



Service Automation

User Guide

Release

13.1



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Service Automation User Guide

Release 13.1

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Revision History

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The information in this document is current as of the date on the title page.

YEAR 2000 NOTICE

Juniper Networks hardware and software products are Year 2000 compliant. Junos OS has no known time-related limitations through the year 2038. However, the NTP application is known to have some difficulty in the year 2036.

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Table of Contents

	About the Documentation	xv
	Junos Space Documentation and Release Notes	xv
	Documentation Conventions	xv
	Documentation Feedback	xvi
	Requesting Technical Support	xvi
	Self-Help Online Tools and Resources	xvi
	Opening a Case with JTAC	xvii
Chapter 1	Introduction to Service Automation	19
	Service Automation Overview	19
Part 1	AI-Scripts	
Chapter 2	AI-Scripts Overview	23
	AI-Scripts Overview	23
	What AI-Scripts Do	23
	Events Detected by AI-Scripts	24
	JMB Contents	24
	Installing AI-Scripts	24
	Downloading AI-Scripts Install Packages and Release Notes	25
	AI-Scripts Install Package Versioning	25
	AI-Scripts Install Locations on Devices	26
	Automatically Installing AI-Scripts Bundles	26
	Manually Installing AI-Scripts on Devices	27
Part 2	Junos Space Service Now	
Chapter 3	Service Now Overview	31
	Service Now Overview	32
	Service Now Overview	32
	Quick Start Guide to Service Now	34
	Service Now Quick Start	34
	Downloading the Junos Space VM image	34
	Setting Up Junos Space	35
	Setting Up Service Now in Standard Mode	36
	Setting Up Service Now in Partner-Proxy Mode	37
	Upgrading Service Now	38
	Upgrading Service Now	39
	Service Now MIBs	41
	Service Now MIBs	41

	Service Now Modes	41
	Service Now Modes	42
	Overview	42
	Activating Offline, End-Customer, and Partner-Proxy Modes	44
	Service Now Dashboard and Workspaces Overview	45
	Service Now Dashboard Overview	45
	Service Now Workspaces	45
	Dashboard Gadgets	47
	Service Now Icons and Inventory Pages	48
	Service Now Icons and Inventory Pages	48
	Filtering Inventory Pages on Service Now and Service Insight	51
	User Roles	54
	Service Now User Roles	54
Chapter 4	Using the Service Now Getting Started Assistant	57
	Service Now Getting Started Assistant Usage Overview	57
	Service Now Getting Started Assistant Usage Overview	57
Chapter 5	Trouble Ticket APIs Supported by Service Now	59
	Trouble Ticket APIs Overview	59
	Profiles Used by Service Now	60
	Setting up Java Based Web Service Client	60
	Accessing a Web Service	66
	Trouble Ticket APIs Supported by Service Now	67
	Error Messages Displayed by OSS/J Client	68
	Trouble Ticket Attributes Supported by Service Now	70
	Trouble Ticket Events Supported by Service Now	72
Chapter 6	Administration	75
	Administration Overview	75
	Organizations	76
	Organizations Overview	77
	Adding an Organization	79
	Adding a Connected Member	81
	Modifying Organization Parameters	83
	Deleting an Organization	83
	Test the Connection to JSS	84
	Viewing Messages Assigned to a Connected Member	85
	Running an Organization in Test Mode	86
	Updating Core File Upload Configuration	86
	Device Groups	87
	Device Groups Overview	87
	Creating a Device Group	87
	Modifying Device Groups	89
	Deleting Device Groups	89
	Service Now Devices	90
	Service Now Devices Overview	90
	Adding Devices from the Platform	94
	Installing an Event Profile on Devices Using Service Now	95
	Uninstalling Event Profiles from Devices	98

Exporting Device Data in CSV and Excel Format	98
Exporting Inventory Information in CSV Format	99
Viewing Exposure	99
Generating On-Demand Incidents	100
Requesting RMA Incidents	103
Deleting a Device	104
Associating Devices with a Device Group	104
Modifying Auto Submit Policy	105
Viewing Incidents	106
Verifying Connection between Devices and FTP Server	107
Event Profiles and AI-Scripts	107
Event Profiles Overview	107
Adding an Event Profile	109
Cloning an Event Profile	115
Deleting Event Profiles	116
Viewing an Event Profile	117
Pushing an Event Profile to Devices	117
Displaying Devices Associated with an Event Profile	120
Setting an Event Profile as Default	120
Exporting Events Data in Excel Format	121
Adding a Script Bundle to Service Now	121
Setting a Script Bundle as Default	122
Deleting a Script Bundle from Service Now	123
Global Settings	123
Configuring Global Settings	124
Adding an SNMP Server	130
Editing and Deleting an SNMP Server	131
Managing SNMP Traps	132
Configuring Proxy Server Settings	133
Uploading Core Files Generated for Events	133
Auto Submit Policy	134
Auto Submit Policy Overview	135
Creating an Auto Submit Policy	136
Modifying an Auto Submit Policy	140
Deleting Auto Submit Policies	140
Exporting an Incidents Report	141
Changing the Status of Auto Submit Policies	141
Changing the Status of Dampening	143
Address Group	144
Address Group Overview	144
Creating Address Group	145
Modifying Address Group	145
Deleting Address Group	146
Associating Devices with an Address Group From an Address Group ILP . .	146
Associating Devices with an Address Group From an Organization ILP . . .	148
Associating Devices with an Address Group from a Device Group ILP	149
Associating Devices with an Address Group From a Service Now Devices ILP	150

	E-mail Templates	150
	E-mail Templates Overview	151
	Viewing E-mail Templates	151
	Modifying E-mail Templates	152
Chapter 7	Service Central	153
	Service Central Overview	153
	Incidents	155
	Incidents Overview	155
	Assigning an Incident Owner	157
	Flagging an Incident to a User	158
	Checking Incident Status Updates	159
	Exporting Incident Data	160
	Deleting an Incident	161
	Submitting an Incident to Juniper Support Systems	162
	Viewing Incident Details	165
	Viewing Knowledge Base Articles Associated with an Incident	166
	Viewing a Case in the Case Manager	167
	Updating an End-Customer Case	168
	Uploading Core Files for Incidents	169
	Information	170
	Messages Overview	170
	Assigning Ownership	171
	Flagging a Message to Users	171
	Deleting a Message	172
	Scanning a Message for Impact	173
	Assigning a Message to a Connected Member	173
	Device Snapshots Overview	174
	Exporting Device Data into HTML	176
	Deleting Device Snapshots	176
	Viewing Device Snapshot Details	177
	JMB Errors	178
	JMB Errors	178
	Downloading JMB Errors	178
	Deleting JMB Errors	178
	Notifications	179
	Notification Policies Overview	179
	Creating and Editing a Notification Policy	181
	Enabling or Disabling a Notification Policy	187
	Deleting a Notification Policy	187
Part 3	Junos Space Service Insight	
Chapter 8	Introduction to Service Insight	191
	Service Insight Overview	191
	Service Insight Overview	192
	Service Insight Dashboard Overview	193
	Dashboard Gadgets	193

Chapter 9	Insight Central	197
	Insight Central Overview	197
	Insight Central Overview	197
	Insight Central Overview	197
	Exposure Analyzer	198
	Exposure Analyzer	198
	Exposure Analyzer Overview	198
	Generating EOL Reports	200
	Generating PBN Reports	201
	Showing Matching PBNs	202
	Managing EOL Reports	203
	Managing EOL Reports	203
	EOL Reports Overview	203
	Exporting EOL Reports	204
	Deleting EOL Reports	205
	Regenerating EOL Reports	205
	Managing PBN Reports	207
	PBN Reports Overview	207
	Exporting PBN Reports	208
	Deleting PBN Reports	208
	Regenerating PBN Reports	208
	Managing PBNs	210
	Managing PBNs	210
	Targeted PBNs Overview	210
	Scanning PBNs for Impact	211
	Flagging PBNs to Users	212
	Assigning PBN Ownership	212
	Deleting PBNs	213
	E-Mailing PBNs	213
	Managing Notifications	214
	Managing Notifications	214
	Notifications Overview	214
	Creating and Copying a Notification	215
	Editing the Filters and Actions of a Notification	217
	Enabling and Disabling Notifications	218
	Deleting Notifications	219
Chapter 10	JSS Messages Reference	221
	LIC-1001	221
	LIC-1098	221
	LIC-1099	221
	LIC-2000	222
	LIC-2099	222
	LIC-3000	222
	LIC-4000	222
	LIC-4001	223
	LIC-4002	223
	LIC-4003	223
	LIC-4004	223

LIC-4005	223
LIC-4006	224
LIC-4007	224
LIC-4008	224
LIC-4009	224
LIC-4010	224
LIC_4011	225
PVS-1000	225
PVS-1001	225
PVS-1002	225
PVS-1006	225
PVS-1007	226
PVS-1008	226
PVS-1009	226
PVS-1010	226
PVS-1011	226
PVS-1100	227
PVS-1200	227
PVS-1201	227
PVS-1202	227
PVS-1203	227
PVS-1204	228
PVS-1205	228
PVS-1207	228
PVS-1210	228
PVS-1213	228
PVS-1214	228
PVS-1215	229
PVS-1216	229
PVS-1223	229
PVS-1226	229
PVS-1227	229
PVS_1230	230
PVS-1231	230
PVS-1232	230
PVS-8000	230
PVS-8001	230
PVS-8002	231
PVS-8006	231
PVS-9000	231
PVS-9999	231
SEC-1000	231
SEV-0001	231
SEV-0002	232
SEV-0003	232
VLD-1000	232
VLD-2000	232

Part 3

Index

Index	235
-------------	-----

List of Figures

Part 2	Junos Space Service Now	
Chapter 3	Service Now Overview	31
	Figure 1: Platform with Most Incidents Gadget	47
	Figure 2: Devices with Most Incidents Gadget	48
Chapter 6	Administration	75
	Figure 3: Manage Organizations Page	77
	Figure 4: Add Member Dialog Box	82
	Figure 5: Test Connection Dialog Box	84
	Figure 6: Messages Assigned to Connected Member Page	85
	Figure 7: Service Now Devices Page	91
	Figure 8: Select Devices to Add to Service Now and Click Submit Page	94
	Figure 9: Install Event Profile Dialog Box	95
	Figure 10: Potential Exposure to Known Issues Page	97
	Figure 11: On-demand Incident Dialog Box	101
	Figure 12: Create On-demand Incident Status Dialog Box	102
	Figure 13: Modify Auto Submit Policy Page	106
	Figure 14: View Event Profiles Page	109
	Figure 15: Add Event Profile Page	112
	Figure 16: Potential Exposure to Known Issues Page	114
	Figure 17: Push to Devices Dialog Box	118
	Figure 18: Potential Exposure to Known Issues Page	119
	Figure 19: View Event Profiles Page	121
	Figure 20: Add Script Bundle Dialog Box	122
	Figure 21: Global Settings Page	128
	Figure 22: SNMP Trap Attribute Page	132
	Figure 23: Auto Submit Policy Page	135
	Figure 24: Auto Submit Policy Creation Page	136
	Figure 25: Choose Events to Include in Auto Submit Policy Page	137
	Figure 26: Change Auto Submit Policy Status Page	142
	Figure 27: Change Auto Submit Policy Dampening Status Page	143
	Figure 28: Associate Address Group to Devices Page	147
	Figure 29: Associate Devices to Address Group Page	148
	Figure 30: Associate Devices to Address Group Page	149
	Figure 31: Associate Device Groups Page	150
	Figure 32: The E-mail Templates page	151
Chapter 7	Service Central	153
	Figure 33: Export JMB to HTML Dialog Box	161
	Figure 34: End-Customer Cases Dialog Box	168
	Figure 35: Choose Connected Members Dialog Box	174

Figure 36: View JMB Dialog Box 177

Figure 37: Download JMB Errors Dialog Box 178

Figure 38: Create Notifications Page 181

Part 3

Chapter 9

Junos Space Service Insight

Insight Central 197

Figure 39: Insight Central Landing Page 198

Figure 40: Exposure Analyzer Page 199

Figure 41: EOL Reports Page View 203

Figure 42: Regenerate EOL Report Dialog Box 206

Figure 43: The PBN Reports page 207

Figure 44: Regenerate PBN Report Dialog Box 209

List of Tables

	About the Documentation	xv
	Table 1: Notice Icons	xv
Part 2	Junos Space Service Now	
Chapter 3	Service Now Overview	31
	Table 2: Tasks Enabled for Service Now Modes	43
	Table 3: Service Now Workspaces	46
	Table 4: Inventory Page Icon Description	49
	Table 5: Filter-enabled Tables and Columns	52
	Table 6: Predefined Service Now User Roles and Permissions	54
Chapter 5	Trouble Ticket APIs Supported by Service Now	59
	Table 7: Trouble Ticket APIs Supported by Service Now	67
	Table 8: OSS/J Client Error Scenarios	68
	Table 9: Supported Trouble Ticket Attributes	71
Chapter 6	Administration	75
	Table 10: Organization Column Descriptions	78
	Table 11: Organization Credentials Page Field Descriptions	80
	Table 12: Service Now Devices Column Descriptions	91
	Table 13: Add Event Profile Page Field Descriptions	112
	Table 14: XML File Information	124
	Table 15: Global Settings Parameters	128
	Table 16: Global Settings Command Buttons	129
	Table 17: Icons That Represent the Event Types and Their Descriptions	137
	Table 18: Auto Submit Policy Icons	142
Chapter 7	Service Central	153
	Table 19: Notification Policies Table Column Descriptions	180
	Table 20: Create Notification Policy Page Field Descriptions	182
Part 3	Junos Space Service Insight	
Chapter 8	Introduction to Service Insight	191
	Table 21: Service Insight Workspaces	193
Chapter 9	Insight Central	197
	Table 22: Exposure Analyzer Page Icon Descriptions	199
	Table 23: Exposure Analyzer Page and Device Details Page Field Description	200
	Table 24: EOL Reports Page and EOL Report Detail Dialog Box Fields Description	204

Table 25: PBN Reports Page and PBN Report Detail Dialog Box Fields
Description 207

Table 26: Manage PBNs Page Fields Description 210

Table 27: Manage Notifications Page Fields Description 215

Table 28: Manage Notifications Page Field Description 216

About the Documentation

- [Junos Space Documentation and Release Notes on page xv](#)
- [Documentation Conventions on page xv](#)
- [Documentation Feedback on page xvi](#)
- [Requesting Technical Support on page xvi](#)

Junos Space Documentation and Release Notes

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





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

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

Documentation Conventions

Table 1 on page xv defines notice icons used in this documentation.

Table 1: Notice Icons

Icon	Meaning	Description
	Informational note	Indicates important features or instructions.
	Caution	Indicates a situation that might result in loss of data or hardware damage.
	Warning	Alerts you to the risk of personal injury or death.
	Laser warning	Alerts you to the risk of personal injury from a laser.

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 JNASC 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: <https://www.juniper.net/alerts/>

- Join and participate in the Juniper Networks Community Forum:
<http://www.juniper.net/company/communities/>
- Open a case online in the CSC Case Management tool: <http://www.juniper.net/cm/>

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

Opening a Case with JTAC

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

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

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

CHAPTER 1

Introduction to Service Automation

- [Service Automation Overview on page 19](#)

Service Automation Overview

Juniper Networks Service Automation is an end-to-end solution designed to streamline operations and enable proactive network management for Junos OS devices. This solution leverages the Junos OS embedded technology to maximize uptime and minimize downtime while streamlining operations and reducing operational expenses.

The solution consists of Advanced Insight Scripts, Junos Space Service Now and Service Insight applications, and Juniper Support Systems (JSS). Advanced Insight Scripts (AI-Scripts) are installed on Junos OS devices, Junos Space Service Now and Service Insight applications form the user interface, and JSS allows for delivery of relevant knowledge and insight to enable a transformed support experience.

All Juniper Networks customers can take advantage of the Service Automation capabilities as a deliverable of the Juniper Care and Juniper Care Plus programs. Juniper Networks partners can take advantage of the Service automation capabilities through the Operate Specialist program. For more details, see <http://www.juniper.net/us/en/products-services/technical-services/>.

Related Documentation

- [AI-Scripts Overview on page 23](#)
- [Service Now Overview on page 31](#)
- [Service Insight Overview on page 192](#)

PART 1

AI-Scripts

- [AI-Scripts Overview on page 23](#)

CHAPTER 2

AI-Scripts Overview

- [AI-Scripts Overview on page 23](#)
- [Installing AI-Scripts on page 24](#)

AI-Scripts Overview

Advanced Insight Scripts (AI-Scripts) provide the intelligence that devices need to automatically detect and report incident and intelligence events to ensure maximum network uptime.

When AI-Scripts are installed on a device, the device is said to be 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 23](#)
- [Events Detected by AI-Scripts on page 24](#)
- [JMB Contents on page 24](#)

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 intelligence event data into a structured format called a Juniper Message Bundle (JMB) and place it in the predefined location on the device memory so that it can be collected and displayed by the second component in the Service Automation solution, Junos Space Service Now. Service Now can be configured to send event data to Juniper Support Systems (JSS), the third component in the Service Automation solution. JSS collects incident and intelligence information from Service Now and sends intelligence information 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 JMB with event and router data, and sends it to Service Now. Each AI-Script corresponds to a specific device event. The list of device events that can be detected and reported evolves over time.

You can also create JMBs for specific devices without having to wait for an event to trigger an incident. These JMBs are called on-demand incidents. When you submit an on-demand incident, Service Now calls a predefined on-demand incident profile, which triggers an event and generates the incident.

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 as ASIC issues

JMB Contents

The JMB for incidents and informational JMBs contains the following:

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

Related Documentation

- [Adding a Script Bundle to Service Now on page 121](#)
- [Deleting a Script Bundle from Service Now on page 123](#)

Installing AI-Scripts

AI-Scripts can be installed on a device running Junos OS in the following two ways:

- Automatically (recommended): Using the Junos Space Script Management feature, AI-Scripts can be installed on multiple devices simultaneously. For more information about automatically installing AI-Scripts, see [“Adding a Script Bundle to Service Now” on page 121](#).
- Manually: AI-Scripts can be installed manually on one device at a time. For more information about manually installing AI-Scripts to devices, see [“Manually Installing AI-Scripts on Devices” on page 27](#).

AI-Scripts System Requirements

AI-Scripts can be installed and run on devices running Junos OS Release 9.3 or later. For the latest AI-Scripts information, see the *AI-Scripts Release Notes*.



NOTE: The `nocopy`, `un-link` option is not valid when installing AI-Scripts on EX Series devices because the package is automatically deleted from the copied location of the device.

- [Downloading AI-Scripts Install Packages and Release Notes on page 25](#)
- [AI-Scripts Install Package Versioning on page 25](#)
- [AI-Scripts Install Locations on Devices on page 26](#)
- [Automatically Installing AI-Scripts Bundles on page 26](#)
- [Manually Installing AI-Scripts on Devices on page 27](#)

Downloading AI-Scripts Install Packages and Release Notes

AI-Scripts are released in AI-Scripts install packages. AI-Scripts install packages are available for download from the AI-Scripts download site. Download also the *Advanced Insight Scripts (AI-Scripts) Release Notes*.

To download an AI-Scripts install package:

1. Open a Web browser and go to the following location:

<http://www.juniper.net/support/products/serviceautomation/> .

2. Log in to the Juniper Networks authentication system using the username and password provided by Juniper Networks. To download the software, you must have a service contract and an access account. If you do not have an access account, complete the registration form at the Juniper Networks website, <https://www.juniper.net/registration/Register.jsp>.

3. Download the AI-Scripts install package.

If you are installing an AI-Scripts manually, move AI-Scripts Install Package to the `/var/sw/pkg` directory on the device. If you do not move the AI-Scripts install package to the device, you have to use FTP or Secure Copy Protocol (SCP) in conjunction with the `request system scripts add` command.

If you are installing AI-Scripts automatically on a group of devices, download AI-Scripts install Package to the same server as the Junos Space Network Management Platform software.

AI-Scripts Install Package Versioning

AI-Scripts install packages are versioned as follows:

`jais-m.nZx.x-signed.tgz`

For example:

`jais-1.0R1.5-signed.tgz`

where,

- $m.n$ are two integers that represent the software release number; m denotes the major release number and n the minor release number.
- Z is a capital letter that indicates the type of software release. In most cases, it is R , to indicate that this is a released software. If you are involved in testing prereleased software, this letter might be B for beta-level software.
- $x.x$ is the software build number and spin number.

The AI-Scripts files in the install package are compressed into a `tgz` tarball file.

Each AI-Scripts install package supports up to 3 previous years of Junos OS software releases.

The **show version** CLI operational command displays the version of the AI-Scripts install package that is installed on a device.

The JMB contains the output of the **show version** CLI command to indicate the version of the AI-Scripts install package installed on a device.

Refer to the *AI-Scripts Release Notes* for the current release information.

AI-Scripts Install Locations on Devices

AI-Scripts are installed on a device hard disk at the following location:

`/var/db/scripts/`

AI-Scripts are installed on a device flash drive at the following location:

`/config/scripts`



NOTE: If you configure the `load-scripts-from-flash` option, the system reads event-scripts from `/config/scripts/` directory. Otherwise, the system reads AI-Scripts from the `/var/db/scripts/` directory. The `/var/run/scripts` directory always points to the correct scripts directory.

Automatically Installing AI-Scripts Bundles

You can optionally use Service Now to install AI-Scripts bundles (also known as AI-Scripts install packages) on devices as long as there is a Junos Space Network Management Platform (Junos Space) installation. Service Now communicates with Junos Space to install AI-Scripts bundles on Junos OS devices managed by Junos Space Network Management Platform. For information about using Service Now to install AI-Scripts bundles, see [“Adding a Script Bundle to Service Now” on page 121](#).

If you do not want to use Service Now to install AI-Scripts bundles, you can manually configure and install AI-Scripts bundles to each device separately.

Manually Installing AI-Scripts on Devices

AI-Scripts can be installed on Junos OS devices manually using CLI mode. For manual installation of AI-Scripts on devices, you require the same login credentials that you use to discover devices in Junos Space.

To install AI-Scripts manually:

1. Copy the AI-Scripts install package (example: `jais-2.1R2.0-signed.tgz`) to the Junos OS device using SCP or FTP.
2. From configuration mode, execute the following commands:
`set groups juniper-ais system scripts commit allow-transients`
`set groups juniper-ais system scripts commit file jais-activate-scripts.slax optional`
`set groups juniper-ais event-options destinations juniper-aim archive-sites /var/tmp/`
3. Install the AI-Scripts bundle install package in CLI mode using the command **`request system scripts add <full-path>/jais-2.1R2.0-signed.tgz`**.

The AI-Scripts install package is installed on the device.



NOTE: When you install AI-Scripts in the Juniper Networks QFX3000 device, ensure that you install the events scripts only on the controller. The controller installs AI-Scripts on the node devices and enables all the events.

PART 2

Junos Space Service Now

- [Service Now Overview on page 31](#)
- [Using the Service Now Getting Started Assistant on page 57](#)
- [Trouble Ticket APIs Supported by Service Now on page 59](#)
- [Administration on page 75](#)
- [Service Central on page 153](#)

CHAPTER 3

Service Now Overview

- [Service Now Overview on page 32](#)
- [Quick Start Guide to Service Now on page 34](#)
- [Upgrading Service Now on page 38](#)
- [Service Now MIBs on page 41](#)
- [Service Now Modes on page 41](#)
- [Service Now Dashboard and Workspaces Overview on page 45](#)
- [Service Now Icons and Inventory Pages on page 48](#)
- [User Roles on page 54](#)

Service Now Overview

- [Service Now Overview on page 32](#)

Service Now Overview

Service Now is an application that helps automate fault management and accelerate issue resolution. It significantly reduces response time by automating support processes and uses device diagnostics for fault monitoring and case automation. Your contract with Juniper Networks determines whether Service Now operates in standard mode, end-customer mode, or offline mode. These modes in turn determine which tasks are enabled and disabled in Service Now. See [“Service Now Modes” on page 42](#).

To help ensure maximum network uptime, AI-Scripts are installed on devices, which then automatically detect and report incidents to Service Now. When an event such as a process crash, an application-specific integrated circuit (ASIC) error, or a fan failure is detected in devices with AI-Scripts enabled, AI-Scripts automatically collect diagnostic data and packages it into a file called a *Juniper Message Bundle* (JMB). JMBs contain comprehensive information about the device identity, the problem event, and diagnostics. This information is securely transferred to the Junos Space platform. Service Now then notifies users of the new incident by sending an e-mail or an SNMP trap. In addition to reporting incidents, AI-Scripts also collect device information regularly in the form of *Information Juniper Message Bundles* (iJMBs). In Service Now, JMB errors are JMBs that do not comply with the standard data structure that is expected by Service Now or that contain unexpected data elements. Service Now identifies these JMBs and displays them on the JMB Errors page, where they can be viewed and downloaded.

