Network Name	SSH User Name	SSH Password	Device Status	Add Devices	
<input type="checkbox"/> puppy	10.204.92.75	regress	*****	Imported	Install AI Scripts	
<input type="checkbox"/> junoscopea	10.204.92.63	regress	*****	Imported		

2. Select the devices that you want to add.
3. (Optional) To install script bundles on the selected devices, click **Install AI Scripts** or click **Next**, and check the **Install AI Scripts on new Devices** check box. For more information on installing AI-Scripts on devices, see “Installing AI-Scripts on Devices Using Service Now” on page 29. If you are unable to install AI-Scripts, ensure that the device has proper login credentials and belongs to a device group.
4. Click **Finish**. The devices are added to Service Now. They will appear on the Service Now Devices page and the device **Status** column displays **Imported**.

Related Topics ■ Service Now Devices Overview on page 27

Installing AI-Scripts on Devices

AI-Scripts installed on Juniper Networks devices provide the information needed to automatically detect and report problem (incident) and information events, thus ensuring maximum network uptime.

To install AI-Scripts on devices:

1. From the Service Now task ribbon, select **Administration > Service Now Devices**. The Service Now Devices page is displayed.
2. Select the device on that you want to install the script bundle. To select more than one device, use the **Multiple** tab.



NOTE: You can install AI-Scripts only on devices that have proper login credentials and belong to a device group.

3. Click **Install AI-Scripts** from the Actions panel. The Install AI-Script dialog box is displayed.

4. Select a script bundle from the **AI-Script Bundle Name** drop-down list, which shows the script bundles managed by Service Now.
If you want to add a new script bundle, click **Add Script Bundle**. For more information on how to add a script bundle, see “Adding a Script Bundle to Service Now” on page 40.
5. If you do not want to save a copy of the script bundle file during installation on the device, select **Never store Script Bundle files on the device** check box.
6. If you want to remove the Script bundle after successful installation on the device, select the **Remove Script Bundle files after successful installation** check box.

7. If you want to perform the installation later, select the **Schedule a Later Time** check box, and specify the **Start Date and Time** for the installation. The installation process will begin automatically at the time you specify.
8. Click **Submit**. The specified script bundle is installed on the selected devices.

- Related Topics**
- AI-Scripts Overview on page 39
 - Adding a Script Bundle to Service Now on page 40

Uninstalling AI-Scripts from Devices

Service Now allows you to uninstall AI-Scripts from devices. You will not be able to uninstall these scripts from devices that do not have proper login credentials.

To uninstall AI-Script from devices:

1. From the Service Now task ribbon, select **Administration > Service Now Devices**. The Service Now Devices page is displayed.
2. Select the device from that you want to uninstall the script bundle. To select more than one device, use the **Multiple** tab.
3. Click **Uninstall AI-Scripts** from the Actions panel. You will be asked to confirm that you want to unistall the AI-Script from the selected device.
4. Click **Submit**. This uninstalls the AI-Script from the selected device.

- Related Topics**
- AI-Scripts Overview on page 39
 - Installing AI-Scripts on Devices Using Service Now on page 29

Exporting Device Data in CSV and Excel Format

You can export Service Now device data in CSV and Excel file formats. A CSV file is a plain text file that stores each data record separated by a comma. The XML file contains the hardware components installed in the selected device.

To export the device data in CSV and Excel format:

1. From the Service Now task ribbon, select **Administration > Service Now Devices**. The Service Now Devices page is displayed.
2. Select the device whose data you want to export.
To select more than one device, use the **Multiple** tab.
3. Click **Export Devices** from the Actions panel. The Export Devices dialog box displays the links to the CSV and Excel files.
4. Select the links to save the files in CSV and Excel file formats.

- Related Topics**
- Service Now Devices Overview on page 27
 - Deleting a Device on page 31

Modifying a Device

With Service Now Admin privileges, you can modify devices that are added to Service Now by installing AI-Scripts on them manually. However, devices discovered by the Space platform cannot be modified.

To modify the parameters of a device:

1. From the Service Now task ribbon, select **Administration > Service Now Devices**. The Service Now Devices page lists the Service Now devices.
2. Select the device that you want to modify.
3. Click **Modify Device** from the Actions panel. The Modify Device dialog box lists the parameters of that device.
4. Make the desired changes to the device parameters.
5. Click **Submit**. The changes are saved in the Service Now database. You can verify the changes on the Service Now Devices page.

- Related Topics**
- Service Now Devices Overview on page 27
 - Deleting a Device on page 31

Deleting a Device

When you delete a device, the device is deleted from Service Now, but it is not deleted from the Junos Space Platform. The incidents and JMBs related to the device are also deleted.

