

Release Notes: Junos[®] Space Service Automation 13.3

Release 13.3
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Junos Space Service Automation Release Notes

The Junos Space Service Now and Service Insight applications streamline fault management for devices running Junos OS by automating the detection, isolation, and resolution of network faults and incidents.

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New Features in Junos Space Service Automation Release 13.3R4

There are no new features in Junos Space Service Automation Release 13.3R4.

New Features in Junos Space Service Automation Release 13.3R2

There are no new features in Junos Space Service Automation Release 13.3R2.

New Features in Junos Space Service Automation Release 13.3R1.9

The Junos Space Service Now Release 13.3R1.9 and Junos Space Service Insight Release 13.3R1.9 applications present the following new features:

- **Red Hat® JBoss® Support**—Service Now Release 13.3R1.9 and Service Insight Release 13.3R1.9 applications support Red Hat® JBoss® Release 7.1.0.

To obtain Service Now logs in debug mode:

1. Navigate to `/usr/local/jboss/bin`.
2. Run the following commands:

```
./jboss-cli.sh -connect -controller=Virtual IP Address
```

```
/profile=full-ha/subsystem=logging/size-rotating-file-handler=SERVICENOW_LOG:change-log-level (level=DEBUG)
```

where, *Virtual IP Address* is the virtual IP address of Junos Space.

The log files are stored in `/var/log/jboss/servers/server1/` of the Junos Space installation.

To obtain Service Insight logs in debug mode:

1. Navigate to `/usr/local/jboss/bin`.
2. Run the following commands:

```
./jboss-cli.sh -connect -controller=Virtual IP Address
```

```
/profile=full-ha/subsystem=logging/size-rotating-file-handler=SERVICEINSIGHT_LOG:change-log-level (level=DEBUG)
```

where, *Virtual IP Address* is the virtual IP address of Junos Space.

The log files are stored in `/var/log/jboss/servers/server1/` of the Junos Space installation.

- **Improvements to JMB Creation and Transfer**—When used with AI-Scripts Release 4.0R1 or later, Service Now Release 13.3R1.9 creates JMBs more reliably, with a larger amount of relevant device data. Service Now Release 13.3R1.9 creates and manages JMB attachments as separate files, instead of directly embedding the attachments in the JMB XML file. As a result, error JMBs due to device and XML limitations are almost completely eliminated.

Also, beginning with Service Now Release 13.3R1.9, very large JMBs and attachments can be transferred successfully from devices running Junos OS to Service Now, almost completely eliminating the likelihood of error JMBs due to failed transfers.

- **Support for On-Demand Incidents for Additional Devices**—Starting with Service Now Release 13.3R1.9, both on-box and off-box on-demand incidents are supported on the following devices:

- EX4300
 - EX9200
 - MX104
 - PTX3000
 - SRX5400
 - EX9200 Virtual Chassis
 - MX Series Virtual Chassis
 - QFX Series Virtual Chassis
- **Support for Domains**—The concept of domains is introduced in Service Now Release 13.3R1.9 and Service Insight Release 13.3R1.9 (consistent with domains in Junos Space Network Management Platform) to provide granular access to Service Now and Service Insight objects.
 - **Support for JMBs Generated by AI-Scripts Release 4.0R1**—Service Now Release 13.3R1.9 downloads attachments and log files generated by AI-Scripts Release 4.0R1 separately from the rest of the JMB. Service Now supports JMBs generated by AI-Scripts Release 4.0R1, and AI-Scripts Release 3.7 and earlier. The changes to the JMBs generated by AI-Scripts Release 4.0R1 are as follows:
 - Attachment and system log file handling: Log file handling is improved in Service Now Release 13.3R1.9 when used with AI-Scripts Release 4.0R1.
 - Log files are collected from the backup Routing Engine (in systems so equipped) when the log data is pertinent. The backup Routing Engine logs are transferred and managed as a single compressed archive, that is, a **.tgz** archive.



NOTE: If there is insufficient disk space on the primary Routing Engine to store the compressed archive of the backup Routing Engine, the log data of the backup Routing Engine is not captured. This condition is noted in the Status Messages file associated with the JMB.

- Log files from the primary Routing Engine are transferred and managed as a single uncompressed archive, that is, a **.tar** archive. This minimizes the time to transfer the log files and create an incident.