After reviewing information provided in the JMB, you can submit the incidents to Juniper Support Systems (JSS) to create a Juniper Networks Technical Assistance Center (JTAC) case. The case is processed and analyzed to provide faster analysis and alerts. Using Service Now, you can track the status of the case. To restrict the amount of information you share with Juniper Networks, you can filter configuration content from iJMBs before submission.

Apart from submitting JMBs to obtain resolutions, you can use Service Now to perform tasks such as assigning an owner (user), flagging users to keep them notified of changes that are made, updating incident status, and deleting JMBs from the Service Now database. The data in incidents and information messages can also be exported into different file formats such as HTML, CSV, and Excel, and saved on the local file system. set up notification policies users who need to be kept informed of changes that affect them.

To add multiple devices and organizations, you need to obtain a technical support contract with the right level of service. After you have a valid contract, you can submit incidents and iJMBs to JSS for support. Without a valid contract, Service Now runs in demo mode and supports one organization and five devices for 60 days. In this mode, you cannot connect to JSS or open technical support cases with JTAC.

To open technical support cases and share iJMBs with Juniper Networks, you must first set up an organization in Service Now. An organization represents a unique Clarify site

ID in JSS that is used to identify customers while providing technical support. After creating an organization, you can test its connectivity with JSS and even set the submission of incidents as test cases. 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.

You can group network elements and manage multiple devices as a single entity using Service Now device groups. By associating an organization with one or more device groups, you can maintain groups of devices with similar attributes or uses. Device groups help you regulate access to Service Now devices. After you add devices and create device groups, you can perform various operations on them, such as installing or removing AI-Scripts individually on every device or on all the devices in a device group simultaneously. You can even edit their parameters and delete them from the Service Now database.

Service Now partner proxy lets you display the state of an end-customer device after it is added or removed by a connected member.

Connected-member devices are added to the partner proxy in two scenarios:

- When a case is submitted from an end customer to the partner proxy
- When an iJMB is uploaded from an end customer to the partner proxy

In both the scenarios, a notification is triggered from the partner proxy.

When a device is removed by a connected member, a notification is sent to the partner proxy. In case a removed device (that is still present in the partner proxy in Removed state) is added again by a connected member, a notification is sent to partner proxy with the changed state. The partner proxy will update the device state from Removed to Added if the device is already present in the partner proxy and triggers a notification. If the device does not exist in the partner proxy, no action will be performed.

In addition to monitoring and managing devices, organizations, and device groups, you can incorporate the use of SNMP and proxy servers. SNMP servers act as destinations where traps are sent when a notification policy is triggered. Configuring Service Now to work with a proxy server facilitates all communication to and from JSS through the proxy server, ensuring secure transactions.

The Service Now dashboard displays the gadgets and the workspaces that the user can use to perform various tasks. For more information about the Service Now dashboard and icons, see [“Service Now Dashboard Overview” on page 45](#).

To install, upgrade, and remove Service Now, you need Junos Space administrator privileges. *Adding a Junos Space Application* and *Uninstalling a Junos Space Application* in the *Network Application Platform User Guide* at http://www.juniper.net/techpubs/en_US/junos-space2.0/information-products/topic-collections/junos-space-network-application-platform-pwp/junos-space-network-application-platform-pwp.pdf. You can install, remove, or upgrade Service Now even while Junos Space and Junos Space applications are still running.

With different Service Now user privileges, you can perform one or more of the following tasks:

- Add devices to Service Now from the Junos Space platform
- Add or delete a script bundle
- Install or remove AI-Scripts on devices
- Add, modify, or delete devices and device groups
- Associate devices with device groups
- Add, modify, or delete an organization
- Submit incidents as test cases
- Test organization connectivity to JSS
- Export device data in CSV and Excel formats
- View information about devices that risk the chance of exposure
- Export inventory information in CSV and Excel formats
- Configure the global settings (SNMP server and proxy server settings)
- Share information with Juniper about Service Now Incidents and Service Now Devices
- Assign an owner, flag to users, update status of incidents, and delete incidents
- View and delete iJMBs, and export device data into HTML format
- Assign an owner, notify users, and delete an information message
- View, download, and delete JMBs with errors
- Create, edit, and delete a notification policy

**Related
Documentation**

- [Service Central Overview on page 153](#)
- [Administration Overview on page 75](#)

Quick Start Guide to Service Now

- [Service Now Quick Start on page 34](#)

Service Now Quick Start

- [Downloading the Junos Space VM image on page 34](#)
- [Setting Up Junos Space on page 35](#)
- [Setting Up Service Now in Standard Mode on page 36](#)
- [Setting Up Service Now in Partner-Proxy Mode on page 37](#)

[Downloading the Junos Space VM image](#)

System Requirements

You can use the VMWare Open Virtualization Format (OVF) Tool to deploy one or more Junos Space virtual appliances to a VMware ESX or ESXi host server.

The Junos Space Virtual Appliance requires a VMware ESX server, version 3.5 or later, or a VMware ESXi server, version 4.0 or later, that can support a virtual machine with the following configuration:

- 64-bit quad processor with at least 2.66 GHz
- 16 GB memory
- One RJ-45 10/100/1000 Network Interface Card
- 116 GB hard disk (16 GB initial disk resources + 100 GB disk resources to be added)

You can download the Junos Space VM Image from <http://www.juniper.net/support/products/space/#sw>. The VM is delivered as an Open Virtualization Format (.ovf) file.

Download the installation package for the VMware ESX server from <http://www.vmware.com/download/vi/>.

To view installation instructions for the VMware ESX server, go to http://www.vmware.com/support/pubs/vi_pubs.html.

Setting Up Junos Space

After you have loaded Junos Space on the VM server and have powered on the Junos Space Virtual Appliance, select the Console tab, and log in using the default username (admin) and password (abc123).

After you log in to the CLI, configure the following settings:

1. Enter a new IP address for interface eth0.
2. Enter the default gateway as a dotted-decimal IP address.
3. Enter the nameserver address in dotted-decimal notation.
4. Configure a separate interface for device management. (This step is needed only if the devices running Junos OS are not reachable on interface eth0.)
5. If you do not want to add the appliance to an existing node cluster, or if the appliance is the first node in the cluster, cluster, enter **n** when you are prompted **Will this Junos Space system be added to an existing cluster?**
6. Enter an IP address for the Web GUI. Ensure that the address is on the same subnet as eth0.
7. Add an NTP server.
8. Enter a display name for the node.

9. Enter the password for the cluster maintenance mode. The maintenance mode administrator specifies this password, used to access maintenance mode and shut down all nodes.
10. A summary of the configured settings appears. If these settings are correct, type **A** to apply them.

After Junos Space has completed applying the settings, you are ready to configure the Service Now application on the Junos Space platform through the Web GUI.

Setting Up Service Now in Standard Mode

After you have completed the initial Junos Space configurations, you can configure Service Now through the Web GUI.

To set up Service Now in the standard mode:

1. **Log in to the Junos Space Web GUI.**

Open an Internet browser and enter <https://xxx.xxx.xxx.xxx/mainui/>, where xxx.xxx.xxx.xxx is the IP address that you specified in Step 8 of [“Step-by-Step Procedure” on page 35](#)

Log in using the default username (super) and password (juniper123).

For more information, see [“Administration Overview” on page 75](#).

2. **Review the global settings in Service Now > Administration > Global Settings.**

- Set the interval to scan devices for informational Juniper Message Bundles (iJMBs).
- Set the IP address or hostname of the Simple Mail Transfer Protocol (SMTP) server.
- Verify the connection status of Service Now to Juniper Support Systems (JSS) or Service Now to the partner-proxy (from end-customer mode).

For more information, see [“Configuring Global Settings” on page 124](#).

3. **Create an organization in Service Now > Administration > Organizations.**

Create an organization that represents a unique Juniper Networks CSS user and site ID. For more information, see [“Adding an Organization” on page 79](#).

4. **Create a device group.**

Create a device group that groups similar devices within an organization. For more information, see [“Creating a Device Group” on page 87](#).

5. **Add devices to Junos Space.**

This is a three-step process that consists of discovering targets, specifying probes, and specifying credentials.

For more information, see [Discovering Devices](#) section from the *Network Application Platform User Guide*.

**NOTE:**

You can add a device using device discovery under the following conditions:

- The device is configured with a static management IP address that is reachable from the Junos Space server.
- A user with full administrative privileges is created on the device for the Junos Space administrator.
- If you plan to use SNMP to probe devices as part of device discovery, SNMP is enabled on the device with appropriate read-only V1/V2C/V3 credentials.

6. Install Scripts.

Use Service Now to install an event profile on the devices running Junos OS. For more information, see [“Installing an Event Profile on Devices Using Service Now” on page 95](#).

Setting Up Service Now in Partner-Proxy Mode

After you have completed the initial Junos Space configurations, you can configure Service Now through the Web GUI.

To set up Service Now in the partner-proxy mode:

1. Log in to the Junos Space Web GUI

Open an Internet browser and enter <https://xxx.xxx.xxx.xxx/mainui/>, where xxx.xxx.xxx.xxx is the IP address that you specified in Step 8 of [“Step-by-Step Procedure” on page 35](#)

Log in using the default username (super) and password (juniper123).

For more information, see [“Administration Overview” on page 75](#)

2. Review the global settings in Service Now > Administration > Global Settings.

- Set the interval to scan devices for informational Juniper Message Bundles (iJMBs).
- Set the SMTP server (IP address or hostname).
- Verify the connection status of Service Now to the partner-proxy (from end-customer mode).

For more information, see [“Configuring Global Settings” on page 124](#)

3. Create an organization in Service Now > Administration > Organizations.

If you have an Advanced Service Contract, either Advanced Customer Support (ACS) or Advanced partner Support (APS), ensure that you have been allocated a separate site ID. If not, contact your Juniper Networks Service Manager to assist you with the discovery and allocation of site IDs.

Associate the site ID to an organization. For more information, see [“Adding an Organization” on page 79](#).

4. **Add a connected member.**

- a. After you (the partner) create an organization, generate and share the parameters (the IP address of the partner proxy, and the user name and password for the partner proxy organization) of the connected member with the end customer.
- b. After you have shared the connected member parameters, connect the connected member to the partner proxy.

As an end customer, you can set up Service Now in the End Customer Mode and enter the parameters needed to connect to the partner proxy.

For more information, see [“Adding a Connected Member” on page 81](#).

- c. At the customer site, you must activate the end-customer or connected-member mode by checking the **Connect to Another Junos Space** check box in the Global Settings page, entering the IP address or hostname of the partner-proxy, and clicking **Submit**.

5. **Associate Service Now devices to a device group.**

For more information, see [“Associating Devices with a Device Group” on page 104](#) and [“Modifying Device Groups” on page 89](#).



NOTE: Ensure that you first add the device running Junos OS to the Service Now application of the connected member, and send the iJMBs to the partner-proxy. Only then can the device appear in the partner-proxy device list.

Ensure that you follow a naming convention within the partner for organization names, connected members, and device groups.

6. **Review the notification policy.**

After you add new nodes, you must confirm that the required notification policies were added. For more information, see [“Notification Policies Overview” on page 179](#)

7. **Generate a test event.**

We recommend that new customers generate a test event to verify the process flow.

To generate a test event, load a script, which you can obtain from your Juniper Networks Service Automation contact, to the customer device to simulate the a real event capture. The test event is successful if the devices were correctly added to both the customer's and the partner's Service Now applications. You are notified if the test is successful.

Upgrading Service Now

- [Upgrading Service Now on page 39](#)

Upgrading Service Now

You can upgrade Service Now to up to two versions later than its current version. For example, Service Now version 1.2 can be upgraded to versions 1.3 or 1.4. To upgrade from Service Now version 1.2 to a version later than 1.4, you must first upgrade to version 1.4 and then upgrade again to the required version.



NOTE: Service Insight is automatically upgraded along with Service Now.

You can upgrade Service Now and Service Insight in one of the following ways:

- **As part of the Platform upgrade:** When you upgrade the Junos Space Platform, Junos Space determines the running versions of the Service Now and Service insight applications, and upgrades them to the latest versions. If the running versions are the latest, then Junos Space continues with the rest of the Platform upgrade without upgrading Service Now or Service Insight.

For information on upgrading the Platform, see “*Upgrading Junos Space Network Management Platform*” in the *Junos Space Network Application Platform User Guide*.

- **As a separate application:** You can upgrade Service Now and Service Insight together as a separate hot-pluggable application.

To upgrade Service Now and Service Insight together as a separate hot-pluggable application:

1. Ensure that the image to which you want to upgrade is downloaded to the local client file system using <https://www.juniper.net/support/products/space/#sw>.
2. Click **Platform > Administration > Manage Applications**.

The Applications inventory page appears.

3. Select the **Service Now** icon, and click **Upgrade Service Now** from either the **Actions** list or the right-click menu.

The Upgrade Service Now appears and displays all previously uploaded versions of the applications.

4. Do one of the following:

- If the application that you want to upgrade is listed in the Upgrade Application dialog box, select the file, and click **Upgrade**.

The application upgrade process begins. (Go to 5.)

- If the application that you want to upgrade is not listed in the Upgrade Application dialog box, click **Upload**.

The Software File page appears. For information on how to upload the application, go to 1.

5. You enter maintenance mode. Junos Space prompts you to enter a username and password to enter maintenance mode. The username is **maintenance**; the password is one that the administrator created during the initial installation process.
6. Enter the maintenance mode username and password in the text field.
7. Click **OK**.

Junos Space displays a status window during the upgrade process.
8. When the Service Now upgrade finishes, a message appears confirming that Service Now was successfully deployed.



NOTE: The upgrade process takes between 2 and 30 minutes to finish depending on the size of the Junos Space database.

To upload a new application:

1. Select one of the following options:

- Click **Upload via HTTP**.

The **Software File** dialog box appears. Enter the application name, or click **Browse** to navigate to the new Junos Space application file on the local file system, and then click **Upload**.

- Click **Upload via SCP**.

The **Upload Software via SCP** dialog box appears. Enter the requested credentials: username, password, host IP address, and local pathname of the Junos OS application file. Click **Upload**.

The new applications are uploaded from the local file system into Junos Space and displayed by application name, filename, version, release level, and required version. When the process is completed the **Upgrade Job Information** dialog box appears.

2. In the **Upgrade Job Information** dialog box, click the Job ID link to see the Upgrade Application job on the Jobs inventory page.
3. Click **Administration > Manage Applications** to continue with the add application process.

The Applications inventory page appears.

4. Right-click the **Service Now** application and select **Upgrade Service Now**.
5. Click **OK**.

The **Upgrade Service Now** dialog box appears. You see the application file that was uploaded.

6. Select the application file to which you want to upgrade, and click **Upgrade**. The application upgrade process begins.

When you upgrade an instance of Service Now that operates in the end-customer or partner-proxy mode, ensure that the Service Now is either the same version or no more

than two versions later than the end-customer Service Now applications that it connects to.

For example, as a Service Now end-customer, if you upgrade to Service Now 1.3, the Service Now that you connect to should be upgraded to Service Now version 1.3, 1.4, or 2.0. A Service Now upgraded to Service Now version 2.0 can only connect to end-customer Service Now application versions 2.0, 1.4, and 1.3.

**Related
Documentation**

- [Upgrading Junos Space Software Overview](#)

Service Now MIBs

- [Service Now MIBs on page 41](#)

Service Now MIBs

Service Now supports Juniper Networks enterprise-specific management information bases (MIBs). These MIBs define the traps that Service Now sends to a remote network management system. The sent traps correspond to the trigger specified for a notification policy. For more information about creating a notification policy in Service Now, see [“Creating and Editing a Notification Policy” on page 181](#).

Using Service Now notifications, you can configure Service Now to send SNMP traps to one or more of your SNMP servers. To enable an SNMP server to receive traps from Service Now, load the following MIBs in the order listed below:

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

To download these MIB files:

- Select **Service Now** from the Junos Space home page. The dashboard appears, which displays the **Service Now Notices** box.
- In the **Service Now Notices** box, click the **Click here** link provided in the **To download Service Now Mibs click here** statement.

The **Technical Documentation** page opens. The Service Now MIBs are stored by release versions in this page.

- Click the respective version to download the required MIB files.

**Related
Documentation**

- [Adding an SNMP Server on page 130](#)
- [Service Now Overview on page 32](#)

Service Now Modes

- [Service Now Modes on page 42](#)

Service Now Modes

- [Overview on page 42](#)
- [Activating Offline, End-Customer, and Partner-Proxy Modes on page 44](#)

Overview

Depending on your contract with Juniper Networks, Service Now operates in standard, end-customer, and partner-proxy modes. Service Now enables and disables certain features based on its mode of operation. The modes in which Service Now operates are:

- **Demo mode**—Service Now operates in demo mode until you create a Service Now organization and validate the organization's connection with JSS. In demo mode, Service Now supports a single organization and up to five devices. The connection between Service Now and Juniper Support Services (JSS) is disabled, preventing the creation of technical support cases.
- **Offline mode**—You can accept a standalone or partner-proxy license file and activate the Junos Space Platform and Service Now application without having to connect to the Juniper Support Service (JSS). You can perform all Service Now tasks except submit cases, create auto submit policies, view exposure, or view cases in Case Manager. You do not have the option to work in offline mode if Service Now is already in the end-customer mode.
- **Standard mode**—In standard mode, you can add multiple Service Now organizations and devices. Service Now is connected to JSS which enables JSS to provide support for the incidents and device snapshots that you submit.
- **End-customer mode**—In Service Now end-customer mode, Service Now and JSS communicate through the partner's Service Now application. A partner manages multiple end-customers using a secure HTTPS connection that is established between the end-customer and partner's Service Now applications.

Standard mode and end-customer mode have similar functions; however, end-customer mode allows the user to create only one organization. When an end-customer uses the credentials sent by the partner to create an organization, and the organization's connection with JSS is validated, a unique ID is assigned to the end-customer.

To connect to the partner, an end-customer must specify the partner's IP address or domain in the Service Now Global Settings page. While incidents are submitted to JSS in the standard mode, in end-customer mode you submit incidents to the Service Now partner, who in turn sends case updates back to the end-customer. The partner can also submit cases to JSS on behalf of the end-customer.

- **Partner-proxy mode**— If you are a qualified Juniper Networks partner, you can use Service Now in partner-proxy mode to manage multiple end-customer Service Now applications. A secure HTTPS connection is made between the Service Now applications of every end-customer and the partner, as well as between the partner and JSS. The Service Now partner receives JMBs from several end-customers and can submit JMBs to JSS on behalf of the end-customer or handle the cases without JSS support.

In this mode, you can add multiple organizations and devices groups. You associate every end-customer with an organization. Cases created by end-customers are opened with Juniper Networks under the site ID used for this associated organization. When you add a connected member, a default device group is created. You cannot delete this device group manually; however, it is automatically deleted when the connected member is deleted.

To connect to an end-customer, a Service Now partner uses a self-signed security certificate. Although this method of identification is not trusted, this certificate is automatically accepted to ensure that the communication between the partner and the end-customer is encrypted.

For Juniper Care Plus customers, Service Now enables Service Insight (SI) application in Standalone or Partner mode.

Table 2 on page 43 lists the tasks that are enabled for the Service Now modes.

Table 2: Tasks Enabled for Service Now Modes

Task	Demo Mode	Standard Mode	End-Customer Mode	Partner-Proxy Mode
Adding more than five devices	–	Enabled	Enabled	Enabled
Adding more than one organization	–	Enabled	–	Enabled
Adding connected members	–	–	–	Enabled
Updating end-customer cases	–	–	–	Enabled
Assigning messages to an end-customer	–	–	–	Enabled
Viewing messages assigned to an end-customer	–	–	–	Enabled
Creating technical Support Cases	–	Enabled	–	Enabled
Installing and removing AI-Scripts on devices	Enabled	Enabled	Enabled	Enabled (only for partner's devices)
Other tasks	Enabled	Enabled	Enabled	Enabled

Activating Offline, End-Customer, and Partner-Proxy Modes

Offline Mode:

To activate offline mode:

1. Obtain the standalone or partner-proxy license file from Juniper Networks.
2. In the Global Settings page, select **Offline Mode**, and click **Browse** to open the File Upload window. Select the license file and click **Upload**. For more information, see [“Configuring Global Settings” on page 124](#).
3. Add an organization by entering the name of the organization and the JMB filter level. For more information, see [“Adding an Organization” on page 79](#).

Offline mode is activated.



NOTE: Service Insight is disabled when Service Now is in offline mode.



NOTE: You must ensure that the version of the Junos Space Service Now application matches the version of the license you upload.

You can move Service Now from offline to online mode by selecting the **Online** option in the Global Settings page. To move from offline to online mode, you need to first create or modify the organization using partner credentials. This enables you to select the **Online** option in the Global Settings page, activate the Online Partner mode, and connect to JSS using a valid organization with a partner license.

End-Customer Mode:

To activate end-customer mode:

1. Obtain the organization credentials from the Service Now partner.
2. In the Global Settings page, select **End-Customer** and select the **Connect to Another Junos Space** check box, enter the IP address or hostname of the partner, and click **Submit**. For more information, see [“Configuring Global Settings” on page 124](#).
3. Add an organization using the credentials provided by the partner. For more information, see [“Adding an Organization” on page 79](#).

End-customer mode is activated.

Partner-Proxy Mode:

To activate the partner-proxy mode:

1. From the Organizations page in Service Now, add an organization using the credentials provided with the Service Now license. For more information, see [“Adding an Organization” on page 79](#).

This activates the partner-proxy mode, which enables you to add end-customers and perform tasks that are exclusive to partner-proxy mode.

2. Add connected members to Service Now. For more information, see [“Adding a Connected Member” on page 81](#).

This enables you to manage multiple end-customer Service Now applications.

3. Send the username and password that you specified in step 1 to the end-customer. The end-customer uses the username and password to create an organization.

Related Documentation

- [Administration Overview on page 75](#)
- [Service Central Overview on page 153](#)
- [Configuring Global Settings on page 124](#)
- [Adding an Organization on page 79](#)
- [Adding a Connected Member on page 81](#)

Service Now Dashboard and Workspaces Overview

- [Service Now Dashboard Overview on page 45](#)

Service Now Dashboard Overview

The Service Now dashboard displays notifications and graphs about platforms and devices with most incidents. You can get to the Service Now dashboard in one of the following ways:

- Click **Service Now** from the Junos Space home page.
- Select **Service Now** from the Application Chooser.
- Select **Home** from any page within the Service Now workspaces.

The Service Now dashboard includes:

- [Service Now Workspaces on page 45](#)
- [Dashboard Gadgets on page 47](#)

Service Now Workspaces

Apart from the Service Central and Administration workspaces, Service Now also provides shortcuts to the Devices and Jobs workspaces by including them in the Service Now taskbar.

For more details, refer to the section [Job Management](#) and [Device Discovery Overview](#) from the *Network Application Platform User Guide*.

You can perform the following tasks from the **Jobs** workspace:

- View status of all scheduled, running, canceled, and completed jobs
- Retrieve details about the execution of a specific job

- View statistics about the average execution times for jobs, types of jobs that are run, and success rate
- Cancel a scheduled job or in-progress job (when the job has stalled and is preventing other jobs from starting)
- Retry a job on failed devices on Service Now and Service Insight. The action **Retry on Failed Devices** will be available for the following jobs:
 - Failed event profile installation job
 - Failed event profile un-install job
 - Failed create on-demand incident job

For the procedure of retrying jobs on failed devices, see [Retrying a Job on Failed Devices](#) from the *Network Application Platform user Guide*.

[Table 3 on page 46](#) lists the tasks that can be performed using the Service Now workspaces.

Table 3: Service Now Workspaces

Workspace Name	Tasks
Service Central	<ul style="list-style-type: none"> • Assign an incident owner, notify users of an incident, update the status of incidents, and delete incidents. • View and delete iJMBs, and export device data into HTML format. • Assign messages to end-customers (enabled if you are a Service Now partner). • Update end-customer cases (enabled if you are a Service Now partner). • View, download, and delete JMBs with errors. • View Knowledge Base (KB) articles associated with incidents. • View information about devices that risk the chance of exposure. • Assign an owner, flag to users, and delete an information message. • Create, edit, and delete a notification policy.
Administration	<ul style="list-style-type: none"> • Add devices to Service Now from the Junos Space platform. • Add or delete an event profile or a script bundle. • Add and delete devices and device groups. • Install or remove AI-Scripts on devices. • Associate devices with device groups. • Add, modify, or delete an organization. • Add connected members and view messages assigned to them (enabled if you are a Service Now partner). • Run organizations in test mode and test organization connectivity to JSS. • Export device data in CSV and Excel formats. • Export inventory information in CSV format. • Configure the global settings (SNMP server and proxy server settings). • A client can associate address location to devices, and a user can associate a device location or a ship-to-address to a device. • Modify E-mail templates.