To delete a device from Service Now:

1. From the Service Now task ribbon, select **Administration > Service Now Devices**. The Devices page lists the Service Now devices.
2. Select the device that you want to delete.
To select more than one device, use the **Multiple** tab.
3. Click **Delete Devices** from the Actions panel.
To delete more than one device, use the **Multiple** tab.
4. Click **Delete Devices** from the Actions panel. The Delete Devices dialog box asks you for a confirmation.
5. Click **Delete**. The selected device is deleted from the Service Now database and will no longer appear on the Devices page.

- Related Topics**
- Service Now Devices Overview on page 27
 - Modifying Device Groups on page 35

Associate Devices to a Device Group

Service Now allows you to associate devices to device groups.

To associate devices to device group:

1. From the Service Now task ribbon, select **Administration > Service Now Devices**. The Devices page lists the Service Now devices.
2. Select the device that you want to associate with a device group.
To associate more than one device, use the **Multiple** tab.
3. Click **Associate Device Groups** from the Actions panel. The Associate Device Groups dialog box is displayed.
4. In the Device Group drop-down list, select the device group that you want to associate with the selected device.
5. Click **Submit**. The device are associated to the selected device group. You can verify the changes on the Devices page, in the Device Group column.

- Related Topics**
- Service Now Devices Overview on page 27
 - Modifying Device Groups on page 35

Chapter 5

Device Groups

- Device Groups Overview on page 33
- Creating a Device Group and Adding Devices on page 33
- Modifying Device Groups on page 35
- Deleting Device Groups on page 35

Device Groups Overview

Device groups are used to group devices within an organization. By associating an organization with one or more device groups, you can maintain groups of devices with similar attributes or uses. One or more devices can be associated with every device group, and to every device group you can associate an archive location. An archive location can only be associated to one device group. An archive location is a directory on Junos Space where Juniper Networks devices transfer JMBs.

Only users with Service Now admin privileges can configure device groups.

From the Device Groups page in Service Now, you can perform the following tasks:

- Creating and Adding Devices to a Device Group
- Modifying Device Groups
- Deleting Device Groups

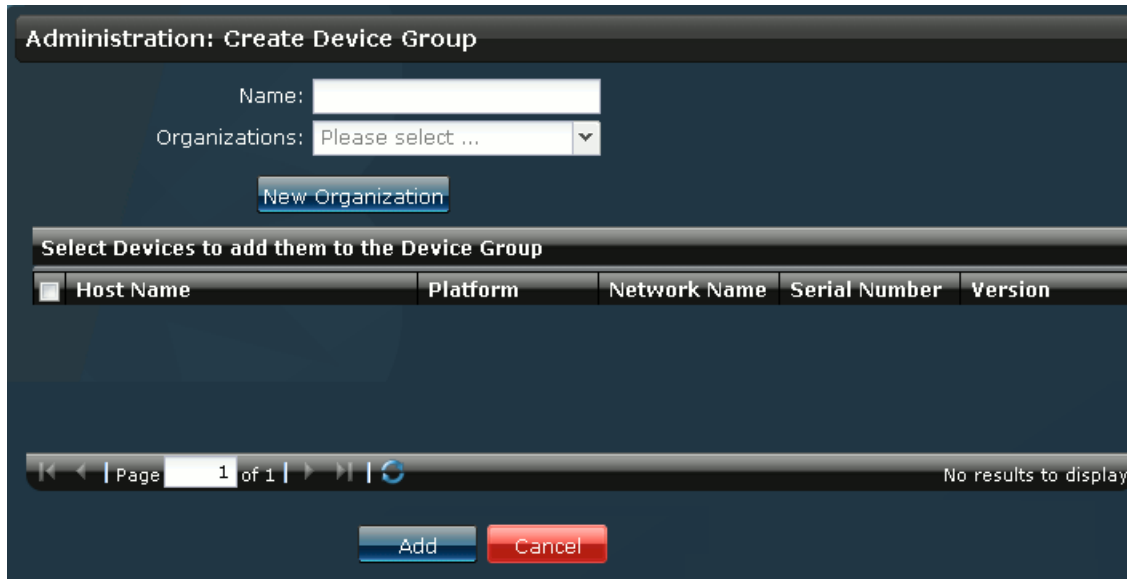
- Related Topics**
- Creating a Device Group on page 33
 - Modifying Device Groups on page 35
 - Deleting Device Groups on page 35

Creating a Device Group and Adding Devices

Device groups are used to group devices within an organization. Only users with Service Now admin privileges can create device groups and add devices to them.