NOTE: If there is insufficient disk space on the primary Routing Engine to store the uncompressed archive of the primary Routing Engine, the log files are individually transferred. For systems with shmlog data, the shmlog data is not transferred in this situation. This condition is noted in the Status messages file associated with the JMB.

When an event occurs on the device, Service Now downloads the attachments and log files for the event after downloading the JMB from the device. Therefore, attachments and system log files in the JMB are submitted to Juniper Support System

(JSS) after the incident is submitted to JSS. The submission status of the attachments and system log files to JSS is displayed on the Incident Detail page. If Service Now is unable to submit the attachments and log files to JSS, it attempts to resubmit them after an hour.

- **Status message attachment file:** The JMB generated by AI-Scripts Release 4.0R1 contains a status message attachment file that lists the status of the processes executed for collecting each attachment file of the JMB and a message associated with the status. This attachment can be viewed on the View JMB page of Service Now.
- **JMB error handling:** Service Now handles errors in JMBs generated by AI-Scripts Release 4.0R1 as follows:
 - If the Manifest section of a JMB is valid but does not contain the hostname or serial number of the device that generated the JMB, Service Now populates the hostname or serial number in the JMB from the Junos Space Network Management Platform while parsing this section.
 - If a section of the trend data of a JMB is invalid, Service Now ignores the invalid section of the trend data.
 - If a part of the Attachment section of a JMB is invalid, Service Now reads the information until the invalid section and ignores the rest of the Attachment section.
- **RSI and Log Files Collection**—Service Now Release 13.3R1.9 provides the following options on the Service Now GUI associated with collecting Request Support Information (RSI) and logs for an event:
 - The Collect Log Files check box is provided on the Global Settings page of the Administration workspace of Service Now to enable or disable collecting system log files from Service Now devices. The setting for collecting system log files on individual Service Now devices overrides the global setting for collecting system log files.

By default, the system log files are collected for each event that occurs on a device.

- The Configure File Collection option is provided on the Actions menu of each Service Now device to configure the interval for collecting RSI and to enable or disable collecting system log files from the device.

By default, Service Now is configured to collect RSI with a minimum time interval of five minutes. With an interval of five minutes specified, RSI is not collected if it has already been collected within the previous five minutes.



NOTE: RSI is not collected for an event if the event occurs while an RSI is in the process of being collected, even if the RSI collection has taken longer than the minimum time interval specified.



NOTE: By default, Service Now does not collect RSI for any event detected for the following devices running Junos OS:

- SRX Series
- ACX1000
- ACX1100
- EX2200
- EX3200
- Ex3300

However, Service Now can be configured to collect RSI from the preceding devices. Also, on-demand incidents for these devices collect RSI information. This default behavior is subject to change with subsequent releases of AI-Scripts.

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- **JMB View**—The following changes are made to the JMB view of JMBs generated by AI-Scripts Release 4.0R1 and JMBs generated using the off-box mechanism:
 - The View JMB page has two panes. The left pane lists the sections of the JMB—Manifest, Trend, Attachment, and Logs. The right pane displays the contents of the JMB section selected on the left pane.
 - The Attachment section has links that you can click to view or download attachments from the JMB. If the size of the attachment is greater than 50 MB, the **View** link is disabled. You can only download the attachment.
 - The Log section has links that you can click to view or download log files. However, if the log files are not yet downloaded to Service Now, the **View** and **Download** links are disabled.

The JMB for an event is exported as a **.zip** file. The **.zip** file contains the JMB file in HTML format along with all the attachments. Log files are not included in the **.zip** file.

- **JBoss EAP Domain**—You can deploy Junos Space applications in separate server groups of the JBoss application server. However, Service Now and Service Insight should be run in the same server group of a JBoss EAP domain as the Junos Space Network Management Platform. Operating Service Now, Service Insight, and Junos Space Network Management Platform in different server groups is not supported.
- **Core File Upload**—Service Now Release 13.3R1 supports core file upload for devices on which AI-Scripts Release 3.7R1.3 or later are installed.