Dashboard Gadgets

The dashboard displays gadgets with information that is updated automatically. You can move gadgets on the dashboard and change their sizes. These changes persist even after you log back in to the system. The gadgets displayed on the Service Now dashboard are:

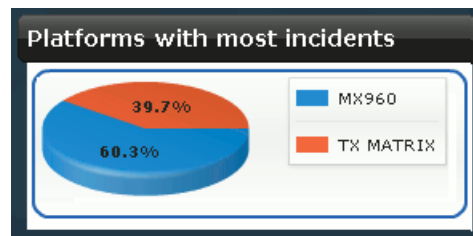
- [Platforms with Most Incidents on page 47](#)
- [Devices with the Most Incidents on page 47](#)
- [Service Now Notices \(Upgrade and Contract Notice\) on page 48](#)

Platforms with Most Incidents

This gadget graphically displays the platforms with the most incidents along with the percentage of incidents detected on them. Clicking the elements within the graph takes you to the Incidents page, where incidents are filtered to display only the incidents that affected the platform that you clicked.

For example, when you click the **MX960** element in the **Platforms with most incidents** gadget (as shown in [Figure 1 on page 47](#)), the Incidents page displays only those incidents that were detected on the MX960 router.

Figure 1: Platform with Most Incidents Gadget

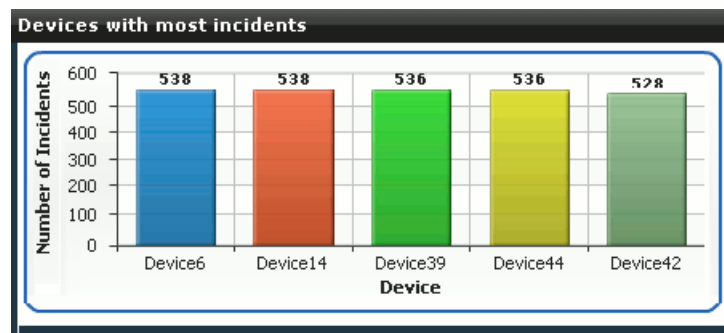


Devices with the Most Incidents

This gadget graphically displays the devices with the most incidents, along with the number of incidents detected on them. Clicking the elements within the graph takes you to the Incidents page, where incidents are filtered. You see only the incidents that affect the device that you selected. You can filter the incidents on the Manage Incidents page according to your selection on this graph. To do this, click the **Devices** bar of your choice in the graph to take you to the Manage Incidents page, which displays only those incidents that affect the device that you selected.

As shown in [Figure 2 on page 48](#), clicking **Device 6**, which is represented by the blue bar of the graph, displays the Incidents page where incidents are filtered to display only those incidents that occurred on Device 6.

Figure 2: Devices with Most Incidents Gadget

**Service Now Notices (Upgrade and Contract Notice)**

This gadget notifies you about the tasks that you need to execute subsequent to a Junos Space upgrade. It also keeps you informed about your contract with Juniper Networks.

Related Documentation

- [Service Central Overview on page 153](#)
- [Administration Overview on page 75](#)
- [Service Now Icons and Inventory Pages on page 48](#)

Service Now Icons and Inventory Pages

- [Service Now Icons and Inventory Pages on page 48](#)
- [Filtering Inventory Pages on Service Now and Service Insight on page 51](#)

Service Now Icons and Inventory Pages

You can identify and differentiate various objects in the inventory pages of Service Now with the help of icons. These icons are displayed only when you click the **Display Quick View** icon of the inventory pages. You need to first select the object in the inventory page and click Display Quick View icon to view the details. The Quick View icon:



See [Inventory pages](#) section from the *Network Application Platform User Guide* for more details.

[Table 4 on page 49](#) lists and describes the Service Now inventory page icons.

Table 4: Inventory Page Icon Description




















Icons Displayed on the Inventory Page (Quick View)	Icon Description	Icon Add-Ons	Description
Incidents			
	The incident occurred due to a software failure. It has medium priority.		Priority of the incident is critical.
	The incident occurred due to a hardware failure. It has medium priority.		Priority of the incident is high.
	The incident occurred due to resource exhaustion. It has medium priority.		Priority of the incident is medium
	The incident occurred due to a general defect.		Priority of the incident is low
			Incident case has been created.
			Incident case creation failed.
			Incident status is updated.
			End-customer incident that is updated.
			End-customer incident that is closed.
View Tech Support cases			
	Technical support case		The case is the technical support case of a connected member.
Information			
	Device snapshot		Device snapshot upload to JSS is successful.
			Device snapshot submission failed.
JMB Errors			
	JMB status: Error		

Table 4: Inventory Page Icon Description (*continued*)



















Icons Displayed on the Inventory Page (Quick View)	Icon Description	Icon Add-Ons	Description
Incidents			
	JMB status: Invalid		
Notifications			
	Notification policy		A notification is sent when an incident is detected.
			A notification is sent when an incident is submitted.
			A notification is sent when a case id is assigned.
			A notification is sent when the case status is updated.
			A notification is sent when a new intelligence update is received
			The status of the reaction policy is enabled.
			The status of the reaction policy is disabled.
Organization			
	Licensed Service Now organization.		Service Now connected member or end-customer.
			Unlicensed Service Now organization.
Device Groups			
	Service Now device group		Device group of a Service Now connected member
Service Now Devices			

Table 4: Inventory Page Icon Description (*continued*)

Icons Displayed on the Inventory Page (Quick View)	Icon Description	Icon Add-Ons	Description
Incidents			
	Service Now licensed device that has no issues and does not have scripts installed.		Device has AI-Scripts installed.
			Device has the following issues <ul style="list-style-type: none"> • No JMBs ever sent to Service Now • Stopped sending JMBs for over two weeks. • Connection failure
			Device has been exposed to known issues.

- Related Documentation**
- [Service Now Dashboard Overview on page 45](#)
 - [Service Now Overview on page 32](#)

Filtering Inventory Pages on Service Now and Service Insight

On many inventory pages, you can use the Filter submenu to temporarily hide all the entries in the table that do not match the criteria that you are looking for. This feature lets you quickly find and evaluate the table entries that you require. All the inventory pages provide the capability of column based filtering so that data can be filtered out by any specific column. The filters are presented as drop-down lists against each column in the tabular view. The drop-down list has an input field wherein users can enter the filter criteria. On applying filters, the table contents display values that match the applied filter criteria.

Depending on the table, different columns can be filtered on. [Table 5 on page 52](#) lists the tables that permit filtering.

Table 5: Filter-enabled Tables and Columns

Work-space	Page / Table	Columns
Administration	Organization	All columns except: <ul style="list-style-type: none"> • Submit Cases As
	Device Groups	All columns
	Service Now Devices	All columns except: <ul style="list-style-type: none"> • Connected Member • Ship-to • Location • Policy
	Event Profiles	All columns except: <ul style="list-style-type: none"> • Devices
	Script Bundles	All columns
	Auto Submit Policy	All columns except: <ul style="list-style-type: none"> • Events • Devices • Incident Submitted
	Address Group	All columns except: <ul style="list-style-type: none"> • Devices
	E-mail Templates	All columns except: <ul style="list-style-type: none"> • Description

Table 5: Filter-enabled Tables and Columns *(continued)*

Work-space	Page / Table	Columns
Service Central	Incidents	All columns except: <ul style="list-style-type: none"> • Connected Member • Flag
	View Tech Support Cases	All columns except: <ul style="list-style-type: none"> • Organization • Time Created
	View End Customer Cases	All columns
	Information messages	All columns except: <ul style="list-style-type: none"> • Organization
	Device Snapshots	All columns except: <ul style="list-style-type: none"> • Connected member
	JMB Errors	All columns
	Notifications	All columns
Insight Central	Exposure Analyzer	All columns except: <ul style="list-style-type: none"> • Connected Member • Last Updated • EOL Status
	EOL Reports	All columns except: <ul style="list-style-type: none"> • Devices selected
	PBN Reports	All columns except: <ul style="list-style-type: none"> • Devices selected
	Targeted PBNs	All columns
	Notifications	All columns

For the procedure regarding filtering inventory pages, see [Filtering Inventory Pages](#) section from the *Network Application Platform User Guide*.

Related Documentation

- [Service Now Overview on page 32](#)
- [Table 21 on page 193](#)

User Roles

- [Service Now User Roles on page 54](#)

Service Now User Roles

The Junos Space User Administrator creates users and assigns roles (permissions) that allow you to access and perform different tasks. You cannot view the tasks that you do not have access to. While Junos Space enables you to create users with custom permissions, it also has a set of predefined user roles. You cannot modify or delete these predefined roles. See [Table 6 on page 54](#), which describes the tasks that predefined Service Now users have access to, based on the roles assigned to them.

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 6: Predefined Service Now User Roles and Permissions

Role	Permitted to Execute Actions Under the Following Subtasks	
Service Now Admin	Administration	Service Now Devices, New Device Platform Event Profiles, Add Event Profile Script Bundle, Add Script Bundle Organization, Add Organization, Add member Global Settings, SNMP Configuration, Manage SNMP Traps, Proxy Server Configuration Device Group, Create Device Group View Auto Submit Policy, Create Auto Submit Policy Address Group, Create Address Group E-mail Templates
	Service Central	Incidents, View Tech Support Cases JMB Errors Information, Messages, Device Snapshots Notifications, Create Notification

Table 6: Predefined Service Now User Roles and Permissions (*continued*)

Role	Permitted to Execute Actions Under the Following Subtasks	
Service Now Unrestricted User	Administration	Service Now Devices
	Service Central	Incidents, View Tech Support Cases
		JMB Errors
		Information, Messages, Device Snapshots
		Notifications, Create Notification
		Permissions exclude the ability to delete managed objects
Service Now Read Only User	Administration	Viewing and exporting Service Now devices
	Service Central	Viewing JMB details
		Exporting incident summary into an Excel format
		Viewing an incident case in the Case Manager
		Viewing a technical support case in Case Manager
		View end-customer cases in Case Manager
		Downloading JMB errors
		Scanning an information message for impact
		Exporting a JMB (device snapshot) to HTML
		Viewing JMB (device snapshot) details
		Viewing notification policies

You can flag or assign an incident only to a Service Now Admin or Service Now Unrestricted User. You can flag or assign an information message or iJMB to any user. Regardless of the permissions you have, you can always clear a flag of an incident or information message that had been flagged to you.

Related Documentation

- [Service Central Overview on page 153](#)
- [Administration Overview on page 75](#)

CHAPTER 4

Using the Service Now Getting Started Assistant

- [Service Now Getting Started Assistant Usage Overview on page 57](#)

Service Now Getting Started Assistant Usage Overview

- [Service Now Getting Started Assistant Usage Overview on page 57](#)

Service Now Getting Started Assistant Usage Overview

The Getting Started assistant is a sections in the Junos Space sidebar that guides you through the tasks that you can perform as part of the initial setup for every application. It appears when you log in to Junos Space and the **Show Getting Started on Startup** check box is selected.

To use the Service Now Getting Started assistant, navigate to Service Now, click the **Help** icon, expand the **Getting Started** assistant, and click the **Initial Setup** link. The **Getting Started** assistant displays five required steps and one optional step.

Every step in the Getting Started assistant contains a task link, and alongside the task links are help icons that provide information about the individual tasks. To execute the steps, click the task links of every step. The inventory page displays the page where you can execute the tasks.

By default, the Getting Started assistant guides you through the steps required to set up standard mode for Service Now.

The following steps are required:

1. Review Global Settings.
See [“Configuring Global Settings” on page 124](#)
2. Create Organization.
See [“Adding an Organization” on page 79](#).
3. Add Devices to Junos Space.
See the [Discovering Devices](#) section from the *Network Application Platform User Guide*.
4. Create Device Group.

See [“Creating a Device Group” on page 87](#).

5. Install Scripts using Service Now Devices.

See [“Installing an Event Profile on Devices Using Service Now” on page 95](#)

The following step is optional:

- Add New Script Bundle.

See [“Adding a Script Bundle to Service Now” on page 121](#).

To activate Service Now in end-customer and partner-proxy modes, see the Activating the End-Customer and Partner-Proxy Modes section in [“Service Now Modes” on page 42](#).

**Related
Documentation**

- [Service Now Overview on page 32](#)

CHAPTER 5

Trouble Ticket APIs Supported by Service Now

- [Trouble Ticket APIs Overview on page 59](#)
- [Profiles Used by Service Now on page 60](#)
- [Setting up Java Based Web Service Client on page 60](#)
- [Accessing a Web Service on page 66](#)
- [Trouble Ticket APIs Supported by Service Now on page 67](#)
- [Error Messages Displayed by OSS/J Client on page 68](#)
- [Trouble Ticket Attributes Supported by Service Now on page 70](#)
- [Trouble Ticket Events Supported by Service Now on page 72](#)

Trouble Ticket APIs Overview

Service Now supports trouble ticket APIs that will allow you to perform the following functions:

- Create, query, close, or cancel trouble tickets (single/multiple)
- Change the values of trouble tickets (single/multiple)
- Obtain notification regarding ticket changes

The Operation Support Systems for Java (OSS/J) delivers standards-based interface implementations (OSS/J APIs) and design guidelines for the development of component-based OSS systems. The web service technology is used to expose the standard set of APIs defined under JSR91 of OSS/J. The OSS/J module is integrated into Service Now. For more details, refer to the JSR 91 specification at <http://www.tmforum.org/OSSTroubleTicketAPI/4110/home.html>.

The version of the trouble ticket supported by Service Now is TroubleTicket_x790/v0-5.

Related Documentation

- [Service Now Overview on page 32](#)
- [Trouble Ticket APIs Supported by Service Now on page 67](#)
- [Trouble Ticket Attributes Supported by Service Now on page 70](#)
- [Trouble Ticket Events Supported by Service Now on page 72](#)

- [Setting up Java Based Web Service Client on page 60](#)
- [Profiles Used by Service Now on page 60](#)
- [Accessing a Web Service on page 66](#)
- [Error Messages Displayed by OSS/J Client on page 68](#)

Profiles Used by Service Now

A profile in OSS through Java is equivalent to an interaction pattern. A profile describes how a client can interact with the OSS/J application.

Currently, Service Now supports the Web Services style interaction profile (WSIP) for displaying trouble ticket APIs to clients. The reason for choosing Web Services is its ability to enable different systems to communicate at the protocol level without requiring any specific agreement on middleware, software libraries, programming languages, component models, application server platforms, processors or operating systems.

WSIP relies on well established standards such as SOAP (Simple Object Access Protocol) and WSDL (Web Services Description Language).

Related Documentation

- [Service Now Overview on page 32](#)
- [Trouble Ticket APIs Overview on page 59](#)
- [Trouble Ticket APIs Supported by Service Now on page 67](#)
- [Trouble Ticket Attributes Supported by Service Now on page 70](#)
- [Trouble Ticket Events Supported by Service Now on page 72](#)
- [Setting up Java Based Web Service Client on page 60](#)
- [Accessing a Web Service on page 66](#)
- [Error Messages Displayed by OSS/J Client on page 68](#)

Setting up Java Based Web Service Client

The procedure to set up a java based web service client is as follows:

1. Download the WSDL and XSD files from Service Now server from [https://\[IP address\]/aimOSSTroubleTicketService/OSSJWSDLFile?baseURL=https://\[IP Address\]/aimOSSTroubleTicketService/JVTTroubleTicketWS](https://[IP address]/aimOSSTroubleTicketService/OSSJWSDLFile?baseURL=https://[IP Address]/aimOSSTroubleTicketService/JVTTroubleTicketWS)



NOTE: IP address is where Service Now is installed.

2. Download the zip file OSSJWSDLAndXSDFiles.zip containing the WSDL and XSD files. Extract the zip files to the required location.

The zip file contains following files:

- JVTTroubleTicketSession.wsdl
 - WS-BaseNotification.wsdl
 - WS-Resource.wsdl
 - License.xml
 - xsd/notification/b-2.xsd
 - xsd/notification/bf-2.xsd
 - xsd/notification/r-2.xsd
 - xsd/notification/t-1.xsd
 - xsd/notification/ws-addr.xsd
 - troubleTicket/OSSJ-Common-v1-5.xsd
 - troubleTicket/OSSJ-Common-CBEBi-v1-5.xsd
 - troubleTicket/OSSJ-Common-CBECORE-v1-5.xsd
 - troubleTicket/OSSJ-Common-CBEDatatypes-v1-5.xsd
 - troubleTicket/OSSJ-Common-CBELocation-v1-5.xsd
 - troubleTicket/OSSJ-Common-CBEParty-v1-5.xsd
 - troubleTicket/OSSJ-Common-SharedAlarm-v1-5.xsd
 - troubleTicket/OSSJ-TroubleTicket-CBETrouble-v1-2.xsd
 - troubleTicket/OSSJ-TroubleTicket-v1-2.xsd
 - troubleTicket/OSSJ-TroubleTicket_x790-v0-5.xsd
3. From **START > RUN**, open the command prompt and type **cmd**, and then press **OK**. Navigate to the location where the zip file has been extracted.
 4. Run the following command to generate the service Now OSS/J web service client binaries: **wsimport -d [LOCATION_FOR_CLIENT_BINARIES] JVTTroubleTicketSession.wsdl**.



NOTE: LOCATION_FOR_CLIENT_BINARIES: The location where you want to generate the web service client.

Example— OSSJTroubleTicketClient.java:

```
import java.lang.reflect.Field;
import java.lang.reflect.InvocationTargetException;
import java.lang.reflect.Method;
import java.security.SecureRandom;
import java.security.cert.X509Certificate;
import java.util.ArrayList;
import java.util.List;
```

```
import javax.net.ssl.HostnameVerifier;
import javax.net.ssl.HttpsURLConnection;
import javax.net.ssl.SSLContext;
import javax.net.ssl.SSLSession;
import javax.net.ssl.TrustManager;
import javax.net.ssl.X509TrustManager;
import javax.xml.bind.JAXBElement;
import javax.xml.ws.BindingProvider;
import javax.xml.ws.handler.Handler;

import org.apache.xerces.jaxp.datatype.DatatypeFactoryImpl;
import org.ossj.wsdl.troubleticket.v1_2.JVTTroubleTicketSessionWSPort;
import org.ossj.wsdl.troubleticket.v1_2.JVTTroubleTicketSessionWebService;
import org.ossj.xml.common.ArrayOfString;
import org.ossj.xml.troubleticket.v1_2.*;

public class OSSJTroubleTicketClient {

    public static void main(String[] args) {
    try {

        //create web service client object
        JVTTroubleTicketSessionWebService webService1 = new

                                JVTTroubleTicketSessionWebService();
        //get the port from the webservice client

        JVTTroubleTicketSessionWSPort port =
        webService1.getJVTTroubleTicketSessionWSPort();
        //disable SSL certificate verification - this will be needed when using HTTPS server.
        disableCertificateValidation();

        //Authentication data must be added into SOAP request, for this creating a handler
        //chain which adds the authentication in SOAP header of the outgoing message.
        //The handler chain is then associated with the webservice port
        List<Handler> handlerChain = new ArrayList<Handler>();
        handlerChain.add(new SOAPLoggingHandler());
        BindingProvider bindingProvider = (BindingProvider) port;
        List<javax.xml.ws.handler.Handler> ls =
                bindingProvider.getBinding().getHandlerChain();
        ls.add(new SOAPLoggingHandler());
        bindingProvider.getBinding().setHandlerChain(handlerChain);

        //create request for creating trouble ticket
        CreateTroubleTicketByValueRequest request = createTroubleTicketValueRequest();

        //invoke the createTroubleTicketByValue API
        CreateTroubleTicketByValueResponse response =
        port.createTroubleTicketByValue(request);

    } catch (Exception e) {
        e.printStackTrace();
    }
}
```

```

    }
}

public static void disableCertificateValidation() {
    // Create a trust manager that does not validate certificate chains
    TrustManager[] trustAllCerts = new TrustManager[] {
        new X509TrustManager() {
            public X509Certificate[] getAcceptedIssuers() {
                return new X509Certificate[0];
            }
            public void checkClientTrusted(X509Certificate[] certs, String authType) {}
            public void checkServerTrusted(X509Certificate[] certs, String authType) {}
        }
    };
    // Ignore differences between given hostname and certificate hostname
    HostnameVerifier hv = new HostnameVerifier() {
        public boolean verify(String hostname, SSLSession session) { return true; }
    };

    // Install the all-trusting trust manager
    try {
        SSLContext sc = SSLContext.getInstance("SSL");
        sc.init(null, trustAllCerts, new SecureRandom());
        HTTPSURLConnection.setDefaultSSLSocketFactory(sc.getSocketFactory());
        HTTPSURLConnection.setDefaultHostnameVerifier(hv);
    } catch (Exception e) {}
}

private static CreateTroubleTicketByValueRequest createTroubleTicketValueRequest()
{
    TroubleTicketValue value = new ObjectFactory().createTroubleTicketValue();

    //set the values in TroubleTicketValue object

    CreateTroubleTicketByValueRequest request = new
        ObjectFactory().createCreateTroubleTicketByValueRequest();

    request.setTroubleTicketValue(value);

    return request;
}
}

```

Example—SOAPLoggingHandler.java

```

import java.io.ByteArrayOutputStream;
import java.util.Set;
import java.util.logging.Logger;

import javax.xml.namespace.QName;
import javax.xml.soap.SOAPElement;
import javax.xml.soap.SOAPException;
import javax.xml.soap.SOAPHeader;

```

```
import javax.xml.soap.SOAPEnvelope;
import javax.xml.soap.SOAPMessage;
import javax.xml.ws.handler.MessageContext;
import javax.xml.ws.handler.soap.SOAPHandler;
import javax.xml.ws.handler.soap.SOAPMessageContext;

public class SOAPLoggingHandler implements SOAPHandler<SOAPMessageContext>
{
    private static Logger logger =
    Logger.getLogger(SOAPLoggingHandler.class.getName());

    public boolean handleMessage(SOAPMessageContext context) {
        Boolean outgoingMsg = (Boolean)
        context.get(MessageContext.MESSAGE_OUTBOUND_PROPERTY);
        SOAPMessage soapMsg = context.getMessage();

        if(soapMsg != null && soapMsg.getSOAPPart() != null) {

            SOAPEnvelope soapEnv;

            try {
                soapEnv = soapMsg.getSOAPPart().getEnvelope();
                SOAPHeader soapHeader = soapEnv.getHeader();
                if (soapHeader == null) {
                    soapHeader = soapEnv.addHeader();
                }

                addAuthentication(soapHeader);
            } catch (SOAPException e) {
                // TODO Auto-generated catch block
                e.printStackTrace();
            }
        }

        if (outgoingMsg)
            System.out.println("#####outgoing soap message#####");
        else
            System.out.println("#####incoming soap message#####");

        logSoapMessage(context);

        return true;
    }

    public boolean handleFault(SOAPMessageContext context) {

        System.out.println("#####Fault soap message#####");
        logSoapMessage(context);

        return true;
    }

    public void close(MessageContext context) {
```



```

    }

    public void logSoapMessage(SOAPMessageContext context) {

        try {
            SOAPMessage msg = context.getMessage();

            ByteArrayOutputStream bas = new ByteArrayOutputStream();
            msg.writeTo(bas);
            System.out.println(bas);
        }
        catch (Exception e) {
            System.out.println("Error while writing SOAP message to debug log " + e);
        }
    }

    public Set<QName> getHeaders() {
        return null;
    }

    private void addAuthentication(SOAPHeader header) {
        try {

            SOAPElement security =
                header.addChildElement("Security", "wsse", "http://docs.oasis-
open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd");

            SOAPElement usernameToken =
                security.addChildElement("UsernameToken", "wsse",
"http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-utility-1.0.xsd");

            SOAPElement username =
                usernameToken.addChildElement("Username", "wsse");
            username.addTextNode("***");

            SOAPElement password =
                usernameToken.addChildElement("Password", "wsse");
            password.setAttribute("Type",
"http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText");

            password.addTextNode("***");

        } catch (Exception e) {
            e.printStackTrace();
        }
    }
}

```

**Related
Documentation**

- [Service Now Overview on page 32](#)
- [Trouble Ticket APIs Overview on page 59](#)
- [Trouble Ticket APIs Supported by Service Now on page 67](#)

- [Trouble Ticket Attributes Supported by Service Now on page 70](#)
- [Trouble Ticket Events Supported by Service Now on page 72](#)
- [Accessing a Web Service on page 66](#)
- [Profiles Used by Service Now on page 60](#)
- [Error Messages Displayed by OSS/J Client on page 68](#)

Accessing a Web Service

Access to a Web-Service or the OSS/J TT API requires authentication. An OSS/J Client has to use a user name and password of Junos Space server when making calls through the OSS/J TT API to create and modify tickets on the trouble ticket management system.