To create a device group and add devices:

1. From the Service Now task ribbon, select **Administration > Device Groups > Create Device Group**. The Create Device Group page is displayed.



2. Enter a name for the device group within the **Name** field.
3. In the **Organizations** drop-down list, select an organization for this device group.
If you want to add a new organization, click **New Organization**. See “Adding an Organization” on page 44.
4. Click **Add** within the Archive Locations table. The Select Archive Location dialog box lists ten archive locations. You can assign up to five archive locations for every device group.
5. Select the archive locations that you want to associate with this device group and click **Submit**. The selected archive locations are added to the device group.
6. To add devices to this device group, click **Add Devices** or **Next**. The Add Devices page lists the available devices.
7. Select the devices that you want to add to this device group.
8. Click **Finish**. The devices are added to the new device group and appear in the Device Groups table.

- Related Topics**
- Device Groups Overview on page 33
 - Modifying Device Groups on page 35

Modifying Device Groups

You can modify the parameters of a device group in Service Now.

To modify a device group:

1. From the Service Now task ribbon, select **Administration > Device Groups**. The Device Group page lists the existing device groups.
2. Select the device group whose parameters you wish to modify.
3. Click **Modify Device Group** under the Actions list. The Modify Device Group dialog box displays the parameters of the selected device group.
4. Make your modifications. You can add devices to the device group and modify the existing devices within the device group by selecting options displayed under **Device Groups** on the right.
5. Click **Submit**. The changes are submitted and new values are replaced in the Service Now database. You are taken back to the Device Groups page.

- Related Topics**
- Device Groups Overview on page 33
 - Deleting Device Groups on page 35
 - Creating a Device Group on page 33

Deleting Device Groups

If you have Service Now admin privileges, you can delete device groups.

To delete a device group:

1. From the Service Now task ribbon, select **Administration > Device Groups**. The Device Groups page lists the existing device groups.
2. Select the device group that you want to delete.
To delete more than one device group, use the **Multiple** tab.
3. Click **Delete Device Group** from the Actions panel. The Delete Device Group dialog box asks you for a confirmation.
4. Click **Delete**. The selected device group is deleted from the Service Now database and no longer appears on the Device Groups page.

- Related Topics**
- Device Groups Overview on page 33
 - Modifying Device Groups on page 35

Chapter 6

Archive Locations

- Archive Locations Overview on page 37
- Verifying an Archive Location on page 37

Archive Locations Overview

An archive location is the directory where JMBs are deposited by devices. It is a directory in your local file system.

You need Service Now admin privileges to manage archive locations. Service Now provides ten archive locations that you can use to associate to device groups. The archive location details include the name of the archive location, the device group it belongs to, the local path, and the archive location password. The password is used by JUNOS devices to upload JMBs to the Junos Space server. These details are displayed on the Archive Location summary page, to view which, you must double click the archive location. You can also verify whether the archive locations exist and whether you have permissions to write to the archive locations. For more information on how to verify an archive location, see “Verifying an Archive Location” on page 37.

Related Topics ■ Verifying an Archive Location on page 37

Verifying an Archive Location

Using Service Now you can verify the archive locations’ validity and check whether you have permissions to write to a location. You need Service Now admin privilege to verify an archive location.

To verify if an archive location is valid:

1. From the Service Now task ribbon, select **Administration > Archive Locations**. The Archive location page lists ten archive locations.
2. Select the archive location that you want to verify.
3. Click **Verify Archive Location** from the Actions list. The Verify Archive Location dialog box displays the result.



4. Click **Close** to return to the Archive Locations page.

Related Topics ■ [Archive Locations Overview on page 37](#)

Chapter 7

Script Bundles

- AI-Scripts Overview on page 39
- Adding a Script Bundle to Service Now on page 40
- Deleting a Script Bundle from Service Now on page 41

AI-Scripts Overview

When AI-Scripts are installed on a device, the device is AIS enabled. It can then automatically detect and report incidents and informational JMBs. This helps to ensure maximum network uptime. This section contains the following topics:

- What AI-Scripts Do on page 39
- Events Detected by AI-Scripts on page 39
- JMB Contents on page 40

What AI-Scripts Do

AI-Scripts perform the following functions:

- React to specific incident events that occur on devices and provide relevant information about the problems for analysis
- Periodically collect data on events that can be used to predict and prevent risks in the future.
- Package all incident and information event data into a structured format called a Juniper Message Bundle (JMB) and send it to Service Now. Service Now can be configured to send event data to Juniper Support Systems (JSS). JSS collects incident and information messages from Service Now and sends information updates back to Service Now specifically for your network.