Operational Recommendation

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

- AI-Scripts must be installed on devices running Junos OS to generate event-based incidents in Service Now. AI-Scripts are designed to minimize the processing time and memory required to generate Service Now incidents. Therefore, AI-Scripts can be effectively used with a large number of devices running Junos OS. Nonetheless, AI-Scripts consume system resources when installed and activated on devices running Junos OS. Therefore, we recommend that you test and qualify Service Automation before you deploy it in a production environment. Refer to the AI-Scripts Release Notes for a list of supported platforms.
- The processing time of Service Now increases as the number of JMBs increases. To reduce the processing time, upgrade your RAM size to 3 GB when you restart JBoss.
- When you upgrade Service Now operating in end customer or partner proxy mode, ensure that the Service Now partner proxy is of the same version as its end-customer Service Now application or up to two versions newer than the version of the end-customer Service Now application.
- Read the KB article, <http://kb.juniper.net/KB19155>, before installing AI-Scripts on devices running Junos OS to know about issues that can occur when AI-Scripts are installed on them.

Known Issues

The following are the known issues in Junos Space Service Now Release 13.3R4 and Junos Space Service Insight Release 13.3R4:

- Service Now does not provide REST APIs for collecting RSI and system log files.
- Service Now does not support collecting on-demand iJMB and eJMB (both on-box and off-box) from QFabric devices. [PR 1014935]
- Service Now does not support configuring interval for RSI collection on QFabric devices. [PR 1014932]
- Service Now does not discover devices with the same hostname in QFabric. [PR 985029]
- The device inventory information, when exported in Excel format, does not show up clearly in Excel 2013. [PR 975701]
Workaround: Use Excel 2007 or earlier to view the exported device inventory information.
- Service Now does not collect log files from QFabric. [PR 968658]
- Service Now does not support the core file upload feature for QFabric. [PR 887123]
- Service Now does not support the Request RMA feature for QFabric and EX-XRE Series devices. [PR 883404]
- Service Now does not support the creation of on-demand JMBs (using JDC) for EX-XRE Series devices. Also, the **Use Service Now to Generate Incident** option is disabled for EX-XRE Series devices on the On-demand incident creation page. [PR 854312]
- If the device configuration contains the **load-scripts-from-flash** command, then events are not enabled on the device after AI-Scripts installation from Service Now. [PR 786972]

Workaround: Manually copy the **jais-SN-activate-scripts.slax** file from the **/var/db/scripts/commit** directory to the **/config/scripts/commit** directory.

- AI-Scripts are not installed on EX8200 devices when GRES is enabled. [PR 543035]

Workaround: GRES needs to be disabled if AI-Scripts are intended to be installed through Service Now.

- The status of a technical support case is not updated when the case is associated with a site ID that is not present in Service Now. [PR 575240]
- The connection between the Service Now partner proxy and its end customers fails when a user changes the IP address of a Service Now partner proxy. [PR 564827]

Workaround: Manually update the IP address of the Service Now partner proxy in your Service Now application.

- Service Now cannot uninstall AI-Scripts from the backup Routing Engine of a device with dual Routing Engines. [PR 555657]

Resolved Issues in Junos Space Service Automation Release 13.3R4

The following issues are resolved in Junos Space Service Now Release 13.3R4 and Junos Space Service Insight Release 13.3R4:

- During migration from Service Now Release 13.1 to Service Now Release 13.3 or Service Now 14.1 and migration from Service Insight Release 13.1 to Service Insight Release 13.3 or Service Insight Release 14.1, the Unique key JMB_ID for table AIM_JMB_INFO exception is seen. This exception occurs when Service Now persists JMB in the Service Now database and at the same time the JMB data miglet runs to transfer data from AIM_JMB_ENTITY table to AIM_JMB_INFO table. [PR 1015028]
- If a proxy server is configured on Service Now Release 13.1 operating in end customer mode, upgrade of Junos Space Network Management Platform, Service Now, and Service Insight from Release 13.1 to 13.3 fails. [PR 1012983]

Resolved Issues in Junos Space Service Automation Release 13.3R2

The following issues are resolved in Junos Space Service Now Release 13.3R2 and Junos Space Service Insight Release 13.3R2:

- Selecting the **Select All Events Across Pages** check box on the Auto Submit Policy page does not select all events listed across multiple pages. [PR 890716]
- A user should be prompted to enter the ship-to-address when the user requests an on-demand Request Materials Authorization (RMA) or Express RMA if no ship-to-address is configured. [PR 893469]
- While trying to submit an incident to JSS with a non-default site ID or username, when you click the **Get Sites** button after entering the user credentials, the Service Now GUI hangs. [PR 952064]
- The Core File details tab on the Incident Details page should display the status of deleting core files from the device after the core files are uploaded to Service Now. [PR 966616]