The procedure to access web service is as follows:

1. The OSS/J client adds the authentication details in the SOAP header of the WS request.
2. The client requests will be intercepted by JAX-WS handlers at WS server for getting authenticated.
3. JAX-WS handler will parse the SOAP header to get the authentication details.
4. The username and password will be authenticated by making REST call to Junos Space. If it is authenticated successfully, it will forward the request to JVT profile that will in turn invoke the appropriate internal rest call to Service Now API. Re-authentication at Service Now is not required.
5. SOAPFault Exception will be thrown to client if authentication fails.

The WS Security standard has been specified (WS_SECURITY) for Web Service messages. A dedicated security header defines properties for user and password that must be added.

Soap Header Template

```
<soapenv:Header>

<wsse:Security soapenv:mustUnderstand="0"
xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-
200401-wss-wssecurity-secext-1.0.xsd"><wsse:UsernameToken
wsse:Id="UsernameToken-14327075"
xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-utility-
1.0.xsd"><wsse:Username>***</wsse:Username><wsse:Password
Type="http://docs.oasis-
open.org/wss/2004/01/oasis-200401-wss-username-token-profile-
1.0#PasswordText">***</wsse:Password></wsse:UsernameToken></wsse:Security>

</soapenv:Header>
```

Related Documentation

- [Service Now Overview on page 32](#)
- [Trouble Ticket APIs Overview on page 59](#)

- [Trouble Ticket APIs Supported by Service Now on page 67](#)
- [Trouble Ticket Attributes Supported by Service Now on page 70](#)
- [Trouble Ticket Events Supported by Service Now on page 72](#)
- [Setting up Java Based Web Service Client on page 60](#)
- [Profiles Used by Service Now on page 60](#)
- [Error Messages Displayed by OSS/J Client on page 68](#)

Trouble Ticket APIs Supported by Service Now

The client provides operations to manage and retrieve trouble tickets (getting, creating, changing or canceling/closing tickets) in the trouble ticket management system.

The following list of APIs from JSR91 specification will be implemented in Service Now.

- createTroubleTicketByValue
- tryCreateTroubleTicketsByValues
- getTroubleTicketByKey
- getTroubleTicketsByKeys
- setTroubleTicketByValue
- trySetTroubleTicketsByValues
- trySetTroubleTicketsByKeys
- tryCancelTroubleTicketsByKeys
- tryCloseTroubleTicketsByKeys
- cancelTroubleTicketByKey
- closeTroubleTicketByKey
- getTroubleTicketTypes
- getEventTypes
- getEventDescriptor
- getManagedEntityType
- getSupportedOptionalOperations

The following table describes the trouble ticket APIs supported by Service now.

Table 7: Trouble Ticket APIs Supported by Service Now

Troube Ticket API	Description
createTroubleTicketByValue	Creates a single trouble ticket
tryCreateTroubleTicketsByValues	Creates multiple trouble tickets

Table 7: Trouble Ticket APIs Supported by Service Now (*continued*)

Troube Ticket API	Description
getTroubleTicketByKey	Obtains a single trouble ticket by the given key and return only the requested attributes
getTroubleTicketsByKeys	Obtains multiple trouble tickets by the given keys and return only the requested attributes
setTroubleTicketByValue	Updates a single trouble ticket by the given value
trySetTroubleTicketsByValues	Best effort update of multiple trouble ticket items by the given values
trySetTroubleTicketsByKeys	Best effort update of multiple trouble ticket items by the given keys
tryCancelTroubleTicketsByKeys	Cancels multiple trouble ticket by the given keys
tryCloseTroubleTicketsByKeys	Best effort closing of multiple trouble tickets by the given keys
cancelTroubleTicketByKey	Cancels a trouble ticket by the given key
closeTroubleTicketByKey	Closes a trouble ticket by the given key

Related Documentation

- [Service Now Overview on page 32](#)
- [Trouble Ticket APIs Overview on page 59](#)
- [Trouble Ticket Attributes Supported by Service Now on page 70](#)
- [Trouble Ticket Events Supported by Service Now on page 72](#)
- [Setting up Java Based Web Service Client on page 60](#)
- [Profiles Used by Service Now on page 60](#)
- [Accessing a Web Service on page 66](#)
- [Error Messages Displayed by OSS/J Client on page 68](#)

Error Messages Displayed by OSS/J Client

The error descriptions and the supported APIs for the various error scenarios are given as follows:

Table 8: OSS/J Client Error Scenarios

OSSJ Error Description	Supported APIs
JNPRERROR-998: Username and/or password are/is not valid in Space. Please check your entries in Space and resubmit your request. If the problem persists, please contact Juniper Customer Support.	All the APIs

Table 8: OSS/J Client Error Scenarios (*continued*)

OSSJ Error Description	Supported APIs
JNPRERROR-1020: Organization is not configured in Service Now. Please check your entries in Service Now and resubmit your request. If the problem persists, please contact Juniper Customer Support.	All the APIs
JNPRERROR-1005: Juniper system is unresponsive at this moment. Please try again later. If the problem persists, please contact Juniper Customer Support.	All the APIs
JNPRERROR-1014: There is already an active Trouble Ticket for the supplied serial number, product, platform and trouble description combination. Trouble Ticket Id: 2013-0617-1021. Please use this Trouble Ticket Id, if you wish to provide any additional information or updates to this issue.	createTroubleTicketByValue createTroubleTicketByValue
JNPRERROR-1013: Trouble Ticket Id 2013-0617-1022 in Juniper System is already Closed or Cancelled and cannot be updated. Please request for a new ticket through appropriate messaging.	setTroubleTicketByValue trySetTroubleTicketsByValues trySetTroubleTicketsByKeys tryCancelTroubleTicketsByKeys tryCloseTroubleTicketsByKeys cancelTroubleTicketByKey closeTroubleTicketByKey
JNPRERROR-1012: Juniper System could not validate the support entitlement for the supplied device 0000233004A. Please contact Juniper Customer Support to verify the support eligibility of the device.	createTroubleTicketByValue tryCreateTroubleTicketsByValues
JNPRWARN-1002: Product details like series and platform could not be determined from the information supplied in the Trouble Ticket. So an admin trouble ticket is created in Juniper System and assigned to Juniper Customer Care who is soon going to contact you to obtain relevant details before the Trouble Ticket can be assigned to the right Technical Engineer to troubleshoot the problem.	createTroubleTicketByValue tryCreateTroubleTicketsByValues
JNPRERROR-1027: Cannot create Trouble Ticket as Trouble Description, Trouble Detection Time, Suspect Object Id is null or empty. Trouble Description, Trouble Detection Time and Suspect Object Id are mandatory parameters for creating a Trouble Ticket. Please provide a valid input and resubmit your request.	createTroubleTicketByValue tryCreateTroubleTicketsByValues
JNPRERROR-1000: An unexpected error has occurred in the Juniper Backend System. Please try again later. If the problem persists, please contact Juniper Customer Support.	All the APIs

Table 8: OSS/J Client Error Scenarios (*continued*)

OSSJ Error Description	Supported APIs
JNPRERROR-1021: Base State of a Trouble Ticket can only be OPENACTIVE or QUEUED while creating a Trouble Ticket. Please provide a valid Base State and resubmit your request.	createTroubleTicketByValue tryCreateTroubleTicketsByValues
JNPRERROR-1018: Cannot create or update Trouble Ticket as Customer Trouble Number is greater than 40 characters. Please provide a valid Customer Trouble Number that Service Now understands to create or update a Trouble Ticket.	createTroubleTicketByValue tryCreateTroubleTicketsByValues setTroubleTicketByValue trySetTroubleTicketsByValues trySetTroubleTicketsByKeys
JNPRERROR-1023: Primary key of a Trouble Ticket should not be null or empty while fetching or updating a Trouble Ticket. Please provide a valid Trouble Ticket Primary Key and resubmit your request.	getTroubleTicketByKey getTroubleTicketsByKeys setTroubleTicketByValue trySetTroubleTicketsByValues trySetTroubleTicketsByKeys tryCancelTroubleTicketsByKeys tryCloseTroubleTicketsByKeys cancelTroubleTicketByKey closeTroubleTicketByKey
JNPRERROR-999: [method name] API is not supported in OSS/J implementation of Service Now.	APIs that are not supported by Service Now implementation of JSR91.

Related Documentation

- [Service Now Overview on page 32](#)
- [Trouble Ticket APIs Overview on page 59](#)
- [Trouble Ticket APIs Supported by Service Now on page 67](#)
- [Trouble Ticket Attributes Supported by Service Now on page 70](#)
- [Trouble Ticket Events Supported by Service Now on page 72](#)
- [Setting up Java Based Web Service Client on page 60](#)
- [Accessing a Web Service on page 66](#)
- [Profiles Used by Service Now on page 60](#)

Trouble Ticket Attributes Supported by Service Now

Service Now supports the following trouble ticket attributes.

Table 9: Supported Trouble Ticket Attributes

Trouble Ticket Attribute	Description	Access Right Provided to an External System
troubleTicketKey	Unique key to identify a trouble ticket.	Read access
additionalTroubleInfoList	Describes the reported trouble. It is represented by a set of graphic strings.	Read/write/access
attachmentData	Contains filename and data. The size of the data can be 6 MB (maximum) per attachment Base64 encoded. Attachments can be updated/added through update/create trouble ticket. If file name is not getting displayed, it will be taken from the data. It will be assumed the name of the file in the attachment data will be the name of the file. If the attachment data has no file name, the attachment data will be given an arbitrary file name as attachment_1 and so on.	Only upload access
closeOutNarr	Provides additional information regarding the trouble report closure.	Read/write access
relatedTroubleTicketKeyList	Provides a list of related TRs.	Read access
troubleDescription	Provides a summary of the PR.	Write access is provided only at the first attempt. For all subsequent updates, only read access is provided.
baseState	State of a ticket/case.	Read/write access
baseStatus	Status of a ticket/case	Read/write access
troubleDetectionTime	Indicates when the trouble was detected.	Read/write access
cancelRequestedByCustomer	Indicates whether the customer has requested to cancel the case. Cancellation request is not permitted if the case is already cleared or closed. The case closes when a cancellation request is granted.	Write access
closeOutVerification	Indicates whether the customer has verified repair completion, denied repair completion, or taken no action.	Write access
customerTroubleNum	Specifies the internal number assigned to the customer (example, the number that is assigned by a customer's trouble administration system). It allows the customer to access the TTR with this internal number.	Read/write access

Table 9: Supported Trouble Ticket Attributes (*continued*)

Trouble Ticket Attribute	Description	Access Right Provided to an External System
basePreferredPriority	Provides the urgency level of the resolution required by the customer. Its value can be undefined, minor, major or serious.	Read/write access
SuspectObjectList	Provides the list of suspect objects, where a suspect object may be the underlying cause of the trouble. This list should be used to pass the device serial number.	Read/write access

Related Documentation

- [Service Now Overview on page 32](#)
- [Trouble Ticket APIs Overview on page 59](#)
- [Trouble Ticket APIs Supported by Service Now on page 67](#)
- [Trouble Ticket Events Supported by Service Now on page 72](#)
- [Setting up Java Based Web Service Client on page 60](#)
- [Profiles Used by Service Now on page 60](#)
- [Accessing a Web Service on page 66](#)
- [Error Messages Displayed by OSS/J Client on page 68](#)
-

Trouble Ticket Events Supported by Service Now

You can track a trouble ticket or a trouble ticket item that is created, modified or deleted, by means of notifications. Service Now supports the WS-BaseNotification (a standard defined by OASIS) to receive events (notifications).

To receive events through a Web Service, you need to subscribe to the server-side web service. The server-side web service implements administration tasks to manage the subscription. The client-side service implements methods to receive events.

The events supported by Service Now implementation of JSR91 are described as follows:

- **TroubleTicketCreateEvent**—The trouble ticket management system publishes this event when a trouble ticket is created. This event must be the first event published for a specific trouble ticket.

Supported attributes: The trouble ticket value must contain all the attributes listed in table “[Trouble Ticket Attributes Supported by Service Now](#)” on page 70, from the created ticket. The trouble ticket value must contain the trouble ticket key that identifies the trouble ticket.

- **TroubleTicketAttributeValueChangeEvent**—The trouble ticket management system publishes this event when the attribute value of a trouble ticket is modified. This includes update, closure or cancellation of a trouble ticket as well as changes during the execution of a trouble ticket by implementation.

Supported attributes: The event includes all the attributes listed in “[Trouble Ticket Attributes Supported by Service Now](#)” on page 70. For the attribute troubleTicketKey, this implies that in the case a trouble ticket item is associated to or disassociated from a trouble ticket then this event must be published. Also any change to the baseState and baseStatus attributes requires publishing this event. The event must contain a trouble ticket value in the attribute troubleTicketValue, which contains all new attribute values of changed attributes. Attributes that are not changes will not be populated.

- **TroubleTicketStatusChangeEvent**—The trouble ticket management system publishes this event when the status of a trouble ticket has changed. When the status of the trouble ticket changes, both TroubleTicketAttributeValueChangeEvent and TroubleTicketStatusChangeEvent will be published. This event must be published if the baseState and baseStatus attributes of type TroubleTicketValue changes its value.

Supported attributes: The event contains the mandatory attribute troubleTicketKey that holds the key value of the affected trouble ticket, the mandatory attributes baseState and baseStatus that holds the new trouble ticket state value.

- **TroubleTicketCloseOutEvent**—The trouble ticket management system publishes this event when a trouble ticket has been closed.

Supported attributes: This event extends the event type TroubleTicketStatusChangeEvent and thus contains the same attributes used in TroubleTicketStatusChangeEvent, and are used in the same method. The mandatory attributes baseState and baseStatus contain the new values. The other attribute value of a trouble ticket contains the history information of the closed trouble ticket. This includes the change of the state due to an operation that is closed or an update as well as changes during the execution of a trouble ticket by implementation.

Related Documentation

- [Service Now Overview on page 32](#)
- [Trouble Ticket APIs Overview on page 59](#)
- [Trouble Ticket APIs Supported by Service Now on page 67](#)
- [Trouble Ticket Attributes Supported by Service Now on page 70](#)
- [Setting up Java Based Web Service Client on page 60](#)
- [Profiles Used by Service Now on page 60](#)

- [Accessing a Web Service on page 66](#)
- [Error Messages Displayed by OSS/J Client on page 68](#)

CHAPTER 6

Administration

- [Administration Overview on page 75](#)
- [Organizations on page 76](#)
- [Device Groups on page 87](#)
- [Service Now Devices on page 90](#)
- [Event Profiles and AI-Scripts on page 107](#)
- [Global Settings on page 123](#)
- [Auto Submit Policy on page 134](#)
- [Address Group on page 144](#)
- [E-mail Templates on page 150](#)

Administration Overview

You can use Service Now 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 considered AIS-enabled and can automatically detect and report incidents and informational JMBs (iJMBs).

AIS-enabled devices periodically send device data in the form of Informational Juniper Message Bundles (iJMBs) to Service Now. Using Service Now, you can add and manage devices, upload AI-Scripts bundles, and install the AI-Scripts on the devices.

You can also add devices that are part of the Junos Space platform to Service Now and group them under organizations. An organization is defined by a unique site ID that acts as 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. Juniper Support Systems (JSS) provides support for the incidents and iJMBs that you submit. This support depends on your service contract level, such as J-Care Efficiency, Continuity, or Agility levels of service.

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.

By associating an organization with one or more device groups, you can maintain groups of devices with similar attributes and control a user's access to devices. Device groups also help you automatically install AI-Scripts on many devices at one time.

Some administration tasks, such as adding connected members and viewing messages assigned to them, are enabled only when Service Now mode is activated. For more information about Service Now modes, see [“Service Now Modes” on page 42](#).

The Administration workspace enables you to perform the following tasks:

- Add devices to Service Now from the Junos Space platform.
- Add or delete an event profile or a script bundle.
- Add and delete devices and device groups.
- Install or remove AI-Scripts on devices.
- Associate devices with device groups.
- Add, modify, or delete an organization.
- Add connected members and view messages assigned to them (enabled if you are a Service Now partner).
- Run organizations in test mode and test organization connectivity to JSS.
- Export device data in CSV and Excel formats.
- Export inventory information in CSV Format
- Configure the global settings (SNMP server and proxy server settings).

**Related
Documentation**

- [Service Now Overview on page 32](#)
- [Service Now Modes on page 42](#)
- [Organizations Overview on page 77](#)
- [Device Groups Overview on page 87](#)
- [Service Now Devices Overview on page 90](#)
- [Event Profiles Overview on page 107](#)
- [AI-Scripts Overview on page 23](#)
- [Auto Submit Policy Overview on page 135](#)
- [Configuring Global Settings on page 124](#)

Organizations

- [Organizations Overview on page 77](#)
- [Adding an Organization on page 79](#)
- [Adding a Connected Member on page 81](#)
- [Modifying Organization Parameters on page 83](#)

- [Deleting an Organization on page 83](#)
- [Test the Connection to JSS on page 84](#)
- [Viewing Messages Assigned to a Connected Member on page 85](#)
- [Running an Organization in Test Mode on page 86](#)
- [Updating Core File Upload Configuration on page 86](#)

Organizations Overview

An organization in Service Now represents a unique Clarify site ID in Juniper Support Systems (JSS). JSS uses Clarify Site IDs to identify customers when providing technical support. You can manage multiple sites (each with its own Clarify site ID) using multiple organizations defined in Service Now with just 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 the access that users have over devices. See [“Device Groups Overview” on page 87](#).

For more information about creating device groups, see [“Creating a Device Group” on page 87](#).

While you configure organizations to run Service Now in a preproduction environment, you can avoid the processing of production incident cases by running an organization in test mode. In this mode, the synopsis of the incident is appended with [Test] and JTAC recognizes the case as a test case and does not process it.

Service Now organizations are displayed on the Manage Organizations page. You can choose to display the organizations either as a table arranged according to name, site ID, submit cases as, username, and connection status, or as icons, as shown in [Figure 3 on page 77](#).

Figure 3: Manage Organizations Page

Name	Site ID	Submit Cases As	User Name	Connection Status
Cable123	None	Real Cases	Test123@example.com	Failed

[Table 10 on page 78](#) describes the fields displayed in the tabular view of the Manage Organizations page and in the **Organizations Details** dialog box.

Table 10: Organization Column Descriptions

Column Name	Description
Name	Name of the organization
Site ID	Identifier for the Customer Site in the JTAC Clarify system
Submit Cases As	Status of the case that is sent to JSS. It is a real case or a test case that is sent in a production environment. The synopsis of a test case sent to JSS is appended with [Test Mode]. When Service Now is in offline mode, this column is empty.
User Name	Name used to identify the user for communications with the JTAC Clarify system, such as creating cases, and checking for updates to existing cases You do not need to enter a user name or password if Service Now is in the offline mode.
Connection Status	Status of the connection between the organizations and JSS
JMB Filter Level	Amount of device configuration information in a JMB that can be shared with JSS (Only visible in the Detail Summary dialog box, which opens when you double-click the organization)

From the Organizations page, you can:

- Add an organization
- Add a member
- Modify organization parameters
- Run an organization in test mode
- Test connectivity to JSS
- Delete an organization
- Associate address group
- Update core-file upload configuration



NOTE: This action is available only for connected member in partner proxy mode.

Related Documentation

- [Adding an Organization on page 79](#)
- [Adding a Connected Member on page 81](#)
- [Modifying Organization Parameters on page 83](#)
- [Deleting an Organization on page 83](#)

- [Test the Connection to JSS on page 84](#)
- [Viewing Messages Assigned to a Connected Member on page 85](#)
- [Running an Organization in Test Mode on page 86](#)
- [Associating Devices with an Address Group From an Organization ILP on page 148](#)
- [Updating Core File Upload Configuration on page 86](#)

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. You can use multiple organizations defined in Service Now to manage multiple sites (each with its own Clarify site ID) with only 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. While creating an organization you can specify the amount of device configuration information in JMBs that you want to share with JSS, for devices associated with that organization.

To add a Service Now organization in partner mode:

1. From the Service Now taskbar, select **Administration > Organizations > Add Organization**.

The **Add Organization** dialog box appears.

2. Enter the organization parameters in the provided fields.
For a detailed description of these fields, see [Table 11 on page 80](#).



NOTE: In the offline mode, the Add Organization page displays only the Name and the JMB Filter Level fields.

3. Click **Submit**.

This action verifies and saves the organization parameters and returns to the Organization page.

To add a Service Now organization in end-customer mode:

1. From the Service Now taskbar, select **Administration > Organizations > Add Organization**.

The **Add Organization** dialog box appears.

2. Enter the organization parameters in the provided fields.
For a detailed description of these fields, see [Table 11 on page 80](#).

3. Click **Submit**.

This action verifies and saves the organization parameters and returns to the Organization page.



NOTE: In end-customer mode, you can add only one organization.

[Table 11 on page 80](#) defines the **Add Organization** dialog box fields.

Table 11: Organization Credentials Page Field Descriptions

Name	Description	Privileges	Range/Length	Default
Name	Name of the organization	Service Now administrator privileges	64 characters	Blank
Submit cases as	Status of the case that is sent to JSS. It is a real case or a test case that is sent in a production environment. The synopsis of a test case sent to JSS is appended with [Test Mode].	Service Now administrator privileges	The values are: <ul style="list-style-type: none"> Real cases Test cases 	Disabled
User Name	Name used to identify the user for communications with the JTAC Clarify system, such as creating cases, and checking for updates to existing cases You do not need to enter a user name or password if Service Now is in the offline mode.	Service Now administrator privileges	32 characters	Blank
User Password	Password used to log in for the account with the username you specify You do not need to enter a user name or password if Service Now is in the offline mode.	Service Now administrator privileges	32 characters	Blank

Table 11: Organization Credentials Page Field Descriptions (*continued*)

Name	Description	Privileges	Range/Length	Default
Get Sites (button)	<p>Identifier for the Customer Site in the JTAC Clarify system</p> <p>Click Get Sites and select a Site ID from the Site ID list that is generated when you enter the username and password.</p> <p>NOTE: This option is not available when you add an organization in the end-customer mode.</p>	Service Now administrator privileges	80 characters	Blank
JMB Filter Level	<p>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 all information with IP Addresses overwritten—Sends all device information, except IP addresses Send all information—Sends all device information. Only send list of features used—Sends only the device configuration information 	Service Now administrator privileges	—	Send all information with IP addresses overwritten

Related Documentation

- [Organizations Overview on page 77](#)
- [Running an Organization in Test Mode on page 86](#)

Adding a Connected Member

After you configure Service Now to run in partner-proxy mode, you can add multiple end-customers and manage end-customer Service Now applications over a secure HTTPS connection. The can communicate with the end-customer only after the Service Now application of an end-customer is activated. For more information about and end-customer modes, see [“Service Now Modes” on page 42](#).



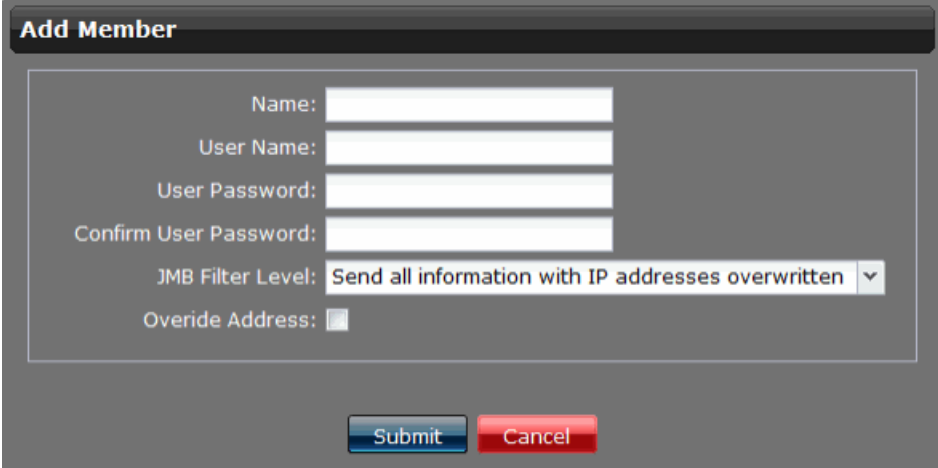
NOTE: You can add a connected member only after you create a valid organization.