AI-Scripts operate in a reactive (incident-driven) mode. When a trigger event occurs and is detected on a device, an AI-Script is executed. The AI-Script builds a Juniper Message Bundle (JMB) with event and router data, and sends it to a designated Service Now archive location. Each AI-Script corresponds to a specific device event. The list of device events that can be detected and reported will evolve over time.

Events Detected by AI-Scripts

AI-Scripts detect the following types of events:

- Common software events, including daemon and Packet Forwarding Engine crashes
- Common hardware events, such as PIC alarms
- Hardware platform-specific events, such ASIC issues

JMB Contents

The JMB for incidents and informational JMBs contains the following:

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

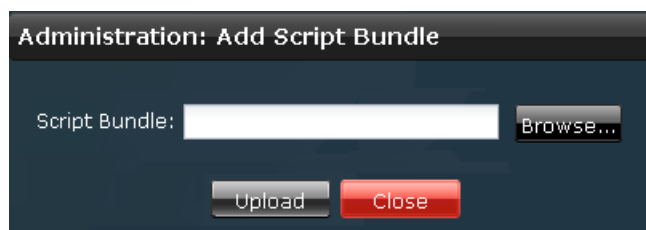
- Related Topics**
- Adding a Script Bundle to Service Now on page 40
 - Deleting a Script Bundle from Service Now on page 41

Adding a Script Bundle to Service Now

The Script Bundles page provides a central point for managing script bundles (also known as AI-Script install packages) that have been downloaded from the Juniper Networks software download site. The script bundles must be located locally to the system running the Service Now application. You need Service Now Admin privileges to add a script bundle.

To add a script bundle:

1. From the Service Now task ribbon, select **Administration > Script Bundles > Add AI-Script Bundle**. The Add Script Bundles page is displayed.



2. Click **Browse**. The File Upload window is displayed.
3. Locate the script bundle and click **Upload**. The selected script bundle is uploaded into Service Now and is displayed on the Script Bundles page.

- Related Topics**
- AI-Scripts Overview on page 39
 - Deleting a Script Bundle from Service Now on page 41

Deleting a Script Bundle from Service Now

With Service Now Admin privileges, you can delete script bundles.

To delete a script bundle:

1. From the Service Now task ribbon, select **Administration > Script Bundles**. The Script Bundles page lists the available script bundles.
2. Select the script bundle that you want to delete.
3. Click **Delete Script Bundles** from the Actions panel. The Delete AI-Scripts dialog box asks you for a confirmation of the delete operation.
4. Click **Delete**. Service Now deletes the script bundle from the database and returns to the Script Bundles page.

- Related Topics**
- AI-Scripts Overview on page 39
 - Adding a Script Bundle to Service Now on page 40

Chapter 8

Organizations

- Organizations Overview on page 43
- Adding an Organization on page 44
- Modifying Organization Parameters on page 45
- Deleting an Organization on page 46
- Test the Connection to JSS on page 46
- Running an Organization in Test Mode on page 47

Organizations Overview

An organization in Service Now represents a unique Clarify site ID in Juniper Support Systems (JSS). Clarify Site IDs are used by JSS to identify customers when providing technical support. Multiple organizations can be defined in Service Now, which allows you to manage multiple sites (each with its own Clarify site ID) with one Service Now installation. This is done by dividing the network into multiple logical customer sites. To communicate with JSS, a Service Now organization requires a site ID, login name, and password. The login name must be a contact associated with the site ID.

Device groups are used to group devices within an organization. By associating an organization with one or more device groups, you can maintain groups of devices with similar attributes or uses. Using device groups, you can control which service now users have access to which devices. See “Device Groups Overview” on page 33.

For more information about creating device groups, see “Creating a Device Group” on page 33.

While you configure organizations or run Service Now in a preproduction environment, you can enable test mode to avoid the processing of production incident cases. In this mode, the synopsis of the incident is appended with [Test Mode] and JTAC will recognize the case as a test case and not process it.

From the Organizations page, you can:

- Add an organization
- Modify organization parameters
- Run an organization in test mode
- Test connectivity to JSS
- Delete an organization

- Related Topics**
- Adding an Organization on page 44
 - Modifying Organization Parameters on page 45
 - Running an Organization in Test Mode on page 47

Adding an Organization

An organization in Service Now represents a unique Clarify site ID in Juniper Support Systems (JSS). Clarify Site IDs identify customers when JSS provides technical support. Multiple organizations can be defined in Service Now, which allows you to manage multiple sites (each with its own Clarify site ID) with one Service Now installation. This is done by dividing the network into multiple logical customer sites. To communicate with JSS, a Service Now organization requires a site ID, login name, and password.

