

Release Notes: Junos[®] Space Service Automation Release 14.1R1

Release 14.1R1
July 2016

Contents

Junos Space Service Automation Release Notes	2
New Features in Junos Space Service Automation Release 14.1R1	2
Installation and Upgrade of Service Now and Service Insight	2
Operational Recommendation	4
Known Issues	4
Resolved Issues in Junos Space Service Automation Release 14.1R1	5
Documentation Feedback	6
Requesting Technical Support	6
Self-Help Online Tools and Resources	6
Opening a Case with JTAC	7
Revision History	7

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.

- [New Features in Junos Space Service Automation Release 14.1R1](#)
- [Installation and Upgrade of Service Now and Service Insight](#)
- [Operational Recommendation](#)
- [Known Issues](#)
- [Resolved Issues in Junos Space Service Automation Release 14.1R1](#)

New Features in Junos Space Service Automation Release 14.1R1

The following features are new in Junos Space Service Now Release 14.1R1 and Junos Space Service Insight Release 14.1R1:

- **Service Now and Service Insight as Hot-Pluggable Applications**—From Junos Space Release 14.1R1, Service Now and Service Insight are available as hot-pluggable applications. This enables you to install, upgrade, and uninstall Service Now and Service Insight applications independently of the Junos Space Network Management Platform.

The Service Now and Service Insight applications are bundled together and available as a single image. Therefore, you must install, upgrade, or uninstall both applications at the same time. You can find the image (**Service-Now.14.1R1.4.img**) of the applications at <https://www.juniper.net/support/downloads/?p=serviceautomation#sw>.

- **Proxy Server Support**—From Junos Space Release 14.1R1, Service Now and Service Insight use the proxy server configured on the Junos Space Network Management Platform for all external communication purposes.
- **Domains**—Service Now and Service Insight support the following changes made to domains in Junos Space Network Management Platform Release 14.1R1:
 - Domains are arranged hierarchically in six levels.
 - Multiple objects from a domain can be selected and assigned to another domain.
- **New Device Support**—Service Now and Service Insight support the Next-Generation Switch Control Board and Next-Generation Routing Engine on the following SRX Series devices:
 - SRX5400
 - SRX5600
 - SRX5800

Installation and Upgrade of Service Now and Service Insight

Prerequisites for Installing Service Now Release 14.1R1 and Service Insight Release 14.1R1

Junos Space Network Management Platform Release 14.1R1 or higher must be installed on the Junos Space node.

You can download and install Service Now Release 14.1R1 and Service Insight Release 14.1R1. Alternatively, if you have an earlier release of Service Now and Service Insight already installed, upgrade them to Service Now Release 14.1R1 and Service Insight Release 14.1R1. For information about compatibility of Service Now and Service Insight with Junos Space Network Management Platform, see [Junos Space Application Compatibility](#). For instructions about installing, upgrading, or uninstalling Junos Space Service Now and Service Insight, see [Installing, Upgrading, and Uninstalling Junos Space Service Now and Junos Space Service Insight](#).

Upgrade Path to Service Now Release 14.1R1 and Service Insight Release 14.1R1

Up to Service Now Release 13.3R4 and Service Insight Release 13.3R4, Service Now and Service Insight applications are bundled with Junos Space Network Management Platform. Therefore, to upgrade up to Service Now Release 13.3R4 and Service insight Release 13.3R4, you must upgrade Junos Space Network Management Platform.

You can upgrade to Service Now Release 14.1R1 and later and Service Insight Release 14.1R1 and later independent of Junos Space Platform. To upgrade to Service Now Release 14.1R1 or later and Service insight Release 14.1R1 or later, you must first upgrade Junos Space Platform to release 14.1R1.