To add a connected member to Service Now:

1. From the Service Now taskbar, select, **Administration > Organization > Add Member**.

The **Add Member** dialog box appears as shown in [Figure 4 on page 82](#).

Figure 4: Add Member Dialog Box



2. Enter a name for the connected member.
The name must contain only alphanumeric characters (a-z, A-Z, 0-9). It cannot contain special characters such as underscores (_), spaces, or hyphens (-).
3. Enter a username for the connected member.
The username must be in the format user@example.com.
4. Enter the password that can be used to log in with the username you have entered.
5. Enter the same password again to confirm.
6. Select one of the following values to specify the amount of device configuration information in a JMB that can be shared with JSS:
 - Do not send—Sends no configuration information.
 - Send all information except configuration—Sends all device information except the configuration.
 - Send all information with IP Addresses overwritten—Sends all device information, except IP addresses
 - Send all information—Sends all device information.
 - Only send list of features used—Sends only the device configuration information.
7. If you select the Override Address check box, for auto submit policy, an end customer RMA Incident will be submitted to JSS with the address associated to the device by Partner only. If you have not selected the Override Address check box, only the address associated by the end customer will be associated when submitting a case.
8. Click **Submit**.

The connected member is created and displayed on the Organizations page.

- Related Documentation**
- [Adding an Organization on page 79](#)
 - [Organizations Overview on page 77](#)

Modifying Organization Parameters

Using Service Now, you can modify the parameters of an organization.



NOTE: When you modify the parameters of a connected member, you cannot edit the name of the connected member and the organization associated with it. For more information about connected members see [“Service Now Modes” on page 42](#).

To modify the parameters of an organization:

1. From the Service Now taskbar, select **Administration > Organizations**.

The Organizations page appears.

2. Select the organization whose parameters you want to modify.
3. Click **Modify Organization** from either the **Actions** list or the right-click menu.

The **Organizations** dialog box displays the name, submit cases as, username, and password, and the JMB filter level 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 Documentation**
- [Organizations Overview on page 77](#)
 - [Deleting an Organization on page 83](#)
 - [Running an Organization in Test Mode on page 86](#)

Deleting an Organization

As a Service Now administrator, you can use the Service Now Organizations page to delete organizations.



NOTE: You cannot delete an organization without first deleting its associated connected members.

To delete an organization:

1. From the Service Now taskbar, select **Administration > Organizations**.

The Organizations page appears.

2. Select the organization that you want to delete.
3. Click **Delete Organization** from the **Actions** list or the right-click menu.

The **Delete Organizations** dialog box appears asking you to confirm the deletion.

4. Click **Delete**.

The selected organization is deleted from the Service Now database and no longer appears in the Organizations page.



NOTE: When you delete an organization, you also automatically delete its associated device groups.

Related Documentation

- [Organizations Overview on page 77](#)
- [Adding an Organization on page 79](#)
- [Running an Organization in Test Mode on page 86](#)

Test the Connection to JSS

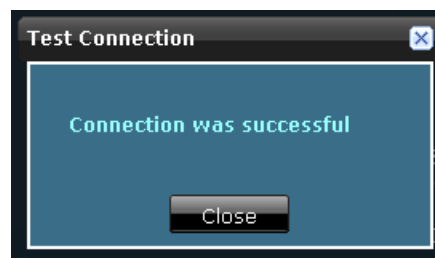
From the Organizations page, you can test the connection of every organization with Juniper Support Systems (JSS).

To test an organization's connectivity with JSS:

1. From the Service Now taskbar, select **Administration > Organizations**.
The Organizations page appears.
2. Select the organization whose connection to JSS you want to test.
3. Click **Check Status** from either the **Actions** list or the right-click menu.

The **Test Connection** dialog box displays the result of the test connection to JSS, as a success or a failure.

Figure 5: Test Connection Dialog Box



In case of a failure, a description appears stating the reason for the failure in connection.

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



NOTE: This option is not available when Service Now is in the offline mode.

Related Documentation

- [Organizations Overview on page 77](#)
- [Adding an Organization on page 79](#)
- [Deleting an Organization on page 83](#)
- [Running an Organization in Test Mode on page 86](#)

Viewing Messages Assigned to a Connected Member

Using Service Now, you can view the list of messages that are assigned to a connected member. This action is available only when Service Now operates in partner-proxy mode and when you select a connected member in the Organizations page.

To view the messages assigned to a connected member:

1. From the Service Now taskbar, select **Administration > Organizations**.
The Organizations page displays the list of organizations and connected members.
2. Select the connected member whose list of assigned messages you want to view.
3. Right-click your selection and select **View Messages** from either the **Actions** list or the right-click menu.

As shown in [Figure 6 on page 85](#), the Messages assigned to Connected Member page displays the list of messages assigned to the selected connected member.

Figure 6: Messages Assigned to Connected Member Page

Messages assigned to Connected Member		
Return to Organization		
Title ▲	Status	Sent
abc	Delivered	2010/05/07 01:36
final1	Delivered	2010/05/07 01:36

4. To view the details of the messages, click the title of the message.

The **Message Details** dialog box displays information such as the organization that the message is sent to, site ID, title, issue date, summary, instructions, keywords, relevance, owner, and the users that the message was flagged to.

5. Click **OK** to return to the Organizations page.

- Related Documentation**
- [Assigning a Message to a Connected Member on page 173](#)
 - [Messages Overview on page 170](#)
 - [Adding a Connected Member on page 81](#)

Running an Organization in Test Mode

While configuring an organization, you can enable test mode so that you can submit cases as test cases and 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].

To run an organization in test mode:

1. From the Service Now taskbar, select **Administration > Organizations**.

The Organizations page appears.

2. Select the organizations that you want to place in test mode, and select **Modify Organization** from either the **Actions** list or the right-click menu.

The **Organization** dialog box displays the parameters of the selected organization.

3. Select **Test Cases** from the **Submit Cases as** list.
4. Click **Submit**.

This action ensures that incidents that are submitted to JSS are considered as test cases.

- Related Documentation**
- [Organizations Overview on page 77](#)
 - [Modifying Organization Parameters on page 83](#)

Updating Core File Upload Configuration

You can update the core file configuration for a connected member in partner proxy mode. This feature is enabled only for a connected member. If this feature is not enabled, you can use the default setting to upload core files. For more details, see [“Uploading Core Files Generated for Events” on page 133](#).

To change the core file configuration for a connected member:

1. From the Service Now taskbar, select **Administration > Organization**.
2. The Organizations page appears.
3. Select the organization whose configuration you want to change.
4. Click **Update Core File Upload Configuration** from either the Actions list or the right-click menu.

The Modify Core File Upload Configuration for Connected Member dialog box appears.

5. Fill in the required parameters in the displayed fields, and click **Submit**.
6. The configuration is changed successfully.

- Related Documentation**
- [Organizations Overview on page 77](#)
 - [Administration Overview on page 75](#)
 - [Uploading Core Files Generated for Events on page 133](#)

Device Groups

- [Device Groups Overview on page 87](#)
- [Creating a Device Group on page 87](#)
- [Modifying Device Groups on page 89](#)
- [Deleting Device Groups on page 89](#)

Device Groups Overview

You can use Service Now to group network elements and manage multiple devices in a single entity called a device group. You use device groups 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. You can associate one or more devices with every device group

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](#)
- [Associate Address Groups](#)
- [Set as Default Device Group](#)

- Related Documentation**
- [Creating a Device Group on page 87](#)
 - [Modifying Device Groups on page 89](#)
 - [Deleting Device Groups on page 89](#)
 - [Associating Devices with an Address Group from a Device Group ILP on page 149](#)

Creating a Device Group

You use device groups to group devices within an organization. Only users with Service Now admin privileges can create device groups and add devices to them. All the new devices will be associated to the device groups by default and thereby enhancing the capability of Installing AIS Profile on the device without having to first associate device to a device group and then installing.

Creating a new Service Now Organization in Standard mode:

- When administrators create a new Service Now organization, an auto created device group is created by Service Now and associated with the organization.
- You can edit and delete device groups that Service Now creates for the organization.

Creating a New Service Now Organization in Partner-Proxy Mode:

- When you create a new Service Now organization, a default device group is created by Service Now and associated with the organization.
- The default device group is generated by Service Now for the first organization created by the customer.
- Devices added by end customer are automatically added to the default device group.
- Administrators can edit but not delete the default device group.

To create a device group:

1. From the Service Now taskbar, select **Administration > Device Groups > Create Device Group**.

The Create Device Group page appears.

Create Device Group

Name:

Organization: [New Organization](#)

Select Devices to add them to the Device Group

Host Name	Connected Member	Platform	IP Address	Serial Num...	Version
-----------	------------------	----------	------------	---------------	---------

Page 1 of 1 | No results to display

[Add](#) [Cancel](#)

2. Enter a name for the device group within the **Name** field.
The name must contain only alphanumeric characters (a-z, A-Z, 0-9). It cannot contain special characters such as underscores (_), spaces, or hyphens (-).
3. In the **Organizations** 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 79](#).

4. Select the devices that you want to add to this device group.
5. Click **Add**.

The selected devices are added to the device group. To verify that the devices have been added, you can view the details of the device group in the Manage Device Groups page.

- Related Documentation**
- [Device Groups Overview on page 87](#)
 - [Modifying Device Groups on page 89](#)

Modifying Device Groups

To modify a device group:

1. From the Service Now taskbar, select **Administration > Device Groups**.

The Device Group page lists the existing device groups.

2. Select the device group whose parameters you want to modify, and select **Modify Device Group** from either the **Actions** list or the right-click menu.

The **Modify Device Group** dialog box displays the parameters of the selected device group.

3. Modify the fields as necessary.

For Service Now running in partner-proxy mode, you can set any other address group as the default while modifying the address group. This is done by selecting the Set as Default box. However, if the user does not select the Set as Default field, an error message appears stating **Please set other device group as the default device group before unselecting this device group as the default**.

Use the **Device Groups** navigation drawer on the right-hand corner of the screen to add or delete devices from the selected device group.

4. Click **Finish**.

The changes are submitted and new values are replaced in the Service Now database. The Device Group page appears.

- Related Documentation**
- [Device Groups Overview on page 87](#)
 - [Deleting Device Groups on page 89](#)
 - [Creating a Device Group on page 87](#)

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 taskbar, select **Administration > Device Groups**.

The Device Group page lists the existing device groups.

2. Select the device group that you want to delete, and select **Delete Device Group** from either the **Actions** list or the right-click menu.

The **Delete Device Group** dialog box prompts you to confirm the deletion.

3. Click **Delete**.

The selected device group is deleted from the Service Now database and no longer appears on the Device Group page.

- Related Documentation**
- [Device Groups Overview on page 87](#)
 - [Modifying Device Groups on page 89](#)

Service Now Devices

- [Service Now Devices Overview on page 90](#)
- [Adding Devices from the Platform on page 94](#)
- [Installing an Event Profile on Devices Using Service Now on page 95](#)
- [Uninstalling Event Profiles from Devices on page 98](#)
- [Exporting Device Data in CSV and Excel Format on page 98](#)
- [Exporting Inventory Information in CSV Format on page 99](#)
- [Viewing Exposure on page 99](#)
- [Generating On-Demand Incidents on page 100](#)
- [Requesting RMA Incidents on page 103](#)
- [Deleting a Device on page 104](#)
- [Associating Devices with a Device Group on page 104](#)
- [Modifying Auto Submit Policy on page 105](#)
- [Viewing Incidents on page 106](#)
- [Verifying Connection between Devices and FTP Server on page 107](#)

Service Now Devices Overview

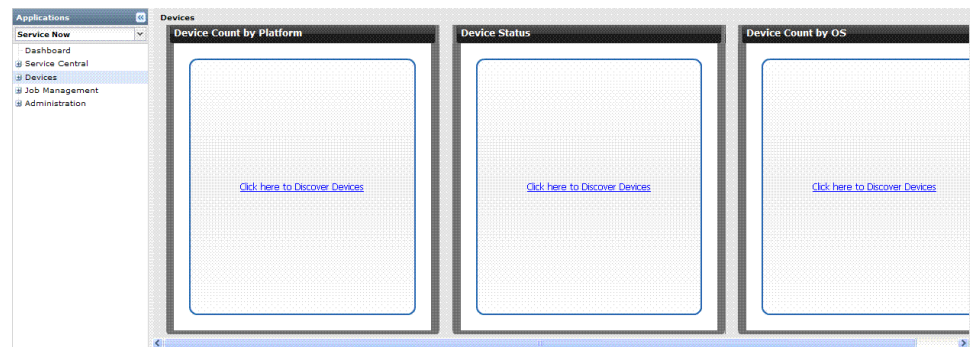
You can use Service Now to group network elements and manage multiple devices in a single entity called a device group. Service Now lists the devices that are already a part of the Junos Space platform and that you can import into Service Now. You can view only those devices for which you have permission (based on RBAC policy), and other Service Now defined objects. These devices periodically send device information to Service Now for monitoring purposes. Service Now also detects and displays devices that do not send device information (device snapshots) for more than 10 days. Service Now then generates iJMBs automatically for all devices associated to a Device Group when the devices stop sending iJMBs. The iJMBs are generated based on the commands available in directive file pre-loaded in Service Now. For more details, see Section "[Device Snapshots Overview](#)" on page 174.

After you add devices and create device groups, you can perform various operations on them, such as installing and removing AI-Scripts individually on every device or on all the devices in a device group simultaneously. You can also delete devices from the Service Now database.

Service Now devices are displayed on the Service Now Devices page. They are arranged according to organization, device group, hostname, serial number, platform, version, state (added/removed state of end customer devices only) and script bundle.

[Table 12 on page 91](#) describes the columns in the Service Now Devices page and the **Device Detail** dialog box.

Figure 7: Service Now Devices Page



[Table 12 on page 91](#) describes the fields displayed in the tabular view of the Service Now Devices page and in the **Device Details** dialog box.

Table 12: Service Now Devices Column Descriptions

Field Name	Description
Organization	Name of the organization to which this device belongs.
Connected Member	Name of the connected member.
Device Group	Name of the device group to which this device belongs.
HostName	Unique name by which the device is known on a network.
Serial Number	Serial number of device.
Product	Type of device
OS Version	Version of the Junos operating system that is running on the device.
State: <ul style="list-style-type: none"> Added Removed 	By Default, this field is hidden. It is displayed in the partner proxy for connected member devices only.
Script Bundle	Name and version of the script bundle installed on the device.

Table 12: Service Now Devices Column Descriptions (*continued*)

Field Name	Description
Event Profile	Name and version of the event profile installed on the device.
Policy	All the policies that a device is associated with. Each policy name is separated by a comma.
Field displayed on the Details Summary Page	
Platform	Type of device (routing platform).
Routing Engine	Type of routing engine. The values are: <ul style="list-style-type: none"> • Single RE • Dual RE
Event Profile Installation Status	Status of event profile installation on the device. The values are: <ul style="list-style-type: none"> • Success • Failed • Master RE Failed • Backup RE Failed • Successfully installed in Master RE. Backup RE is inactive.
Connection Status	Status of connection from the device to Service Now.
Alerts	Status of iJMB upload.
Support Contract ID	A table that displays information about the support contract according to contract number, status, SKU, SKU type, as well as start and end dates. To get on-demand updates about your Service Now contract, click the Refresh button on the Device Details page.

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

- Add devices from the platform
- Install event profiles on devices
- Remove event profiles from devices
- Export device data into CSV and Excel format
- Export inventory information in CSV format
- Modify auto submit policy
- Delete devices
- View information about device that risk the chance of exposure to known issues
- Associate devices with a device group
- Associate devices with an address group

- View the incidents for the devices supported by Service Now
- Generate on-demand incidents
- Request RMA incidents
- Verify the connection between devices and FTP server

**Related
Documentation**

- [Adding Devices from the Platform on page 94](#)
- [Installing an Event Profile on Devices Using Service Now on page 95](#)
- [Uninstalling Event Profiles from Devices on page 98](#)
- [Exporting Device Data in CSV and Excel Format on page 98](#)
- [Exporting Inventory Information in CSV Format on page 99](#)
- [Viewing Exposure on page 99](#)
- [Modifying Device Groups on page 89](#)
- [Deleting a Device on page 104](#)
- [Associating Devices with a Device Group on page 104](#)
- [Associating Devices with an Address Group From a Service Now Devices ILP on page 150](#)
- [Viewing Incidents on page 106](#)
- [Generating On-Demand Incidents on page 100](#)
- [Verifying Connection between Devices and FTP Server on page 107](#)
- [Requesting RMA Incidents on page 103](#)

Adding Devices from the Platform

You can add devices that are a part of the Junos Space platform to the Service Now application. While you add these devices, you can also assign them to a device group and also install AI-Scripts on them.



NOTE: Devices that are discovered and added to the Junos Space platform are automatically added to the Service Now application. However, if Service Now is in demo mode, only the first five devices are added.

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

1. From the Service Now taskbar, select **Administration > Service Now Devices > Add Devices**.

The Select Devices to Add to Service Now and Click Submit page displays the devices that have not been added to Service Now.

Figure 8: Select Devices to Add to Service Now and Click Submit Page

Host Name	Network Name	Serial Number	Product	Version
10.205.230.1	10.205.230.1	AD3089aa0006	SRX210-HM	10.2R2.10
10.205.230.6	10.205.230.6	AD3089aa0009	SRX210-HM	10.2R2.10
10.205.230.8	10.205.230.8	AD3089aa000e	SRX210-HM	10.2R2.10
10.205.230.2	10.205.230.2	AD3089aa000c	SRX210-HM	10.2R2.10
10.205.230.3	10.205.230.3	AD3089aa000c	SRX210-HM	10.2R2.10
10.205.230.100	10.205.230.100	AD3089aa0029	SRX210-HM	10.2R2.10
10.205.119.19	10.205.119.19	AT2510AF0524	SRX1008	11.2R2.4
10.205.119.18	10.205.119.18	AT2510AF0599	SRX1008	11.2R2.4
Node-177	10.205.90.177	AA3610AA0078	SRX3490	11.2-20110210.0
Node-178	10.205.90.178	AA3610AA0077	SRX3490	11.2-20110210.0
Corp-Gateway	10.205.119.2	AJ2610AA0089	SRX650	10.4R7.5

2. Select the devices that you want to add.
3. Click **Submit**.

The Add Service Now Device(s) page appears.

4. Click **Apply profiles to added devices (manually)** to go to the Install Event Profile page. For more information on installing profiles, see [“Installing an Event Profile on Devices Using Service Now” on page 95](#).

The devices are added to Service Now and displayed on the Service Now Devices page. The device **Status** column displays **Imported**.

Related Documentation

- [Service Now Devices Overview on page 90](#)
- [Installing an Event Profile on Devices Using Service Now on page 95](#)
- [Modifying Auto Submit Policy on page 105](#)

Installing an Event Profile on Devices Using Service Now

An event profile is a set of event scripts that are selected from an AI-Scripts bundle. When you install an event profile on Juniper Networks devices, the event scripts are installed on the devices and provide the information needed to automatically detect and report problem (incident) and information events, thus ensuring maximum network uptime.

Service Now uses Device Management Interface (DMI) to install and remove AI-Scripts on devices. DMI is an extension to the NETCONF network management protocol.

When you install event profiles on individual systems (chassis) with dual Routing Engines, Service Now installs the event profiles on both primary and backup Routing Engines.



NOTE: While operating in partner-proxy mode, you cannot install event profiles on a connected member's device.

To install an event profile on devices:

1. From the Service Now taskbar, select **Administration > Service Now Devices**.

The Service Now Devices page appears.

2. Select the device on which you want to install the event profile. If you have selected one or more devices for installing the event profile, the Install Event Profile action is active even if the devices are not associated with an organization or Device Group.
3. Click **Install Event Profile** from either the **Actions** list or the right-click menu.

The **Install Event Profile** dialog box appears as shown in [Figure 9 on page 95](#).

Figure 9: Install Event Profile Dialog Box

4. Select the appropriate Device Group from Add to Device Group box.

A user can choose a device group before installing event profile. All the selected devices will get associated to the newly selected device group and event profile installed on all the devices.

5. Select an event profile from the **Use Profile** procedure, which displays the event profiles that you upload into Service Now.

6. (Optional) If you do not want to save a copy of the event profile after it is installed on the device, select the **Never store Script Bundle files on device (if selected roll-back option will not be available)** check box.
7. (Optional) If you want to remove the script bundle from the device, after it is installed, select the **Remove Script Bundle files after successful install** check box.



NOTE: The two options listed above are not supported during the installation of AI scripts on devices, namely, QFX3000-M, QFX3000-G and EX with Dual RE.

8. (Optional) If you want to schedule a time for installation, select the **Schedule at a later time** check box, and specify the **Date and time** for the installation. The installation process begins automatically at the time you specify.
9. Click **Submit**.
10. (Optional) If you want to add devices on which you want to install the selected event profile, select the **Install Event Profiles on new Devices** check box, and select the devices.
11. Click **Finish**.

The **Save Event Profile** dialog box appears.

12. Click one of the following links based on the required results.

Link	Result
Apply this profile to original set of devices	The Potential Exposure to Known Issues page displays information about the selected set of devices. A bang (!) icon is placed next to devices, associated with the event profile, that risk the chance of exposure.

Figure 10: Potential Exposure to Known Issues Page



- (Optional) To export device data in an Excel format, click **Export Devices with Exposure to Excel**.
- (Optional) To view a device's exposure to known issues, click the respective link displayed in the **Exposure** column. The View Exposure page appears and displays the known issues associated with the respective device.
Click **Return to Potential Exposure** to continue.
- Click **Continue**.

A confirmation pop-up box procedures the final procedure of devices on which the selected event profile must be installed.

You can remove devices from the procedure by clearing the check boxes of the devices you want to delete.
- Click **Install**.
The selected event profile is installed on the devices with which it is associated, and the Service Now Devices page appears.

To view the status of the event profile installation task, click the job ID link and the Jobs page displays the status of the job. Double-click the job to view information about each step of the installation.

Apply this profile to devices manually	<p>You are allowed to select Service Now devices on which you want to install the event profile. Select the devices and click OK. The Job Information dialog box displays the job ID. To view the status of the event profile installation task, click the job ID link and the Jobs page displays the status of the job. Double-click the job to view information about each step of the installation.</p> <p>Click OK to return to the Event Profiles page.</p>
Return to the Profiles Page	The event profile installation task is canceled, and the Event Profiles page appears.

Related Documentation

- [Event Profiles Overview on page 107](#)
- [AI-Scripts Overview on page 23](#)
- [Manually Installing AI-Scripts on Devices on page 27](#)
- [Adding a Script Bundle to Service Now on page 121](#)
- [Viewing Exposure on page 99](#)

Uninstalling Event Profiles from Devices

You can use Service Now to remove event profiles from devices. You cannot remove event profiles from devices that do not have proper login credentials. Service Now uses Device Management Interface (DMI) to install and remove event profiles on devices. DMI is an extension to the NETCONF network management protocol.



NOTE: While operating in partner-proxy mode, you cannot remove event profiles from a connected member's device.

To remove event profiles from devices:

1. From the Service Now taskbar, select **Administration > Service Now Devices**.
The Service Now Devices page appears.
2. Select the devices from which you want to remove event profiles, and select **Uninstall Event Profile** from either the **Actions** list or the right-click menu.
A message box appears asking you to confirm the deletion.
3. Click **Submit**.

This event profiles are removed from the selected devices.

To view the status of this task, click the job ID link. The Jobs page displays the status of the job. Double-click the job to view information about each step of the removal.

Related Documentation

- [AI-Scripts Overview on page 23](#)
- [Installing an Event Profile on Devices Using Service Now on page 95](#)

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 plaintext 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 taskbar, select **Administration > Service Now Devices**.
The Service Now Devices page appears.

2. Select the device whose data you want to export, and select **Export Devices** from either the **Actions** list or the right-click menu.

The **Export Devices** dialog box displays the links to the CSV and Excel files.

3. Select the links to save the files in CSV and Excel file formats.

Related Documentation

- [Service Now Devices Overview on page 90](#)
- [Deleting a Device on page 104](#)
- [Modifying Auto Submit Policy on page 105](#)

Exporting Inventory Information in CSV Format

You can export Service Now end-customer device inventory information in CSV and Excel file formats. A CSV file is a plain text file that stores each data record separated by a comma.