To add a Service Now organization:

1. From the Service Now task ribbon, select **Administration > Organizations > Add Organization**. The Add Organization dialog box is displayed.

2. Enter the organization parameters in the provided fields. For a detailed description of these fields, see Table 4 on page 44.
3. Click **Submit**. This action verifies and saves the organization parameters and returns to the Organization page.

Table 4 on page 44 defines the Add Organization dialog box fields.

Table 4: Organization Credentials Page Field Descriptions

Name	Description	Privileges	Range/Length	Default
Name	Name of the organization	Service Now Admin Privileges	64 characters	Blank

Table 4: Organization Credentials Page Field Descriptions (continued)

Name	Description	Privileges	Range/Length	Default
Site ID	An identifier for the Customer Site in the JTAC Clarify system.	Service Now Admin Privileges	80 characters	Blank
Test Mode	Enables or disables test mode for the organization. Test mode prevents processing of production incidents sent to JSS. The Synopsis of any incident sent to JSS is appended with [Test Mode].	Service Now Admin Privileges	<input type="checkbox"/> Enabled <input type="checkbox"/> Disabled	Disabled
User Name	The name used to identify the user for communications with the JTAC Clarify system, such as creating cases, and checking for updates to existing cases.	Service Now Admin Privileges	32 characters	Blank
User Password	The password used to login, for the account with the above user name.	Service Now Admin Privileges	32 characters	Blank
Confirm User Password	The password for confirmation must match the value in User Password field.	Service Now Admin Privileges	32 characters	Blank

- Related Topics**
- Organizations Overview on page 43
 - Running an Organization in Test Mode on page 47

Modifying Organization Parameters

The parameters for the organization that you create can be modified. To do this, you need Service Now Admin privileges.

To modify the parameters of an organization:

1. From the Service Now task ribbon, select **Administration > Organizations**. The Organizations page is displayed.
2. Select the organization whose parameters you wish to modify.
3. Click **Modify Organization** from the Actions panel. The Organizations dialog box displays the name, site ID, test mode, user name, and password of the selected organization.
4. Make your changes to these parameters.
5. Click **Submit**. The changes are saved in the Service Now database. To view these changes, view the details of the organization in the Organizations page.

- Related Topics**
- Organizations Overview on page 43
 - Running an Organization in Test Mode on page 47

Deleting an Organization

The Service Now Organizations page allows you to delete organizations. To do this, you need Service Now Admin privileges.

To delete an organization:

1. From the Service Now task ribbon, select **Administration > Organizations**. The Organizations page is displayed.
2. Select the organization that you want to delete.
To delete more than one organization, use the **Multiple** tab.
3. Click **Delete Organization** from the Actions panel. The Delete Organizations dialog box asks you for a confirmation.
4. Click **Delete**. This organization is deleted from the Service Now database and no longer appears in the Organizations page.



NOTE: Deleting an organization also removes associated device groups.

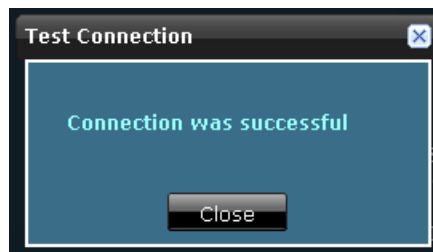
- Related Topics**
- Organizations Overview on page 43
 - Running an Organization in Test Mode on page 47

Test the Connection to JSS

From the Organizations page, you can test an organization's connectivity with Juniper Support Systems (JSS). This test can be performed with every organization in the table.

To test an organization's connectivity with JSS:

1. From the Service Now task ribbon, select **Administration > Organizations**. The Organizations page is displayed.
2. Select the organization whose connection to JSS you want to test.
3. Click **Test Connection** from the Actions panel. The Test Connection dialog box displays the result of the test connection to JSS, as a success or a failure. In case of a failure, a description is displayed, stating the reason for the failure in connection.



4. Click **Close** to return to the Organizations page.

- Related Topics**
- Organizations Overview on page 43
 - Running an Organization in Test Mode on page 47

Running an Organization in Test Mode

When you configure an organization, you can enable test mode to avoid the processing of production incident cases. In this mode, the synopsis of the incident that is being submitted to JTAC is appended with [Test Mode].

To place an organization in test mode:

1. From the Service Now task ribbon, select **Administration > Organizations**. The Organizations page is displayed. If the table is empty, you need to add organizations.
2. Select the organizations that you want to place in test mode.
3. Select **Modify Organization** from the Actions list. The Organization dialog box displays the parameters of the selected organization.
4. Set the **Test Mode** value to **Enable**, using the drop-down menu.
5. Click **Submit**. This action places the selected organization in the test mode.