NOTE: Do not install Service Now Release 14.1R1 and Service Insight Release 14.1R1 on Junos Space Network Management Platform Release 14.1R2. However, if Service Now Release 14.1R1 and Service Insight Release 14.1R1 are already installed on Junos Space Platform Release 14.1R1, upgrading Junos Space Platform Release 14.1R1 to Junos Space Platform Release 14.1R2 does not affect the working of Service Now Release 14.1R1 and Service Insight Release 14.1R1.

To upgrade to Service Now Release 14.1R2 and Service Insight Release 14.1R2, use one of the following paths:



NOTE: The release numbers such as SN/SI 13.3R1 (Platform 14.1R1) in the below list indicate Service Now Release 13.3R1 and Service Insight Release 13.3R1 installed on Junos Space Platform Release 14.1R1.

Release numbers such as 12.3R1 or 13.3R1 in the below list indicate the release numbers of Service Now, Service Insight, and Junos Space Platform when bundled together.

- 13.1P1 > SN/SI 13.1P1 (Platform 14.1R1) > SN/SI 14.1R1 (Platform 14.1R1)
- 13.1P6 > SN/SI 13.1P6 (Platform 14.1R1) > SN/SI 14.1R1 (Platform 14.1R1)

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.
- 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 14.1R1 and Junos Space Service Insight Release 14.1R1:

- If user credentials are not configured for proxy server settings in Service Now, the proxy server settings are not automatically transferred to Junos Space Platform when Service Now Release 13.3 is upgraded to Service Now Release 14.1. [PR 1038375]

Workaround: Manually configure the proxy server settings in Junos Space Platform Release 14.1.

- 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]
- Devices installed with AI-Scripts and managed by Service Now should not be directly deleted from the Junos Space Platform. [PR 1006201]

Workaround: Delete the devices from Service Now and then delete the devices from the Junos Space Platform.

- 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 supports configuring RSI collection only on the primary EX-XRE Series device. [PR 968433]
- 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.

- 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.

- AI-Scripts do not install on a virtual chassis when GRES is enabled. [PR 543035]

Workaround: GRES should be disabled if you want to install AI-Scripts on a virtual chassis configuration.

- Service Now cannot uninstall AI-Scripts from the backup Routing Engine of a device with dual Routing Engines. [PR 555657]
- Service Now does not provide REST APIs for collecting RSI and system log files.

Resolved Issues in Junos Space Service Automation Release 14.1R1

The following issues are resolved in Junos Space Service Now Release 14.1R1 and Junos Space Service Insight Release 14.1R1:

- If you configure a proxy server on Service Now Release 13.1 that is operating in end customer mode, the upgrade of Junos Space Network Management Platform, Service Now, and Service Insight from Release 13.1 to Release 13.3 fails. [PR 1012983]



NOTE: Do not configure the proxy server in Service Now if you are using Service Now Release 13.3 in end customer mode. To configure the proxy server, upgrade to Junos Space Platform Release 14.1R1 and then configure the proxy server on the Junos Space Platform.

Before upgrading to Service Now Release 14.1R1, ensure that the Service Now partner is running Service Now Release 14.1R1.

- The color of the text for Connection Status of Service Now devices under Quickview should be changed to a higher-contrast color for better clarity. [PR 987830]

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 of the Juniper Networks TechLibrary 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 <http://www.juniper.net/techpubs/feedback/>.
- 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

August 22, 2014—Junos Space Service Automation Release 14.1R1

August 26, 2014—Updated Service Now and Service Insight as Hot-Pluggable Applications to indicate Service Now and Service Insight are bundled in the same image file.

January 20, 2015—Included support for Junos Space Platform Release 14.1R2

July 22, 2016—Rephrased PR 543035.

Juniper Networks, Junos, Steel-Belted Radius, NetScreen, and ScreenOS are registered trademarks of Juniper Networks, Inc. in the United States and other countries. The Juniper Networks Logo, the Junos logo, and JunosE are trademarks of Juniper Networks, Inc. All other trademarks, service marks, registered trademarks, or registered service marks are the property of their respective owners.

Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.