To export the inventory information:

1. From the Service Now taskbar, select **Administration > Service Now Devices**.

The Service Now Devices page appears.

2. Select the device whose data you want to export.
3. The **Export Inventory** dialog box appears you to select

The **Export Inventory Job Status** dialog box appears and shows the job status.

4. After the job is complete, click **Download** to open the files in CSV and Excel file formats.

The information appears according to device, item, model number, part number, serial number, service SKU, contract end, EOL status, EOL replacement part, EOL date, and description.



NOTE: The device inventory of end-customer devices takes one day to be reflected in the mode.

Related Documentation

- [Service Now Devices Overview on page 90](#)
- [Deleting a Device on page 104](#)
- [Modifying Auto Submit Policy on page 105](#)
- [Viewing Exposure on page 99](#)

Viewing Exposure

The Service Now Devices page displays a bang (!) icon next to the organization associated with devices that are exposed to known issues.

Using Service Now, you can view details of these exposed devices. The details include the device name, Junos OS version, script bundle, and associated information messages as well as a link to the problem report (PR) and a description of the problem.



NOTE: This feature is not available if Service Now is in offline mode.

To view device exposures to known issues:

1. From the Service Now taskbar, select **Administration > Service Now Devices**.

The Service Now Devices page appears.

2. Select the device that is exposed and click **View Exposure** from either the **Actions** list or the right-click menu.

The View Exposure page appears and displays information according to device name, product, version, PR, and PR synopsis.

3. Click **Return to Device View** to go back to the Service Now Devices page.

Related Documentation

- [Service Now Devices Overview on page 90](#)
- [Adding Devices from the Platform on page 94](#)
- [Deleting a Device on page 104](#)
- [Modifying Auto Submit Policy on page 105](#)

Generating On-Demand Incidents

Using Service Now, you can create Juniper Message Bundles (JMBs) for specific devices without having to wait for an event to trigger an incident. These JMBs are called on-demand incidents. You can choose to generate on-demand JMBs either using scripts or remote commands run by Service Now. If you are using remote commands run by Service Now, the JMBs should be constructed based on the available directive file pre loaded in Service Now. When you submit an on-demand incident, Service Now calls an on-demand incident profile, which triggers an event and generates the incident. These profiles are predefined by Juniper Networks and contain information such as type of incident and the remote procedure calls (RPCs) used to trigger the incident.



NOTE: To create an on-demand incident, you must first install AI-Scripts Releases 3.2 R1 and later on the device.

You cannot create on-demand incidents for Juniper Networks QFX3000 Series devices.

To generate incidents on demand:

1. From the Service Now taskbar, select **Administration > Service Now Devices**.

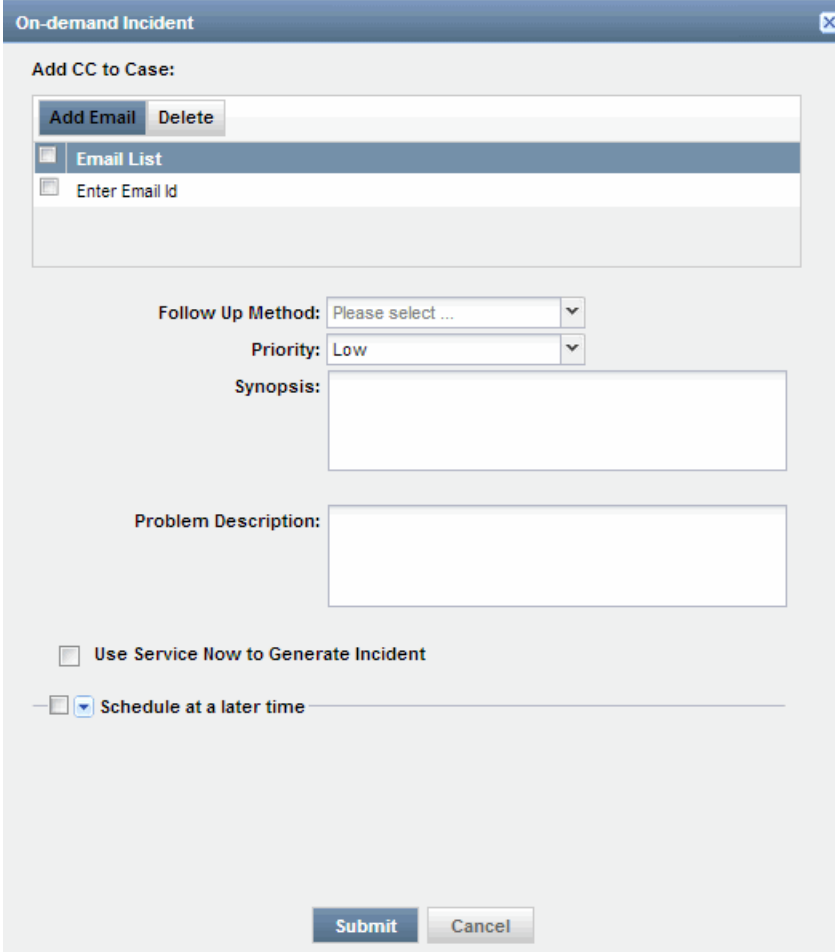
The Service Now Devices page appears.

2. Select the device for which you want to generate the incident, and click **Create On-Demand Incident** from either the **Actions** list or the right-click menu.

You can create on-demand incidents for 1 to 5 devices simultaneously.

The On-demand Incident dialog box appears.

Figure 11: On-demand Incident Dialog Box



The dialog box is titled "On-demand Incident" and contains the following fields and controls:

- Add CC to Case:** A section with "Add Email" and "Delete" buttons, and a table with two rows: "Email List" and "Enter Email Id".
- Follow Up Method:** A dropdown menu with "Please select ..." as the current selection.
- Priority:** A dropdown menu with "Low" as the current selection.
- Synopsis:** A large text input field.
- Problem Description:** A large text input field.
- Use Service Now to Generate Incident:** A checkbox that is currently unchecked.
- Schedule at a later time:** A checkbox that is currently checked, followed by a text input field.
- Submit** and **Cancel** buttons at the bottom right.

3. Click the **Enter Email Id** field to enter an e-mail ID, and enter the e-mail ID in the format user@example.com.

To add multiple e-mail IDs, or delete them, use the **Add Email** or **Delete** buttons, respectively.

4. Select how you can receive updates about the case from the **Follow Up Method** list. The available options are **Email Full Text Update**, **Email Secure Web Link**, and **Phone Call**.

5. Select the priority of the case from the **Priority** list. The available options are **Critical**, **High**, **Medium**, and **Low**. The default priority is **Medium**.
6. You can edit the default content in the **Synopsis** and **Problem Description** fields. The default content is displayed in edit mode. You can also add information to the existing content in the text boxes.

Ensure that your comments contain fewer than 1,028 characters.



NOTE: The values for the fields listed in steps 3 through 5 are already defined based on the incident that is generated by the selected profile. You can modify these values if needed.

7. Select **Use Service Now to Generate Incident** to generate on-demand JMB using Off-Box mechanism.

If this option is selected, the Incidents page within Service Central displays the Incident Type as Off-Box for the corresponding incidents.

8. Click **Submit**. A **Job Information** dialog box appears and displays the job ID.

You can click the job ID to go to **Create On-demand Incident** job on the Jobs page. Double-click the job to open the **Create On-demand Incident Status** dialog box (Figure 12 on page 102), which displays information about the job such as profile used in the incident, hostname, job status, and reason for the incident.

Figure 12: Create On-demand Incident Status Dialog Box

Create On-demand Incident Status			
Profile Name	Host Name	Status	Reason
General	EX4200.24T.180	Failed	OP Script execution failed on device 229656. Src File: on-Demand.slax Please verify that the AI Script with version 3.1R2 or higher is installed on device. Message from device : Details: Operational RPC Command Results operationalCmd Failed . error invalid script name: on-demand.slax invalid script name: on-demand.slax
General	SRX210H-SN	Failed	OP Script execution failed on device 229660. Src File: on-Demand.slax Please verify that the AI Script with version 3.1R2 or higher is installed on device. Message from device : Details: Operational RPC Command Results operationalCmd Failed . error no op scripts configured no op scripts configured
General	srx3600_50_75	Success	On-demand JMB was generated for device and is available in the Incidents table under Service Central.
General	srx3600_50_76	Success	On-demand JMB was generated for device and is available in the Incidents table under Service Central.

Related Documentation

- [Service Now Devices Overview on page 90](#)
- [Adding Devices from the Platform on page 94](#)
- [Deleting a Device on page 104](#)
- [Modifying Auto Submit Policy on page 105](#)

- [Viewing Exposure on page 99](#)

Requesting RMA Incidents

Using Service Now, you can request for RMA incidents by using the Off-Box incident type. These incidents are generated based on the available directive file that is pre loaded in Service Now. Currently, this feature is disabled for devices that are not associated with any device group and the selected device belongs to a connected member in partner proxy mode.

To request for an RMA incident:

1. From the Service Now taskbar, select **Administration > Service Now Devices**.
2. The Service Now Devices page appears.
3. Select the device for which you want to request an RMA incident, and click **Request RMA** from either the Actions list or the right-click menu.



NOTE: Currently, Service Now supports requesting for RMA incidents for only one device at a time.

The Request RMA incident dialog box appears.

4. Click the **Enter Email Id** field to enter an e-mail ID, and enter the e-mail ID in the format user@example.com.

To add multiple e-mail IDs, or delete multiple e-mail IDs, use the Add Email or Delete buttons, respectively.

5. Select the address group from the Address Groups drop-down list.
6. Enter the address in the Ship-to address field, where the device components or parts need to be shipped.
7. Select how you can receive updates about the case, from the Follow Up Method list. The available options are Email Full Text Update, Email Secure Web Link, and Phone Call.
8. Select the priority of the case from the Priority list. The available options are Critical, High, Medium, and Low. The default priority is Medium.
9. You can edit the default content in the Synopsis and Problem Description fields. The default content is displayed in edit mode. You can also add information to the existing content in the text boxes.

Ensure that your comments contain fewer than 1,028 characters.

10. Click the **Select Device Components** link. The Device Physical Inventory Components page appears and displays the device parts with an option to select device parts/components. You can select and add device components to be included in the Request RMA Parts field.
11. Click **Submit**.

The selected part will be populated in the Request RMA Parts field. You can verify the contents and then create the incident.

- Related Documentation**
- [Generating On-Demand Incidents on page 100](#)
 - [Service Now Devices Overview on page 90](#)

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 taskbar, select **Administration** > **Service Now Devices**.
The Service Now Devices page lists the Service Now devices.
2. Select the device that you want to delete, and select **Delete** from either the **Actions** list or the right-click menu.
The **Delete** dialog box prompts you to confirm the deletion.
3. Click **Delete**.

The selected device is deleted from the Service Now database and is no longer displayed on the Service Now Devices page.

- Related Documentation**
- [Service Now Devices Overview on page 90](#)
 - [Adding Devices from the Platform on page 94](#)
 - [Installing an Event Profile on Devices Using Service Now on page 95](#)
 - [Modifying Device Groups on page 89](#)

Associating Devices with a Device Group

Using Service Now you can associate devices with device groups which are directly associated with Service Now organizations. Associating devices with device groups helps you group devices under different site IDs.

If Service Now is configured as a partner proxy, you can combine devices that are directly connected to Service Now and devices from a connected member in a single Service Now device group. Alternately, you can create a device group for each connected member and associate them to Service Now organizations dedicated to each connected member. This kind of grouping enables you track and organize technical support cases for a single end-customer using different organizations (site IDs).

To associate devices with device group:

1. From the Service Now taskbar, select **Administration > Service Now Devices**.

The Service Now Devices page lists the Service Now devices.

2. Select the device that you want to associate with a device group and select **Associate Device Groups** from either the **Actions** list or the right-click menu.

The **Associate Device Groups** dialog box appears.

3. From the **Device Group** list, select the device group that you want to associate with the selected device.

4. Click **Submit**.

The device is associated with the selected device group. You can verify the changes on the Service Now Devices page, in the **Device Group** column.

Related Documentation

- [Service Now Devices Overview on page 90](#)
- [Adding Devices from the Platform on page 94](#)
- [Installing an Event Profile on Devices Using Service Now on page 95](#)
- [Modifying Device Groups on page 89](#)
- [Modifying Auto Submit Policy on page 105](#)

Modifying Auto Submit Policy

You can associate devices with auto submit policies to enable automatic submission of incidents that occur on the devices to JSS. To associate devices with an auto submit policies, you must first create an auto submit policy (see [“Creating an Auto Submit Policy” on page 136](#)).

To modify an auto submit policy:

1. From the Service Now taskbar, select **Administration > Service Now Devices**.

The Service Now Devices page appears.

2. Select the devices that you want to include in auto submit policies, and select **Modify Auto Submit Policy** from either the **Actions** list or the right-click menu.

The **Modify Auto Submit Policy** dialog box displays all auto submit policies and selected devices.

Figure 13: Modify Auto Submit Policy Page

Administration > Auto Submit Policy > Create Auto Submit Policy

Choose devices to include in Auto Submit Policy

Policy Name:

Show: **By Organization**

Organization: **All Devices**

By Organization

By Device Group

Show Selected Devices

Organization	Device Group	Hostname	Serial Number	Product	Version	Script Bundle
MyOrg	Default for MyOrg	EX4200.24T.180	BM0210435717	EX4200-24T	10.4R11.4	
MyOrg	DG2	re0-sur00.mx960.77.48	JN10EAD81AFA	MX960	12.1R2.8	Unavailable
MyOrg	Default for MyOrg	ex-4200.50.182	BM0210435487	EX4200-24T	10.0R4.7	

3. Select the auto submit policies with which you want to associate the selected devices.
4. To associate the devices with the selected auto submit policies, click **Add**.

To dissociate the devices with the selected auto submit policies, click **Remove**.

The Service Now Devices page appears. The Quick View area displays the policies a device is associated with and the policy status (enabled or disabled).

5. (Optional) To verify your changes, navigate to the Auto Submit Policy page and view the list of devices with which the selected auto submit policies were associated.

Related Documentation

- [Auto Submit Policy Overview on page 135](#)
- [Adding Devices from the Platform on page 94](#)
- [Service Now Devices Overview on page 90](#)

Viewing Incidents

You can use Service Now to view the incidents for the devices that are supported in Service Now.

To view incidents:

1. From the Service Now taskbar, select **Administration > Service Now Devices**.

The Service Now Devices page lists the Service Now devices.

2. Select a device to view the incidents that are detected on it.



NOTE: Currently, Service Now allows you to select only one device at a time.

3. Select **View incidents** from either the Actions list or the right-click menu.

The Incidents ILP displays the incidents detected for the selected device.

Related Documentation

- [Service Now Devices Overview on page 90](#)
- [Adding Devices from the Platform on page 94](#)
- [Installing an Event Profile on Devices Using Service Now on page 95](#)

- [Modifying Device Groups on page 89](#)

Verifying Connection between Devices and FTP Server

Service Now uploads core files from devices to FTP server. Using service now, you can verify the connection between the devices and the FTP server. This feature is disabled for end-customer devices, and also not supported for the core files uploaded to SFTP server.

To verify the connection between the device and the FTP server:

1. From the Service Now taskbar, select **Administration** > **Service Now devices**. The Service Now Devices page appears with the list of devices.
2. Select the device whose connection you need to verify, and select **Check FTP Server** from either the Actions list or the right-click menu. The Check FTP Server Access dialog box appears.
3. Select the device, and click **Submit**. The Alert dialog box appears with the Job ID.
Click the job ID to go to the Job Management page and monitor the connectivity status.

Related Documentation

- [Service Now Devices Overview on page 90](#)
- [Uploading Core Files Generated for Events on page 133](#)
- [Updating Core File Upload Configuration on page 86](#)

Event Profiles and AI-Scripts

- [Event Profiles Overview on page 107](#)
- [Adding an Event Profile on page 109](#)
- [Cloning an Event Profile on page 115](#)
- [Deleting Event Profiles on page 116](#)
- [Viewing an Event Profile on page 117](#)
- [Pushing an Event Profile to Devices on page 117](#)
- [Displaying Devices Associated with an Event Profile on page 120](#)
- [Setting an Event Profile as Default on page 120](#)
- [Exporting Events Data in Excel Format on page 121](#)
- [Adding a Script Bundle to Service Now on page 121](#)
- [Setting a Script Bundle as Default on page 122](#)
- [Deleting a Script Bundle from Service Now on page 123](#)

Event Profiles Overview

An event profile is a set of event scripts selected from an AI-Scripts bundle. Using event profiles, you can specify the event scripts that you want to install on Service Now devices.

To create an event profile, you need an AI-Scripts bundle from which you can select the event scripts that you want to associate with the event profile. The set of event scripts can be updated using the latest AI-Scripts bundles.

When you install Service Now, the latest AI-Scripts bundle is preloaded and displayed on the Script Bundles page. You can also download other AI-Scripts bundles from the Juniper Networks software download site and upload them to Service Now (see [“Adding a Script Bundle to Service Now” on page 121](#)).

In Service Now, there is always an event profile and an AI-Scripts bundle that is set as the default. The default event profile is always associated with an AI-Scripts bundle. For new Service Now installs or upgrades, the default event profile is associated with the preloaded AI-Scripts bundle.

After installing or upgrading Service Now, you can add additional AI-Scripts bundles and set any AI-Scripts bundle and event profile as the default. The default script bundle is automatically selected while creating a new event profile and the default event profile is automatically selected while installing an event profile on devices.

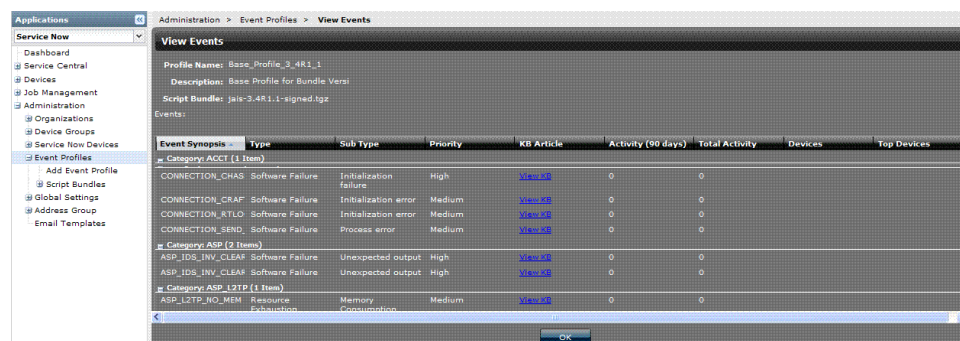


NOTE: Read the KB article, <http://kb.juniper.net/KB19155>, before installing AI-Scripts on devices.

Service Now allows you to clone an existing event profile by modifying its name, description, script bundle, set of included event scripts, and event script priorities. Cloning an event profile allows you to make changes without losing the original event profile. After you make your modifications, you can save the cloned event profile and apply it over the original event profile for devices where the original event profile was installed. You can also install the new event profile on any other devices. The priority values of event scripts determine the priority shown in the JMBs generated for a Service Now event. After you install event profiles on devices, you can filter and display only the devices that are associated with a specific event profile. Service Now also enables you to export events data that is specific to an event profile in Excel format and delete event profiles that are not associated with devices.

In Service Now, event profiles are displayed on the Event Profiles page ([Figure 14 on page 109](#)). The tabular view of the Event Profiles page displays information about the event profile including the total number of incidents generated per event in the event profile, the total number of active events, the total number of inactive events, the number of devices on which the event profile is installed, most active events, least active events, and inactive events. The default event profile and the event profiles that are installed on the devices are represented by two unique icons. For example, as shown in [Figure 14 on page 109](#), Profile 2 is the default event profile, and Base_Profile_2.6R1_0 is an event profile that is installed on the devices.

Figure 14: View Event Profiles Page



Using the **Event Profiles** workspace, you can perform the following tasks:

- Add an event profile
- Push an event profile to devices
- Display devices associated with an event profile
- Set an event profile as default
- Export events data in Excel format
- View an event profile
- Clone an event profile
- Delete event profiles

Related Documentation

- [Installing an Event Profile on Devices Using Service Now on page 95](#)
- [Adding an Event Profile on page 109](#)
- [Pushing an Event Profile to Devices on page 117](#)
- [Displaying Devices Associated with an Event Profile on page 120](#)
- [Setting an Event Profile as Default on page 120](#)
- [Exporting Events Data in Excel Format on page 121](#)
- [Viewing an Event Profile on page 117](#)
- [Cloning an Event Profile on page 115](#)
- [Deleting Event Profiles on page 116](#)

Adding an Event Profile

An event profile is a set of scripts that are selected from an AI-Scripts bundle. Using event profiles, you can specify the event scripts you want to install on the devices. To add an event profile, you can use the default AI-Scripts bundle that is available when you install Service Now, or upload a new AI-Scripts bundle (see [“Adding a Script Bundle to Service Now” on page 121](#)).

After you add a script bundle to Service Now, to be able to install the script bundle on the devices, you must create an event profile using this script bundle.

To add an event profile:

1. From the Service Now taskbar, select **Administration > Event Profiles > Add Event Profile**.

The Add Event Profile page appears.

Figure 15: Add Event Profile Page



For a description for the fields displayed on this page, see [Table 13 on page 112](#).

Table 13: Add Event Profile Page Field Descriptions

Field	Description
Profile Name	Name of the event profile that you specify.
Description	Explanation that you specify about the event profile.
Script Bundle	List of AI-Scripts bundles that are available in Service Now. This consists of the default AI-Scripts bundle that is available with Service Now and the ones that you upload.
Find Events	Filters the displayed list of events according to the value you select from the list.
Show Selected Events	Shows all the events that you have selected.
Description of the columns in the Add Event Profiles page	
Event Synopsis	Name used to identify the event script.
Type	Type of event that triggers the event script: <ul style="list-style-type: none">• Hardware failure• Software failure• Resource Exhaustion
Sub Type	Detailed description for the type of event that triggers the event script. For example, file system error, communication error, socket failure, excessive memory utilization, database failure, session error, memory allocation failure, initialization error, process error, and so on.

Table 13: Add Event Profile Page Field Descriptions (*continued*)

Field	Description
Priority	<p>Priority level of the event script. The values are:</p> <ol style="list-style-type: none"> 1. Low 2. Medium 3. High 4. Critical
Category	Type of event script.

2. Enter an event profile name.
3. (Optional) Enter a description for the event profile.
4. Select a script bundle from the **Script Bundle** list.
By default, the script bundle that is set as the default is automatically selected and you can modify this selection if required.
5. (Optional) To add a new script bundle, click **Add Script Bundle** (see [“Adding a Script Bundle to Service Now” on page 121](#)).
6. (Optional) To look for specific events, use the **Find Events** field.
7. Click **Submit**.
An event profile is created with your specifications. To verify, you can view the details of the event profile displayed on the Event Profiles page.

The **Save Event Profile** dialog box appears.

8. Click one of the following links based on the required results.

Link	Result
Apply this profile to original set of devices	The Potential Exposure to Known Issues page appears and displays information about the selected set of devices. A bang (!) icon is placed next to devices that risk the chance of exposure.

Figure 16: Potential Exposure to Known Issues Page



1. (Optional) To export device data in an Excel format, click **Export Devices with Exposure to Excel**.
2. (Optional) To view a device's exposure to known issues, click the respective link displayed in the **Exposure** column. The View Exposure page appears and displays the known issues associated with the respective device. Click **Return to Potential Exposure** to continue.
3. Click **Continue**.
A confirmation pop-up box lists the final list of devices on which the selected event profile must be installed.
You can remove devices from the list by clearing the check boxes of the devices you want to delete.
4. Click **Install**.
The selected event profile is installed on the devices with which it is associated, and the Service Now Devices page appears.

Apply this profile to devices manually	The Push to Devices page appears. Here you can select Service Now devices on which you want to install the event profile. For more information, see "Pushing an Event Profile to Devices" on page 117 .
Return to the Profiles Page	The event profile installation task is canceled, and the Event Profiles page appears.

- Related Documentation**
- [Pushing an Event Profile to Devices on page 117](#)
 - [Displaying Devices Associated with an Event Profile on page 120](#)
 - [Event Profiles Overview on page 107](#)

Cloning an Event Profile

Service Now enables you to clone an existing event profile and modify its priority to create another event profile. After you clone an event profile, you can redeploy the event profile, or deploy the event profile on new devices. When you create a clone of an event profile, the event profile name is appended with **Copy of**.