- Related Topics**
- Organizations Overview on page 43
 - Modifying Organization Parameters on page 45

Chapter 9

Global Settings

- Configuring Global Settings on page 49
- Adding an SNMP Server on page 51
- Editing and Deleting an SNMP Server on page 53
- Configuring Proxy Server Settings on page 53

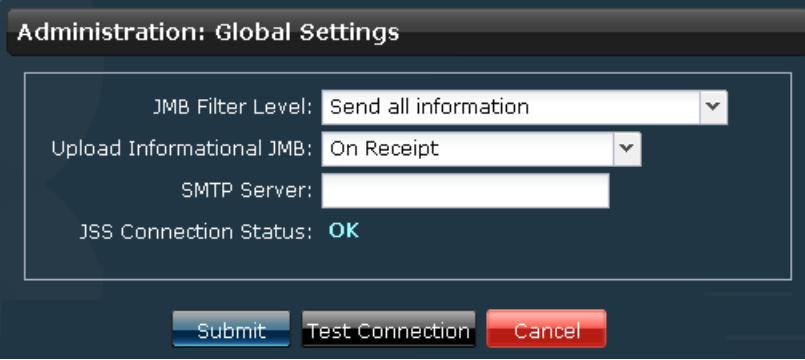
Configuring Global Settings

Service Now global settings allow you to do the following:

- Set the amount of information about your device configuration included in a JMB. The default is set to **send all information** to ensure that JTAC has access to the information needed to productively work on your technical support case.
- Set the interval to scan device archive locations for informational JMBs.
- Set the SMTP server (IP address/ hostname).
- Verify Service Now to JSS connection status.

To configure Service Now Global settings:

1. From the Service Now task ribbon, select **Administration > Global Settings**. The Global Setting page is displayed.



2. Add your Service Now settings. For a description of the Global Setting page fields see Table 6 on page 50.

3. Click **Test Connection**. The connection to JSS is tested and the result is displayed as **JSS Connection Status**.
4. Click **Submit**. This action saves the Service Now settings that you specified and updates the Service Now service with these new settings.

Table 5 on page 50 describes the Global Setting page command buttons.

Table 5: Global Settings Command Button

Button Name	Description	Privileges	Enabled/Disabled	Results
Submit	Saves any modified Service Now global settings and updates the Service Now service with these new settings.	Service Now Admin Settings	Enabled if you have admin privileges	Saves settings that were modified.
Cancel	Stops the submission of new settings.	Service Now Admin Settings	N/A	Navigates back to the Global Settings page without saving the entries.
Test Connection	Tests the organization connectivity with JSS.	Service Now Admin Settings	Enabled if you have admin privileges	Displays the JSS Connection Status as OK or Failed.

Table 6 on page 50 describes the Global Setting page fields.

Table 6: Global Settings Parameters

Name	Description	Privileges	Range/Length	Default
JMB Filter Level	<p>Specifies the amount of device configuration information in JMBs to be shared with JSS:</p> <ul style="list-style-type: none"> ■ Do not send—Sends no configuration information. ■ Send all information except configuration—Sends all device information except the configuration. ■ Send only list of features used—Sends only the device configuration information. ■ Send all information with IP Addresses overwritten—Sends all device information, except IP addresses ■ Send all information—Sends all device information. 	Service Now Admin privileges	N/A	Do not send

Table 6: Global Settings Parameters *(continued)*

Name	Description	Privileges	Range/Length	Default
Upload Information JMB	Specifies the interval at that any newly detected Information JMBs should be sent to JSS: <ul style="list-style-type: none"> ■ On Receipt ■ Daily ■ Weekly 	Service Now Admin privileges	N/A	On Receipt
SMTP Server	<ul style="list-style-type: none"> ■ IP Address: IP address of network management station where Service Now trap destination will be sent. ■ Host Name: Identifier used for network communication between Service Now and JUNOS device. For example, it can be a hostname (host-name.juniper.net) or an IP address. 	Service Now Admin privileges	255 characters	Blank
JSS Connection Status	Displays the status of connection from Service Now to JSS.	N/A	<ul style="list-style-type: none"> ■ Success — URL is responsive ■ No route to host ■ Connection refused ■ The Home Base server is temporarily unable to service your request 	Blank

- Related Topics**
- Organizations Overview on page 43
 - Configuring Proxy Server Settings on page 53

Adding an SNMP Server

You can specify a destination for SNMP traps to be sent when a Service Now notification policy is triggered. SNMP traps are sent to these destinations only when the notification policy specifies this action. In **Service Now > Administration > Global Settings > SNMP Configuration**, the specified trap destinations are displayed.

To add and manage SNMP servers, you must have Service Now administration privileges.