- Service Now does not read log files of JMBs if the size of the log files exceeds 400 MB after the files are compressed into a **.zip** file. [PR 969566]
- Service Now does not notify a user if different versions of AI-Scripts are installed on the primary and backup Routing Engines. [PR 971115]
- Service Now fails to install the AI-Scripts bundle on the EX4200 Virtual Chassis system. [PR 971881]
- Junos Space Network Management Platform becomes unresponsive and requires multiple JBoss restarts. [PR 972338]
- Service Now does not notify a user about exceptions received from JSS when submitting an incident. [PR 973057]
- Service Now should retry sending OSSJ notifications to endpoints of customer systems when the endpoints become reachable after a period of unreachability. [PR 973872]
- When generating JMBs using the off-box method, Service Now creates error JMBs on MX480 Virtual Chassis and SRX240. [PR 974090]
- A Service Now end customer should upload files to a Service Now partner using HTTPS instead of Simple Object Access Protocol (SOAP). [PR 976501]
- Sorting the **Alerts** column (usually the first column) on the Exposure Analyzer page in Service Insight causes the Exposure Analyzer page to go blank. [PR 976568]
- Service Now does not notify the user when JMB files are not deleted from the device after the files are copied to Service Now. [PR 979248]
- The serial number in the device information, when exported in CSV format, has a leading space. [PR 987832]
- On an EX Series Virtual Chassis, when the Routing Engine mastership changes, the device hostname should also change appropriately to indicate the new primary Routing Engine. [PR 989253]
- Service Now REST APIs should be enhanced to include additional attributes related to devices and incidents. [PR 990512]
- Service Now should handle null and empty values for a customer tracking number and priority field gracefully during case updates. [PR 994868]

Resolved Issues in Junos Space Service Automation Release 13.3R1.9

The following issues are resolved in Junos Space Service Now Release 13.3R1.9 and Junos Space Service Insight Release 13.3R1.9:

- Junos Space Network Management Platform becomes unresponsive and requires multiple JBoss restarts. [PR 972338]



NOTE: To avoid this issue, you must upgrade to Junos Space Network Management Platform Release 13.3R1.9.

If you are already running an earlier version of Junos Space Network Management Platform Release 13.3R1, contact JTAC for assistance with transitioning to Junos Space Network Management Platform 13.3R1.9. If you are running Junos Space Network Management Platform Release 13.1P5 or earlier, you can upgrade to Junos Space Network Management Platform 13.3R1.9.

If you are not ready to upgrade to Junos Space Network Management Platform Release 13.3R1.9, then consider upgrading to Junos Space Network Management Platform Release 13.1P6.3 when it becomes available by late May 2014. Junos Space Network Management Platform Release 13.1P6.3 and Junos Space Network Management Platform Release 13.3R1.9 are the only two releases that are not impacted by the issue described in this PR.

- Modify the statuses of a case in the Juniper Customer Relationship Management (CRM) system to conform with the JSR 91 standard. Refer to [Juniper CRM—to-JSR 91 Status Mapping on page 11](#) for information about mapping the Juniper CRM status to the JSR 91 status. [PR 909637]
- Delete cases that are created and closed using the JSR 91 Trouble Ticket APIs from the Service Now-OSSJ database after a configured time. [PR 911988]
- The JSR 91 Trouble Ticket APIs should create a case using the organization associated with a device or username instead of using the default organization. [PR 911995]
- Service Now does not support the installation of AI-Scripts for devices with dual Routing Engines in the Virtual Chassis. [PR 614683]
- Service Now does not support the core file upload feature for member nodes of the Virtual Chassis and TX Matrix routers.
- RBAC is not supported for TORs of DCF devices. [PR 824621]

Junos Space Network Management Platform Compatibility

The functioning of Junos Space Service Now and Junos Space Service Insight applications depends on the release of Junos Space Network Management Platform. Before upgrading to any release of Junos Space Network Management Platform, you check the compatibility of Service Now and Service Insight with the various releases of Junos Space Network Management Platform at [Junos Space Application Compatibility Matrix](#). The currently

installed Service Now and Service Insight applications are disabled and become nonfunctional if Junos Space Network Management Platform is upgraded to a release that is not compatible with the installed releases of Service Now and Service Insight.

Juniper CRM-to-JSR 91 Status Mapping

Table 1 on page 11 lists the mapping of the Juniper CRM status to the JSR 91 status and the JSR 91 state.