NOTE: Editing an event profile is similar to cloning an event profile. You cannot directly edit an event profile.

To clone an event profile:

1. From the Service Now taskbar, select **Administration > Event Profiles**.
The Event Profiles page appears.
2. Select the event profile that you want to clone, and select **Clone** from either the **Actions** list or the right-click menu.

The **Clone Event Profile** dialog box displays the attributes of the event profile that you selected.
3. Select the events that you want to include as part of the event profile.
4. (Optional) To search for specific events, enter the name of the event in the **Find Events** field.
5. Make your modifications to the priority of the event profile. The values are:
 1. Low
 2. Medium
 3. High
 4. Critical

6. Click **Submit**. The event profile is created and the **Save Event Profile** dialog box appears.
7. Click one of the following links based on the required results.

Link	Result
Apply this profile to original set of devices	<p>The Potential Exposure to Known Issues page displays information about the selected set of devices. A bang (!) icon is placed next to devices, associated with the event profile, that risk the chance of exposure.</p> <ol style="list-style-type: none"> 1. (Optional) To export device data in an Excel format, click Export Devices with Exposure to Excel. 2. (Optional) To view a device's exposure to known issues, click the respective link displayed in the Exposure column. The View Exposure page appears and displays the known issues associated with the respective device. Click Return to Potential Exposure to continue. 3. Click Continue. A confirmation pop-up box lists the final list of devices on which the selected event profile must be installed. You can remove devices from the list by clearing the check boxes of the devices you want to delete. 4. Click Install. The selected event profile is installed on the devices with which it is associated, and the Service Now Devices page appears.
Apply this profile to devices manually	<p>The Push to Devices page appears. Here you can select Service Now devices on which you want to install the event profile.</p> <p>For more information, see "Pushing an Event Profile to Devices" on page 117.</p>
Return to the Profiles Page	The event profile installation task is canceled, and the Event Profiles page appears.

- Related Documentation**
- [Pushing an Event Profile to Devices on page 117](#)
 - [Event Profiles Overview on page 107](#)

Deleting Event Profiles

Using Service Now, you can delete multiple event profiles. You can delete an event profile only if it is not associated with a device.



NOTE: When you delete the default event profile, the latest created profile is automatically set as the default.

To delete event profiles:

1. From the Service Now taskbar, select **Administration > Event Profiles**.
The Event Profiles page appears.
2. Select the event profiles that you want to delete, and select **Delete** from either the **Actions** list or the right-click menu.

The **Delete Event Profiles** dialog box displays the list of event profiles that you selected.

3. Click **Delete** to confirm.
The selected event profiles are deleted. To verify, you can check the list of event profiles displayed on the Event Profiles page.

**Related
Documentation**

- [Displaying Devices Associated with an Event Profile on page 120](#)
- [Cloning an Event Profile on page 115](#)
- [Pushing an Event Profile to Devices on page 117](#)

Viewing an Event Profile

Using Service Now, you can view an event profile's name, its description, and the scripts that are associated with it.

To view the event scripts that are part of an event profile:

1. From the Service Now taskbar, select **Administration > Event Profiles**.
The Event Profiles page appears.
2. Select the event profile whose details you want to view, and select **View Events** from either the Actions list or the right-click menu.

The Event Profiles page displays the event profile's name, its description, and the scripts that are associated with it. The event script details includes the event script names, types, subtypes, descriptions, priorities, occurrences in the last 90 days, the total number of occurrences, the number of unique devices, and the number of top devices.

3. Click **OK** to return to the Events page.

**Related
Documentation**

- [Exporting Events Data in Excel Format on page 121](#)
- [Cloning an Event Profile on page 115](#)
- [Pushing an Event Profile to Devices on page 117](#)

Pushing an Event Profile to Devices

An event profile is a set of event scripts that are selected from a script bundle. When you push an event profile onto Juniper Networks devices, these event scripts are installed on the devices. The event scripts provide the information needed to automatically detect and report problem (incident) and information events. Service Now uses Device Management Interface (DMI) to install and remove event profiles on devices. DMI is an extension to the NETCONF network management protocol.

When you install event profiles on individual systems (chassis) with dual Routing Engines, Service Now installs the event profiles on both the primary and backup Routing Engines.



NOTE: While operating in partner-proxy mode, you cannot push event profiles to a connected member's device.

To push an event profile to devices:

1. From the Service Now taskbar, select **Administration > Event Profiles**.

The Event Profiles page appears.

2. Select the event profile that you want to push to devices, and select **Push to devices** from either the **Actions** list or the right-click menu.

The **Push to Devices** dialog box appears (see [Figure 17 on page 118](#)).

Figure 17: Push to Devices Dialog Box

Push to Devices

Profile Name: wefreg
Script Name: jais-3.1R1.1-signed.tgz

Select Devices to Install Profile

Organization	Device Group	Hostname	Serial Number	Product	Version	Script bundle	Event Profile
JSpace_Partner	DevGroup	nms34	A2821	M301	10.4K7.5		
JSpace_Partner	DevGroup	srn3600_50_75	AB3510AA0022	SRX3600	11.2B3.2	3.1R1.1	Base_Profile_3_1R...
JSpace_Partner	DevGroup	elmo	J1213	M7I	11.1R2.3	3.0R1.0	Prof_30R1
JSpace_Partner	DevGroup	ex-4200.50.182	BM0210435487	EX4200-24T	11.3R1.5	3.1R1.1	Base_Profile_3_1R...
JSpace_Partner	DevGroup	mx960-77-48	JN10EAD81AFA	MX960	10.4R5.5	3.1R1.1	Base_Profile_3_1R...
JSpace_Partner	DevGroup	srn650_191	AH4410AA0031	SRX 650	11.1R5.4		
JSpace_Partner	DevGroup	S50550	0158102005000115	S50550			

Page 1 of 1

☐ Never store Script Bundle files on device (if selected roll-back option will not be available)
☐ Remove Script Bundle files after successful install
☐ Schedule at a later time

Submit Cancel

Displaying 1 - 7 of 7



NOTE: You can install event profiles only on devices for which you can specify correct login credentials and that belong to a device group.

3. Select the devices on which you want to install the event profile.
4. (Optional) If you do not want to save a copy of the event profile after it is installed on the device, select the **Never store Script Bundle files on device (if selected roll-back option will not be available)** check box.
5. (Optional) If you want to remove the script bundle from the device, after it is installed, select the **Remove Script Bundle files after successful install** check box.
6. (Optional) If you want to schedule a time for installation, select the **Schedule at a later time** check box, and specify the **Date and time** for the installation.
The installation process begins automatically at the time you specify.
7. Click **Submit**.

The Potential Exposure to Known Issues page appears and displays information about the selected set of devices. A bang (!) icon is placed next to devices associated with the event profile that risk the chance of exposure.

Figure 18: Potential Exposure to Known Issues Page

Device Name	Serial Number	Product	Version	Exposure
nms3-f	A2831	M101	11.2R3.3	None
sn3600_50_75	A83510AA0022	SRx3600	11.2B3.2	Click
elmo	J1213	M71	11.1R2.3	Click
ex-4200-50-182	BM0210435487	EX4200-24T	11.3R1.5	None
mx960-77-48	JN10EAD81AFA	MX960	10.4R5.5	None
sn650_191	A34410AA0031	SRx 650	11.1R5.4	None
S90550	0158102005000115	S90550	6.3.0R5.0	None

8. (Optional) To export device data in an Excel format, click **Export Devices with Exposure to Excel**.
9. (Optional) To view device's exposure to known issues, click the respective link displayed in the **Exposure** column. The View Exposure page appears and displays the known issues associated for the respective device.

Click **Return to Potential Exposure** to continue.

10. Click **Continue**.

A confirmation pop up box lists the final list of devices on which the selected event profile must be installed.

You can remove devices from the list by clearing the check boxes of the devices you want to delete.

11. Click **Install**.

The event profile installation task is performed when scheduled and the **Job Information** dialog box displays the job ID.

To view the status of this task, click the job ID link. The Jobs page displays the status of the job. The **Device Details** dialog box also displays the status of script installation for the selected devices.

If you have installed the event profile on a dual Routing Engine, the results (displayed on the Jobs page) shows the status for both the primary Routing Engine and the backup Routing Engine. The status of the job says **Failed** if the installation fails on either of the Routing Engines.

12. Click **OK**.

The View Event Profiles page appears.

Related Documentation

- [Displaying Devices Associated with an Event Profile on page 120](#)
- [Event Profiles Overview on page 107](#)
- [Adding an Event Profile on page 109](#)
- [Installing an Event Profile on Devices Using Service Now on page 95](#)

- [Cloning an Event Profile on page 115](#)
- [Viewing Exposure on page 99](#)

Displaying Devices Associated with an Event Profile

Using Service Now, you can view only those devices that are associated to a specific event profile. This task is disabled when you select an event profile that is not associated to any device.

To display devices associated to an event profile:

1. From the Service Now taskbar, select **Administration > Event Profiles**.
The Event Profiles page appears.
2. Select the event profile to view the devices associated with it, and select **Show Associated Devices** from either the **Actions** list or the right-click menu.

The Service Now Devices page displays only the devices that are associated with the event profile that you selected.

Related Documentation

- [Viewing an Event Profile on page 117](#)
- [Installing an Event Profile on Devices Using Service Now on page 95](#)
- [Adding an Event Profile on page 109](#)
- [Pushing an Event Profile to Devices on page 117](#)

Setting an Event Profile as Default

Service Now allows you to set an event profile as the default. When you select devices on which you want to install an event profile, the default event profile is automatically selected as the event profile that must be installed. The default event profile is represented by a unique icon on the View Event Profiles page. If you delete the default event profile, the latest event profile is automatically set as the default.

To set an event profile as the default:

1. From the Service Now taskbar, select **Administration > Event Profiles**.
The Event Profiles page appears.
2. Select the event profile that you want to set as the default, and select **Set as Default Profile** from either the **Actions** list or the right-click menu.

The **Set As Default Profile** dialog box prompts you for a confirmation

3. Click **Confirm**.

The selected event profile is set as the default and is automatically selected as the event profile that must be installed when you select devices (Service Now Devices page) on which you want to install an event profile. The default event profile (for example, Base_Profile_3_4R1_1 in [Figure 19 on page 121](#)) is represented by a unique icon on the Event Profiles page.

Figure 19: View Event Profiles Page

Name	Description	AI Script Version	Created By	Created	Events Included	Events Excluded	Devices
Base_Profile_3_4R1_1	Base Profile for Bundle Version: 3.4R1.1	3.4R1.1	Service Now	Oct 2, 2012 5:38:56 PM UTC+05:30	414	0	0
Base_Profile_3_2R1_2	Base Profile for Bundle Version: 3.2R1.2	3.2R1.2	Service Now	Sep 18, 2012 5:40:19 PM UTC+05:30	398	0	2

Related Documentation

- [Displaying Devices Associated with an Event Profile on page 120](#)
- [Cloning an Event Profile on page 115](#)
- [Pushing an Event Profile to Devices on page 117](#)

Exporting Events Data in Excel Format

Service Now enables you to export events data into Excel file format, and save it on your local file system.

To export events data into Excel file format:

1. From the Service Now taskbar, select **Administration > Event Profiles**.
The Event Profiles page appears.
2. Double-click the event profile whose event activity you want to export into the Excel file format.
The **Event Profile Detail** dialog box displays details about the event activity that are associated to the event profile that you selected.
3. Click the **Export events to Excel** link.
The **Opening ProfileEvents.xls** dialog box allows you to open or save the Excel file.
4. To open the Excel file, select **Open with**.
To save the Excel file on your local file system, select **Save File** and navigate to the folder where you want to save the Excel file.
5. Click **OK**.
The information that appears in five separate tabs in the **Event Profile Detail** dialog box, appears in five separate worksheets in the Excel file.

Related Documentation

- [Displaying Devices Associated with an Event Profile on page 120](#)
- [Cloning an Event Profile on page 115](#)
- [Pushing an Event Profile to Devices on page 117](#)

Adding a Script Bundle to Service Now

The Script Bundles page provides a central point for managing script bundles (also known as AI-Scripts 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.

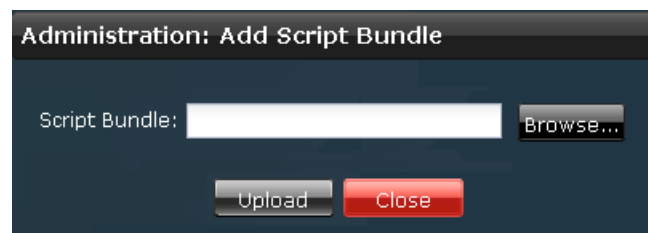
After you add a script bundle to Service Now, to be able to install the script bundle on devices you must first create an event profile using this script bundle. See [“Adding an Event Profile” on page 109](#).

To add a script bundle:

1. From the Service Now taskbar, select **Administration > Script Bundles > Add Script Bundle**.

The Add Script Bundle page appears as shown in [Figure 20 on page 122](#).

Figure 20: Add Script Bundle Dialog Box



2. Click **Browse**.

The File Upload window appears.

3. Locate the script bundle and click **Upload**.

The selected script bundle is uploaded into Service Now and appears on the Script Bundles page.

Related Documentation

- [AI-Scripts Overview on page 23](#)
- [Deleting a Script Bundle from Service Now on page 123](#)

Setting a Script Bundle as Default

Service Now allows you to set a script bundle as the default. When you create an event profile, the default script bundle is automatically selected as the script bundle from which you select event scripts to associate with the event profile. The default script bundle is represented by a unique icon on the Script Bundles page. If you delete the default script bundle, the latest script bundle to be uploaded is automatically set as the default.

To set a script bundle as the default:

1. From the Service Now taskbar, select **Administration > Script Bundles**.

The Script Bundles page lists the available script bundles.

2. Select the script bundle that you want to set as the default, and select **Set as Default Bundle** from either the Actions list or the right-click menu.

The Set as Default Bundle dialog box prompts you to confirm.

3. Click **Confirm**.

The selected script bundle is set as the default and is represented by a unique icon on the Script Bundles page.

**Related
Documentation**

- [Manually Installing AI-Scripts on Devices on page 27](#)
- [Adding a Script Bundle to Service Now on page 121](#)
- [Deleting a Script Bundle from Service Now on page 123](#)

Deleting a Script Bundle from Service Now

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



NOTE: You cannot delete the preloaded script bundle that is available with Service Now.

To delete a script bundle:

1. From the Service Now taskbar, select **Administration > Script Bundles**.
The Script Bundles page lists the available script bundles.
2. Select the script bundle that you want to delete, and select **Delete Script Bundles** from either the Actions list or the right-click menu.
The Delete AI-Scripts dialog box prompts you to confirm the deletion.
3. Click **Delete**.
Service Now deletes the script bundle from the database and returns to the Script Bundles page.

**Related
Documentation**

- [AI-Scripts Overview on page 23](#)
- [Adding a Script Bundle to Service Now on page 121](#)

Global Settings

- [Configuring Global Settings on page 124](#)
- [Adding an SNMP Server on page 130](#)
- [Editing and Deleting an SNMP Server on page 131](#)
- [Managing SNMP Traps on page 132](#)
- [Configuring Proxy Server Settings on page 133](#)
- [Uploading Core Files Generated for Events on page 133](#)

Configuring Global Settings

You can use the Service Now global settings to perform the following tasks:

- Verify the connection status of Service Now to Juniper Support Systems (JSS) or Service Now to (from end-customer mode).
- Connect to Service Now (for end-customers).
- Share information with Juniper about Service Now Incidents and Service Now devices.

For more information about standard, partner, and end-customer modes, see [“Service Now Modes” on page 42](#).

Using the Service Now Global Settings page, a Service Now end-customer can connect to a partner’s Service Now application. When the Service Now application of an end-customer connects to that of a partner, Junos Space uses a self-signed security certificate. Although Junos Space does not trust this method of identification, it automatically accepts the certificate to ensure that the communication between the partner and the end-customer is encrypted. Once you connect to the partner’s Service Now application, you enter end-customer mode. After Service Now begins to operate in the end-customer mode, you cannot revert to standard or modes. After you connect to the Service Now application, you can add an organization using the credentials provided by the partner. See [“Adding an Organization” on page 79](#). After the connection of the organization is validated, you can submit incidents and iJMBs to, and open cases with, the Service Now partner.

If you select the option **Share Service Now Profile Information** in Global Settings, you can periodically send data related to incident activity, devices under management, event policy and Junos Space operation, to JSS. Service Now uploads the data in an XML file and it is sent to JSS using MetadataUploadRequest. These files are uploaded to JSS once in a week.

Information about the following elements is collected in the XML file. For more details, see [Table 14 on page 124](#).

- Fabric
- Application summaries
- Devices
- Organization
- Event profiles
- Incidents

Table 14: XML File Information

Element	Description
SpaceInfo	Junos Space information section

Table 14: XML File Information (*continued*)

Element	Description
FabricInfo <ul style="list-style-type: none"> RowID Name of the fabric node Status CPU RAM Disk AppLogic Database LoadBalancer HardwareModel SoftwareVersion IsMasterNode IsVIPNode Date 	Fabric Information available in Junos Space <ul style="list-style-type: none"> ID of the element. This ID element is presents in all elements Name of the fabric node Status of the fabric node Percentage of CPU used in the fabric node Percentage of RAM used in the fabric node Percentage of disk used in the fabric node Ability to interact with devices Status of the database in the fabric node Status of fabric node in load balancing Hardware model of the fabric node Software version installed in the fabric node This value is set to true only if the fabric node is a Master This value is set to true only if the fabric node is a web IP node Date and time of collecting the fabric information
ApplicationSummary <ul style="list-style-type: none"> Application RowID AppName AppVersion ReleaseType Build IsEnabled Date 	Summary information about the applications installed on Junos Space <ul style="list-style-type: none"> Application information section ID of the element. This element is present in all elements. Application name Application version Application Release type Build number of the application This value is set to true only if the application is enabled in Junos Space Date and time of collecting application summary information
DevicesInfo <ul style="list-style-type: none"> Device RowID OSVersion Product SchemaVersion ConnectionStatus PrimarySiteID SiteID AlScriptVersion IsMangedBySN ProfileName SerialNumber RoutingEngine 	Information about the devices managed by Junos Space platform <ul style="list-style-type: none"> Device information section ID of the element. This element is present in all the elements. OS version installed on the device Product type of the device Version of Junos Schema The connectivity between Junos Space and the device Default site ID of the organization to which the device belongs Site ID of the organization to which the device belongs AI-scripts version installed on the device This value is set to true only if the device is managed by Service Now application Name of the event profile installed on the device Serial number of the device In case of dual RE, this element specifies the Master Routing Engine

Table 14: XML File Information (*continued*)

Element	Description
ApplicationDetails <ul style="list-style-type: none"> • Application name 	Detailed information about the application installed in Junos Space. Currently only Service Now application is supported <ul style="list-style-type: none"> • Application information section. Name of the application
OrganizationInfo <ul style="list-style-type: none"> • TotalConnectedMembers • Organization • RowID • Name • PrimarySiteID • SecondarySiteIDs • UserName • ConnectionStatus • JMBFilterLevel • Status • IsConnectedMember 	Information about the organizations in Service Now application <ul style="list-style-type: none"> • Total number of connected members for this Partner Service Now • Organization information section • ID of the element. This ID element is present in all the elements. • Name of the Organization • Primary Site ID of the organization • List of Secondary sited IDs of the organization Secondary Site ID • User name of the organization • Status of the organization • Filter Level of the JMB • Case submission value • This value is set to true only if it is a connected member
EventProfilesInfo <ul style="list-style-type: none"> • EventProfile • RowID • Name • EventsIncluded • EventsExcluded • AIScriptVersion • TotalEventsInBundle • EventsWithNoIncidents • TotalIncidents • AssociatedDevicesCount • EventsInfo 	Information about the event profiles installed in devices managed by Service Now <ul style="list-style-type: none"> • Eventprofile information section • ID of the element. This RowID element is present in all the elements. • Name of the Event profile installed • Total number of events included in the event profile • Total number of events excluded in the event profile • AI-Scripts bundle version from where the profile is created • Total number of events in the AI-Scripts bundle • Total number of events in the profile for which no incidents are reported to Service Now • Total number of incidents in Service Now for this profile • Total number of devices in which this event profile is installed • List of events present in this event profile

Table 14: XML File Information (*continued*)

Element	Description
IncidentsInfo	Information about incidents in Service Now which are in initial state
<ul style="list-style-type: none"> Incident RowID ID Synopsis ProblemDescription Organization PrimarySiteID SiteID Priority Severity Type DefectType EventType DeviceSerialNumber Release Version Product Platform 	<ul style="list-style-type: none"> Incident information section ID of the element. This ID element is present in all the elements. Incident ID. This is a CDATA section Incident Synopsis. This is a CDATA section Problem description of this incident Name of the organization to which this device is associated with in Service Now The primary SiteID of the organization to which this device belongs to The SiteID of the organization to which this device belongs to Priority of the incident Severity of the incident Type of the incident Type of defect that caused this incident Event type that caused this incident Serial number of the device from which this incident has occurred Junos release installed on the device Junos release version installed on the device Product type of the device Platform type of the device

To configure Service Now global settings:

1. From the Service Now taskbar, select **Administration > Global Settings**.

The Global Settings page appears.

Figure 21: Global Settings Page

2. Enter the global settings as described in [Table 15 on page 128](#).
3. Click **Submit** to save the global settings and update Service Now.
4. Click **Cancel** to navigate back to the Global Settings page without saving the entries.

If you click the information icon displayed at the Global Settings page heading, the Help page for global setting will be displayed. This Help page contains the data related to sharing profile information.

[Table 15 on page 128](#) describes the fields displayed in the tabular view of the Global Settings page.

Table 15: Global Settings Parameters


Name	Description	Privileges	Range/Length	Default
Outbound e-mail address	E-mail address that the recipients see (for example, <code>exampleservicenow@juniper.net</code>)			
Device Snapshot Purge Time (in days)	Number of days the device snapshots are stored in the Service Now database before they are deleted.	Service Now administrator privileges	–	90 to 365 days
Incident Purge Time (in days)	Number of days the incidents are stored in the Service Now database before they are deleted.	Service Now administrator privileges	–	90 to 365 days

Table 15: Global Settings Parameters (*continued*)

Name	Description	Privileges	Range/Length	Default
Share Service Now Profile Information	Share all the Service Now related information, with JSS for tracking purposes. Not applicable in offline mode.	Service Now administrator privileges	–	TRUE
Connection Status	<p>Status of connection from Service Now to JSS.</p> <p>If Service Now is operating in end-customer mode, the connection status between Service Now and the partner-proxy appears</p>	Service Now Partner	<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

Table 16 on page 129 describes the command buttons on the Global Settings page.

Table 16: Global Settings Command Buttons

Button Name	Description	Privileges	Enabled/Disabled	Results
	When the user clicks the icon, the Help page for Global settings is displayed.	Service Now Admin Settings	Enabled if you have administrator privileges	The Help page displays the information collected for the metadata.
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 administrator privileges	Saves settings that were modified.
Test Connection	<ul style="list-style-type: none"> • In standard or partner-proxy modes, verifies the organization's connectivity with JSS • In end-customer mode, verifies the organization's connectivity with the partner's Service Now application 	Service Now Admin Settings	Enabled if you have administrator privileges	Displays the Connection Status as Success or Failed.
Cancel	Withdraws the submission of modified settings	Service Now Admin Settings	–	Navigates back to the Global Settings page without saving the entries.

Related Documentation

- [Service Now Modes on page 42](#)
- [Organizations Overview on page 77](#)
- [Adding an SNMP Server on page 130](#)
- [Editing and Deleting an SNMP Server on page 131](#)
- [Configuring Proxy Server Settings on page 133](#)

- [Managing SNMP Traps on page 132](#)

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.

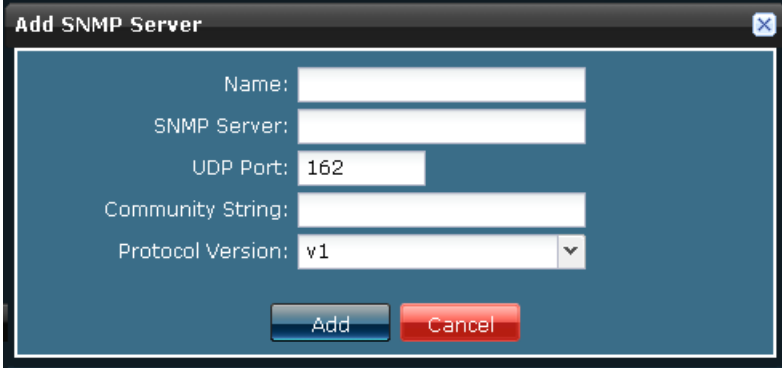
To add an SNMP server:

1. From the Service Now taskbar, select **Administration > Global Settings > SNMP Configuration**.

The SNMP Servers page appears.