To add an SNMP server:

1. From the Service Now task ribbon, select **Administration > Global Settings > SNMP Configuration**. The SNMP Servers page is displayed.
2. Click **Add**. The Add SNMP Server dialog box is displayed.

3. Enter a name for the SNMP server, using alphanumeric values.
4. Enter the SNMP server that is the IP address or hostname of network management station where Service Now SNMP traps are sent. Do not use special characters.
5. Enter the UDP port. The User Data Protocol (UDP) port is a mechanism that allows a computer to simultaneously support multiple communication sessions with other computers and programs on the network. A port directs the request to a particular service that can be found at that IP address. The default UDP Port number is 162.
6. Enter a community string using only alphanumeric characters. A community string is a password that allows access to a network device. It defines the community of people that can access the SNMP information on the device.
7. Select the protocol version from the drop-down list box that specifies the SNMP versions.
8. Click **Add**. The specified SNMP server is added to the Service Now database.

Loading MIBs

When using a MIB browser or other SNMP trap receiver, such as HP OpenView to monitor the devices with SNMP, the following MIB files must be loaded. The file **jnx-smi.mib** must be loaded first:

1. jnx-smi.mib
2. jnx-ai-manager.mib

- Related Topics**
- Configuring Global Settings on page 49
 - Configuring Proxy Server Settings on page 53

Editing and Deleting an SNMP Server

SNMP servers are the destination for SNMP traps to be sent when a Service Now notification policy is triggered. You can modify the parameters of these SNMP servers and also delete them.

To edit an SNMP server:

1. From the Service Now task ribbon, select **Administration > Global Settings > SNMP Configuration**. The SNMP Servers page is displayed.
2. Select the SNMP server whose parameters you want to modify.
3. Click **Edit**. The Edit SNMP dialog box is displayed.
4. Make the desired changes to the parameters.
5. Click **Save**. The changes are saved in the Service Now database. To verify, you can view the changes on the SNMP Servers page.

To delete an SNMP server:

1. From the Service Now task ribbon, select **Administration > Global Settings > SNMP Configuration**. The SNMP Servers page is displayed.
2. Select the SNMP server that you want to delete.
3. Click **Delete**. The selected SNMP server is deleted from the Service Now database and will no longer appear on the SNMP Servers page.

- Related Topics**
- Configuring Global Settings on page 49
 - Configuring Proxy Server Settings on page 53

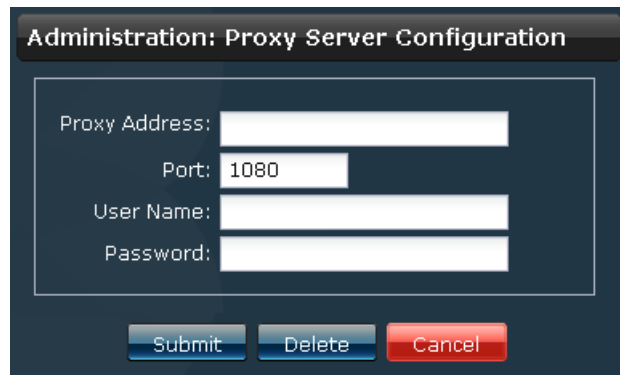
Configuring Proxy Server Settings

You can configure Service Now to work with a proxy server. When you connect to a proxy server, all communication to and from JSS happens through the proxy server. Both SOCKS and HTTP proxies are supported in Service Now.

The proxy server evaluates the request according to the filters specified. For example, it may filter traffic by IP address or protocol. When the request is validated, the proxy provides the resource by connecting to the relevant server and requesting the service on behalf of the client.

To configure the proxy server settings:

1. From the Service Now task ribbon, select **Administration > Global Settings > Proxy Server Configuration**. The Administration: Proxy Server Configuration dialog box is displayed.

The image shows a dialog box titled "Administration: Proxy Server Configuration". It has a dark blue header bar with the title in white. The main area is white and contains four input fields: "Proxy Address:" with a long text box, "Port:" with a text box containing "1080", "User Name:" with a long text box, and "Password:" with a long text box. At the bottom, there are three buttons: "Submit" (blue), "Delete" (blue), and "Cancel" (red).

2. Enter the proxy address as a valid IP address or a valid hostname.
3. Specify the port on which the proxy server communicates with JSS. The default port number is 1080.
4. Enter the login user name for authentication.
5. Enter the password that will be used to login, for the account with the above user name.
6. Click **Submit**. The proxy server settings are saved in the Service Now database.