Table 1: Juniper CRM-to-JSR 91 Status Mapping

| Juniper CRM Status | JSR 91 Status | JSR 91 State |
|--------------------------------|---------------------------------|--------------|
| Initial Contact | STARTREPAIR | OPENACTIVE |
| Customer Notes Added | CUSTOMERNOTESADDED | OPENACTIVE |
| Customer Action Required | UNDEFINED | OPENACTIVE |
| Partner Action Required | UNDEFINED | OPENACTIVE |
| File Uploaded | STARTREPAIR | OPENACTIVE |
| JTAC Action Required | SCREENING | OPENACTIVE |
| Engineering Escalated | SCREENING | OPENACTIVE |
| JTAC Lab Testing | TESTING | OPENACTIVE |
| Customer Escalated | TROUBLEESCALATED | OPENACTIVE |
| Researching | SCREENING | OPENACTIVE |
| Planned Fix | PLANNEDFIX | OPENACTIVE |
| Request Case Close | CLEAREDAWAITINGCUSTVERIFICATION | CLOSED |
| Closed Per KB | CLOSEDOUT | CLOSED |
| Closed | CLOSEDOUT | CLOSED |
| Open-Dispatch | DISPATCHEDIN | DISABLED |
| Awaiting Customer Verification | TEMPORARYOK | CLEARED |
| Account Team Followup | SCREENING | OPENACTIVE |
| Defect Pending | PLANNEDFIX | OPENACTIVE |
| Enhancement Pending | SCREENING | OPENACTIVE |
| Initial Customer Contact | STARTREPAIR | OPENACTIVE |

Table 1: Juniper CRM-to-JSR 91 Status Mapping (*continued*)

| Juniper CRM Status | JSR 91 Status | JSR 91 State |
|--------------------------|------------------|--------------|
| RMA Open | SCREENING | OPENACTIVE |
| Mis-ship | SCREENING | OPENACTIVE |
| Monitoring | TEMPORARYOK | CLEARED |
| Non-FRU Parts Request | SCREENING | OPENACTIVE |
| Offshift Monitor | TEMPORARYOK | CLEARED |
| QA Validating Fix | TESTING | OPENACTIVE |
| Release Pending | PLANNEDFIX | OPENACTIVE |
| CS-Escalate | TROUBLEESCALATED | OPENACTIVE |
| Customer Care Escalation | TROUBLEESCALATED | OPENACTIVE |
| Internal Escalation | TROUBLEESCALATED | OPENACTIVE |

Related Documentation • [Junos Space Frequently Asked Questions](#)

Documentation Feedback

We encourage you to provide feedback, comments, and suggestions so that we can improve the documentation. You can provide feedback by using either of the following methods:

- Online feedback rating system—On any page at the Juniper Networks Technical Documentation site at <http://www.juniper.net/techpubs/index.html>, simply click the stars to rate the content, and use the pop-up form to provide us with information about your experience. Alternately, you can use the online feedback form at <https://www.juniper.net/cgi-bin/docbugreport/>.
- E-mail—Send your comments to techpubs-comments@juniper.net. Include the document or topic name, URL or page number, and software version (if applicable).

Requesting Technical Support

Technical product support is available through the Juniper Networks Technical Assistance Center (JTAC). If you are a customer with an active J-Care or Partner Support Service support contract, or are covered under warranty, and need post-sales technical support, you can access our tools and resources online or open a case with JTAC.

- JTAC policies—For a complete understanding of our JTAC procedures and policies, review the *JTAC User Guide* located at <http://www.juniper.net/us/en/local/pdf/resource-guides/7100059-en.pdf>.
- Product warranties—For product warranty information, visit <http://www.juniper.net/support/warranty/>.
- JTAC hours of operation—The JTAC centers have resources available 24 hours a day, 7 days a week, 365 days a year.

Self-Help Online Tools and Resources

For quick and easy problem resolution, Juniper Networks has designed an online self-service portal called the Customer Support Center (CSC) that provides you with the following features:

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

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

Opening a Case with JTAC

You can open a case with JTAC on the Web or by telephone.

- Use the Case Management tool in the CSC at <http://www.juniper.net/cm/>.
- Call 1-888-314-JTAC (1-888-314-5822 toll-free in the USA, Canada, and Mexico).

For international or direct-dial options in countries without toll-free numbers, see <http://www.juniper.net/support/requesting-support.html>.

Revision History

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