- Related Topics**
- Configuring Global Settings on page 49
 - Adding an SNMP Server on page 51

Chapter 10

Service Now Contract and User Roles

- Service Contract on page 55
- Service Now User Roles on page 56

Service Contract

The Service Contract task in Service Now displays the details of your Technical Support Contract purchased from Juniper Networks or from a Juniper Networks partner. When you log in to Service Now, the dashboard shows the status and provides updates about your contract. Service Now will operate in demo mode for 60 days. The demo mode allows Service Now to support one Service Now organization and five devices. You cannot open technical support cases with Service Now when it is in demo mode. In the demo mode, the Service Now dashboard will display the following message:

Service Now is in the Demo Mode.

If you have a valid contract, the following message is displayed:

Service contract expires by yyyy-mm-dd hh:mm:ss.

If you have a Technical Support contract with the right level of service, you can add multiple devices and organizations, and upload incidents and iJMBs to JSS for support. To use Service Now you require J-Care Efficiency or Continuity or Agility levels of service.



NOTE: If at any point in time, the configured Site ID is invalid, you will be able to continue to use Service Now normally, but the processing of JMBs by JSS will fail.

When your support contract expires, Service Now will function for a 60– day grace period. The features supported in the licensed mode is supported in the grace period as well, but while processing incidents and iJMBs, you will receive a warning message. The dashboard will also display the following message:

Service Contract has expired: Remaining grace period is XX days. After the grace period expires, information messages will not be processed in JSS. However, incidents will still be processed and you will receive a warning message.

To view the service contract details, and to check the status of your contract:

1. From the Service Now task ribbon, select **Administration > Service Contract**. The Service Contract page displays the details of the contract. See Table 7 on page 56 for a description of the Service Contract page fields.



Administration: Service Contract

Organization: TEST

Service Level: CONTINUITY_SERVICES

Service Type: PARTNER_SERVICES

Start Date: Jan 1, 2009 1:30:00 PM IST

End Date: Oct 9, 2009 12:30:00 PM IST

Last Verified: May 19, 2010 12:06:26 PM IST

[Refresh Contract](#) [Close](#)

2. Click **Close** to return to the Global Setting page.

Table 7: Service Contract Page Field Description

Field Name	Description
Organization Name	Name of customer or partner holding the appropriate Juniper Technical Support Contract.
Service level	Identifies the level of service that is offered —Efficiency Services, Continuity Services, Agility Services, Agility LTD Services.
Service type	Indicates whether the support services is purchased directly from Juniper Networks or through a Juniper Networks partner.
Start date	Starting date and time of the contract period.
End date	Ending date and time of the contract period.
Last Verified	The most recent date at which the contract was verified.

Related Topics ■ Administration Overview on page 25

Service Now User Roles

The Junos Space User Administrator creates users and assigns roles (permissions) that allow users to access and perform different tasks. You cannot view the tasks that you do not have access to.

You can create users and manage them on the Manage Users page, if you have User Administrator permissions. To create and manage these users, select **Application Switcher > Network Application Platform > Users > Manage Users**. The Manage Users page lists the existing users. Use this page to create and assign roles to Service Now users.

You can also navigate to the Manage Users page by selecting **Application Switcher > Jump to Users**.

Table 8 on page 57 describes the tasks that different users have access to, based on the roles assigned to them.

Table 8: User Roles and Permissions

Role	Permitted to Execute Tasks under the Following Sections	
Service Now Admin	Administration	<p>Service Now Devices, New Device Platform.</p> <p>Script Bundle, Add AI-Script bundle.</p> <p>Organization, Add Organization.</p> <p>Global Settings, SNMP Configuration, Proxy Server Configuration.</p> <p>Device Group, Create Device Group.</p> <p>Archive Locations.</p> <p>Service Contract.</p>
	Service Central	<p>Incidents, View Tech Support Cases.</p> <p>Information, Messages, Device Snapshot.</p> <p>Notifications, Create Notification.</p>
Service Now Unrestricted User	Administration	Service Now Devices
	Service Central	<p>Incidents, View Tech Support Cases.</p> <p>Information, Messages, Device Snapshot.</p> <p>Notifications, Create Notification.</p> <p>Permissions exclude the ability to delete managed objects.</p>
Service Now Read Only User	Administration	Service Now Devices
	Service Central	<p>Incidents, View Tech Support Cases.</p> <p>Information, Messages, Device Snapshot.</p> <p>Notifications</p> <p>Permissions exclude the ability to delete managed objects.</p>

Incidents can be flagged or assigned only to a Service Now Admin or Service Now Unrestricted User. An information message or iJMB can be flagged or assigned to any user. Every user has the ability to clear a flag of an incident or information message that was flagged to them.

Related Topics ■ Administration Overview on page 25