2. Click **Add**.

The **Add SNMP Server** dialog box appears.

The image shows a dialog box titled "Add SNMP Server" with a close button in the top right corner. The dialog has a dark blue header and a lighter blue body. It contains five input fields: "Name:" (text box), "SNMP Server:" (text box), "UDP Port:" (text box with "162" entered), "Community String:" (text box), and "Protocol Version:" (dropdown menu with "v1" selected). At the bottom, there are two buttons: "Add" (blue) and "Cancel" (red).

3. Enter a name for the SNMP server, using alphanumeric values.
4. In the **SNMP Server** field, enter the SNMP server that is the IP address or hostname of the network management station where Service Now SNMP traps are sent. Do not use special characters.
5. Enter the UDP port number.

The User Datagram Protocol (UDP) port is a mechanism whereby a computer can 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 list that specifies the SNMP versions.
8. Click **Add**.

The specified SNMP server is added to the Service Now database.

Loading MIBs

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

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

Related Documentation

- [Configuring Global Settings on page 124](#)
- [Editing and Deleting an SNMP Server on page 131](#)
- [Configuring Proxy Server Settings on page 133](#)

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.

Editing an SNMP Server

To edit an SNMP server:

1. From the Service Now taskbar, select **Administration > Global Settings > SNMP Configuration**.

The SNMP Servers page appears.

2. Select the SNMP server whose parameters you want to modify.
3. Click **Edit**.
The **Edit SNMP** dialog box appears.
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.

Deleting an SNMP Server

To delete an SNMP server:

1. From the Service Now taskbar, select **Administration > Global Settings > SNMP Configuration**.

The SNMP Servers page appears.

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 is no longer displayed on the SNMP Servers page.

- Related Documentation**
- [Configuring Global Settings on page 124](#)
 - [Adding an SNMP Server on page 130](#)
 - [Configuring Proxy Server Settings on page 133](#)
 - [Managing SNMP Traps on page 132](#)

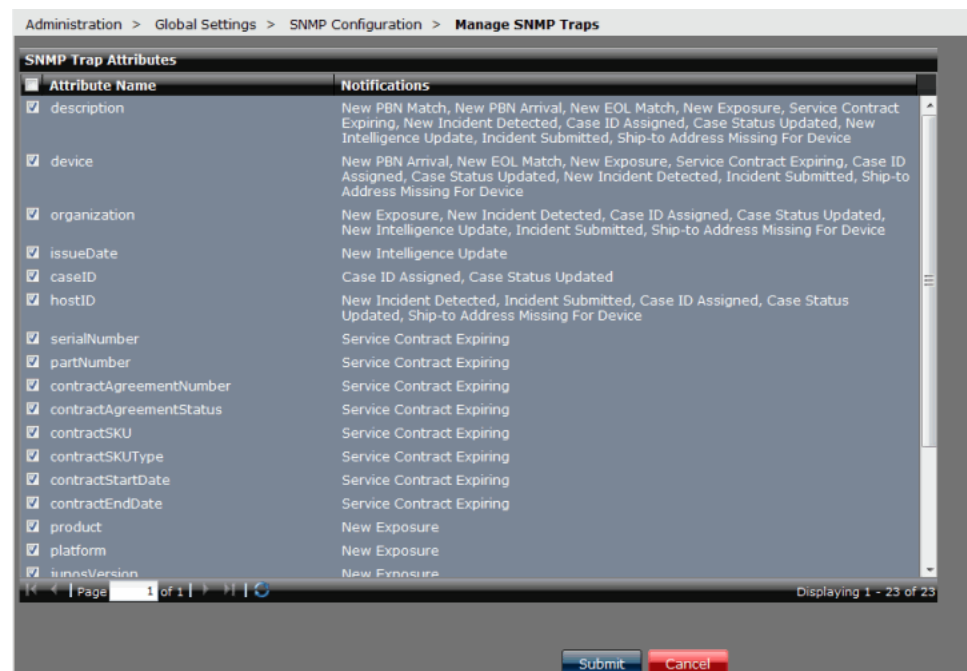
Managing SNMP Traps

Service Now users can choose to enable or disable an SNMP trap attribute to be added for a notification. To manage SNMP traps, you must have Service Now administration privileges.

To Manage SNMP traps, from the Service Now taskbar, select **Administration > Global Settings > SNMP Configuration > Manage SNMP Traps**. The Manage SNMP Traps page appears.

This page displays all available trap attributes and also the corresponding notifications in which these traps attributes are sent. See [Figure 22 on page 132](#).

Figure 22: SNMP Trap Attribute Page



Notifications related to Service Insight will be shown in this page only if Service Insight is enabled.

- Related Documentation**
- [Configuring Global Settings on page 124](#)
 - [Adding an SNMP Server on page 130](#)
 - [Editing and Deleting an SNMP Server on page 131](#)

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 taskbar, select **Administration > Global Settings > Proxy Server Configuration**.

The **Proxy Server Configuration** dialog box appears.

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 username for authentication.
5. Enter the password that the identified user can use to log in.
6. Click **Submit**.

The proxy server settings are saved in the Service Now database.

Related Documentation

- [Configuring Global Settings on page 124](#)
- [Adding an SNMP Server on page 130](#)
- [Editing and Deleting an SNMP Server on page 131](#)

Uploading Core Files Generated for Events

You can configure Service Now to upload core files that are generated for an event or that are related to an event (A core file is generated when there is a system problem).

Core files correspond to events. You can upload specific core files when an event is submitted as a case, or after the case has been opened.

To upload core files:

1. From the Service Now taskbar, select **Administration > Global Settings > Core File Upload Configuration**.

The Core File Upload Configuration dialog box appears.

2. Select the upload preference from the core file upload preference drop-down list.

The available options are:

- Anonymous FTP directly from router: This option enables you to upload core files directly from the router to Juniper FTP server
- Disabled-Core Files uploaded manually: This option enables you to manually upload the core files to the case
- Secure FTP upload through Service Now: This option enables you to upload core files directly from the router to Juniper SFTP server through Service Now
- Both FTP & SFTP: If this option is selected, Service Now will try to upload core files from the device to the FTP server. If this fails, then Service Now will try to upload it to SFTP server



NOTE: If you select this option, the default credentials will be displayed.

3. Enter the required parameters in the respective fields.
4. Click **Submit**.



NOTE: For Service Now in end-customer mode, these fields will be disabled. In end-customer mode, the values for all the fields will be retrieved from the partner. The Update Credentials field will be available to update the credentials from the partner.

5. Click **Check SFTP Server** to verify the connectivity of the SFTP server.

Related Documentation

- [Organizations Overview on page 77](#)
- [Configuring Global Settings on page 124](#)
- [Administration Overview on page 75](#)
- [Updating Core File Upload Configuration on page 86](#)

Auto Submit Policy

- [Auto Submit Policy Overview on page 135](#)
- [Creating an Auto Submit Policy on page 136](#)

- [Modifying an Auto Submit Policy on page 140](#)
- [Deleting Auto Submit Policies on page 140](#)
- [Exporting an Incidents Report on page 141](#)
- [Changing the Status of Auto Submit Policies on page 141](#)
- [Changing the Status of Dampening on page 143](#)

Auto Submit Policy Overview

An auto submit policy is a policy that you create to enable Service Now to submit incidents to Juniper Support Services (JSS) automatically. While using Service Now in end-customer mode, auto submit policies allow Service Now to submit incidents automatically to the Service Now that it connects to. When incidents are submitted to JSS, technical support cases are created with Juniper Networks and the status of the incidents are updated on the Incidents page in Service Now. When incidents are submitted automatically, they are filtered based on the JMB Filter Level setting of the Service Now organization to which the device belongs. These cases can be created from the **Manage Incidents** and the Create Auto Submit Policy pages.

As a Service Now customer you can dampen incidents. Dampening policy is assigned to individual events. This is applicable to duplicate incidents (same errors, error messages and devices) if Auto Submit Policy is activated. You can select a dampening period for which alerts are dampened for the same incidents and for the same device(s), device Group or organization.

Service Now uses the event ID and synopsis on the incident to dampen an incident. Whenever an event occurs on a device, Service Now checks if an auto submit policy is defined for that device. If an auto submit policy is defined, Service Now checks for the dampening status on the policy. If the dampening status is enabled, Service Now gets the user defined dampening interval for the event reported on a device. If a dampening interval is found, Service Now checks when the last incident was created for an event ID and synopsis. If the last incident occurred before the defined dampening interval or if it had occurred during the defined dampening interval but is in closed state, a new incident is created; otherwise incident is not created. Event RMA is always dampened.

To view auto submit policies, select **Administration > Auto Submit Policy**, from the Service Now taskbar. The Auto Submit Policy page appears as shown in [Figure 23 on page 135](#).

Figure 23: Auto Submit Policy Page

Name	Status	Events	Devices	Incidents Submitted	Dampening	Date Created	Last Modified
myASP	Enabled	2	2	1	Enabled	Sep 27, 2012 4:11:37 PM UTC+05:30	Sep 27, 2012 5:35:07 PM UTC+05:30
asp1	Enabled	1	0	0	Enabled	Sep 26, 2012 12:05:40 PM UTC+05:30	Sep 27, 2012 5:35:07 PM UTC+05:30
asp2	Enabled	50	0	0	Enabled	Sep 26, 2012 12:06:49 PM UTC+05:30	Sep 27, 2012 5:35:07 PM UTC+05:30

You can perform the following tasks from the View Auto Submit Policy page

- Change the status of auto submit policies
- Export incidents report
- Delete auto submit policies
- Modify an auto submit policy
- Change dampening status

Related Documentation

- [Modifying Auto Submit Policy on page 105](#)
- [Creating an Auto Submit Policy on page 136](#)
- [Adding an SNMP Server on page 130](#)
- [Creating and Editing a Notification Policy on page 181](#)

Creating an Auto Submit Policy

An auto submit policy enables incidents that occur on devices to be submitted to JSS automatically, creating a Tech Support Case. Although events with priority P1 can be included in auto submit policies, they do not get automatically submitted to JSS. Therefore, submit P1 events manually and call JTAC immediately.

To create an auto submit policy:

1. From the Service Now taskbar, select, **Administration > Auto Submit Policy > Create Auto Submit Policy**.

The Choose devices to include in Auto submit Policy page appears as shown in [Figure 24 on page 136](#).

Figure 24: Auto Submit Policy Creation Page

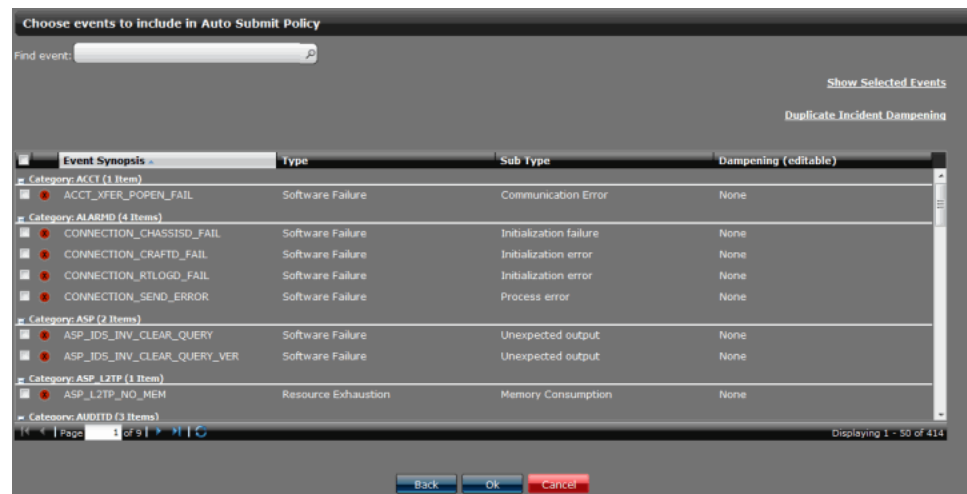
Organization	Device Group	Hostname	Serial Number	Product	Version	Script Bundle
MyOrg	Default for MyOrg	EX4200-24T-180	BM0210435717	EX4200-24T	10.4R11.4	
MyOrg	DG2	re0-sar00.mx960.77.48	IN10EAD81AFA	MX960	12.1R2.8	Unavailable
MyOrg	Default for MyOrg	ex-4200.50.182	BM0210435487	EX4200-24T	10.0R4.7	

2. Enter a name for the policy. The name must begin with a letter having only alphanumeric (a-z, A-Z, 0-9), underscores (_), and hyphens (-).
3. Select the devices for which you want to create an auto submit policy.

To filter devices by their organizations or device groups, select the **Show** list, and select **By Organization** (as shown in [Figure 24 on page 136](#)) or **By Device Group**, respectively. A new list displays organizations or device groups.

4. (Optional) To display the list of selected devices that you want to include in the auto submit policy:
 - a. Click the **Show Selected Devices** link.
The **Selected Devices** dialog box displays the list of devices that you selected.
 - b. Verify the list and click **Close** to return to the Create Auto Submit Policy page.
5. Click **Next**.
The **Choose events to include in Auto Submit Policy** page appears.

Figure 25: Choose Events to Include in Auto Submit Policy Page



6. Select the events that you want to include in the auto submit policy. Events with priority P1 are not available for selection. Do not include events that are inactive for the selected devices. You can easily identify these events by looking at the icons that are used to represent them (see [Table 17 on page 137](#)).

To find events, type the event name in the **Find event** field and then select the event. As you type the event name, all event with event names that begin with the same alphabets are displayed in list For example, as shown in [Figure 25 on page 137](#), when you type **audi** in the **Find event** field, all events with event names that begin with audi are displayed in a list

Table 17: Icons That Represent the Event Types and Their Descriptions





Event Icons	Descriptions
	Event is inactive for all selected devices. Do not include this event in the event policy.
	Event is inactive for some selected devices.
	Event is active for all selected devices.

Table 17: Icons That Represent the Event Types and Their Descriptions (*continued*)

Event Icons	Descriptions
	Event is by default of priority P1 for one or more selected devices. Although these events can be included in the auto submit policies, they do not get automatically submitted to JSS. You can open a case for these events only by contacting customer care directly over phone.

7. (Optional) To display the list of selected events that you want to include in the auto submit policy:
 - a. Click the **Show Selected Events** link.
The **Selected Events** dialog box displays the events that you selected.
 - b. Verify the list and click **Close** to return to the Choose events to include in Auto Submit Policy page.
8. Click the **Duplicate Incident Dampening** link to allow you to select the same dampening interval for a set of selected events. You can choose separately the dampening intervals for each event included in auto submit policy. The Duplicate Incident Dampening window appears.
9. You can choose different set of dampening intervals, that is, from None to Always.

**NOTE:**

- **None:** implies do not dampen incident creation on service now when a particular event occurs on a device.
- **Always:** implies dampen an incident creation on a device whenever a particular event occurs on a device. The first incident will be created thereafter all other incident creation will be dampened for that device until the incident is closed or deleted. There are other options where a user can choose a time interval like 1 hour, 2 hours and so on. If a user chooses a time interval, the incident creation will be dampened for the device after the first incident is created for an event. The incident creation will resume after the interval and again dampened subsequently for the selected time period.

10. Click **Next**. The Submit Case Options page appears.
11. Select the Enter Email Id field to enter an e-mail ID, and enter the e-mail ID in the format user@example.com.
12. To add multiple e-mail IDs, or delete multiple e-mails IDs, use the Add Email and Delete buttons, respectively.
13. Click **Modify** to modify the site ID or username. The Make Selection to Change Site ID or Use dialog box appears.
14. To modify the site ID, select the **Site ID** check box, and select the site ID from the Site ID list.

15. To modify the username, select the **User Name** check box, and enter the username and password in their respective fields. After your user credentials are validated, click **Get Sites** to select a site ID specific to the new user.
16. Click **OK**.

The Summary of Auto Case Policy to be created page lists the details such as the selected events, the devices on which they occurred, the event synopsis, and the dampening status.

The Submit Case Options page appears again.
17. Select the **Upload Core Files** check box. If you select this option, Service Now will upload core files (if core files are available) for the selected events in that auto submit policy.
18. If you need to delete core files from the device after uploading, select the **Delete Core Files from Router after Uploading** check box.
19. Select the method that you would like to use to follow up on the case from the Follow Up Method list. The available options are Email Full Text Update, Email Secure Web Link, and Phone Call.
20. Select the priority of the case from the Priority list. The available options are Critical, High, Medium, and Low. The default priority is Medium.
21. When submitting incidents to Juniper or a Juniper partner, you can add comments to the Add Comments to Synopsis field. If you are submitting a case for the incident types On-demand or Off-Box, you have the option of editing the default content in the Synopsis and Problem Description fields. The default content is displayed in edit mode. Ensure that your comments contain fewer than 1,028 characters.
22. Click **OK** to confirm.

The auto submit policy is created, and the View Auto Submit Policy page appears. When the selected events occur on the devices that you specified, the events are automatically submitted to Juniper Support Services (JSS), and a Tech Support Case is created.

By default, auto submit policies are enabled. To disable auto submit policies, see [“Changing the Status of Auto Submit Policies” on page 141](#).
23. (Optional) To verify that the auto submit policy is created with your specifications, navigate to the View Auto Submit Policy page and double-click the auto submit policy to view its details.

Related Documentation

- [Adding an SNMP Server on page 130](#)
- [Creating and Editing a Notification Policy on page 181](#)
- [Administration Overview on page 75](#)
- [Modifying Auto Submit Policy on page 105](#)

Modifying an Auto Submit Policy

Junos Space enables you to modify the events and devices that are specified in an auto submit policy.

To modify an auto submit policy:

1. From the Service Now taskbar, select, **Administration > Auto Submit Policy**.
The Auto Submit Policy page appears.
2. Select the auto submit policy that you want to modify and select **Modify Auto Submit Policy** from either the **Actions** list or the right-click menu.

The details of the selected auto submit policy are displayed in an editable format.

3. Make your modifications to the events and devices for which the incidents must automatically be submitted to JSS.
4. Click **Save**.
Your changes are saved and the Auto Submit Policy page appears.
5. (Optional) To verify your changes, double click the auto submit policy and view its details.

Related Documentation

- [Adding an SNMP Server on page 130](#)
- [Creating and Editing a Notification Policy on page 181](#)
- [Modifying Auto Submit Policy on page 105](#)

Deleting Auto Submit Policies

To delete auto submit policies:

1. From the Service Now taskbar, select, **Administration > Auto Submit Policy**.
The Auto Submit Policy page appears.
2. Select the auto submit policies that you want to delete, and select **Delete** from either the **Actions** list or the right-click menu.
3. Click **Delete** again to confirm.

The selected auto submit policies are deleted and the View Auto Submit Policy page appears.

Related Documentation

- [Auto Submit Policy Overview on page 135](#)
- [Creating an Auto Submit Policy on page 136](#)
- [Modifying an Auto Submit Policy on page 140](#)
- [Adding an SNMP Server on page 130](#)
- [Creating and Editing a Notification Policy on page 181](#)

Exporting an Incidents Report

To export the information stored in auto submit policies:

1. From the Service Now taskbar, select, **Administration > Auto Submit Policy**.
The Auto Submit Policy page appears.
2. Select the auto submit policies that you want to export into the Excel format, and select **Export** from either the **Actions** list or the right-click menu.
3. To open the Excel file, select **Open with** and click **Open**.
4. To save the Excel file on your local file system, select **Save File**, navigate to the folder where you want to save the Excel file, and click **OK**.
Detailed information about the selected auto submit policies appears in an Excel spread sheet.

Related Documentation

- [Modifying an Auto Submit Policy on page 140](#)
- [Adding an SNMP Server on page 130](#)
- [Creating and Editing a Notification Policy on page 181](#)

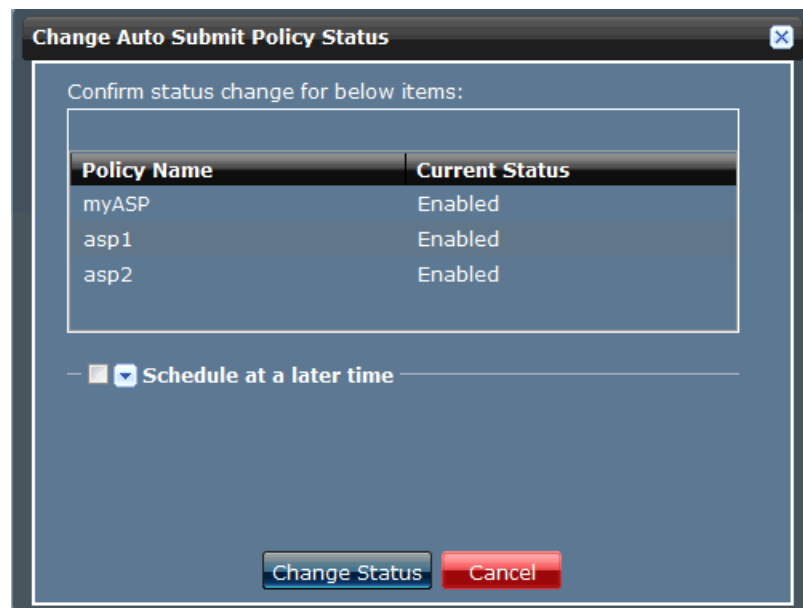
Changing the Status of Auto Submit Policies

To change the status of auto submit policies:

1. From the Service Now taskbar, select, **Administration > Auto Submit Policy**.
The Auto Submit Policy page appears.
2. Select the auto submit policies with status that needs to be changed from enabled to disabled, or vice versa, and select **Change Status** from either the **Actions** list or the right-click menu.

The **Change Auto Submit Policy Status** dialog box displays the current status of the selected auto submit policies. See [Figure 26 on page 142](#).

Figure 26: Change Auto Submit Policy Status Page





3. Click **Change Status**.

The action is initiated and a Jobs dialog box displays the Job ID which is also the link that takes you to the Jobs page where you can view the status of this action.

4. Click **OK**.

The Auto Submit Policy page (Quick view) represents auto submit policies using the icons listed in [Table 18 on page 142](#).

Table 18: Auto Submit Policy Icons

Icon	Description
	The auto submit policy is disabled.
	The auto submit policy is enabled.

Related Documentation

- [Modifying an Auto Submit Policy on page 140](#)
- [Adding an SNMP Server on page 130](#)
- [Auto Submit Policy Overview on page 135](#)
- [Creating an Auto Submit Policy on page 136](#)
- [Creating and Editing a Notification Policy on page 181](#)
- [Changing the Status of Dampening on page 143](#)

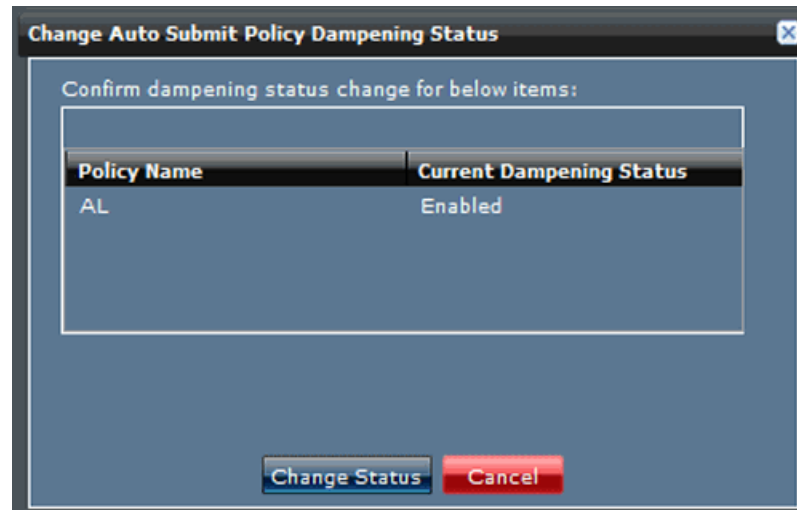
Changing the Status of Dampening

The Change dampening status on View Auto Submit Policy page enables you to change the dampening status for an auto submit policy. You can select one or multiple auto submit policies and change their dampening status (from Enabled to Disabled or vice versa).

To change the dampening status:

1. From the Service Now taskbar, select **Administration > Auto Submit Policy**. The Auto Submit Policy page appears
2. Select the auto submit policies whose dampening status needs to be changed from Enabled to Disabled or vice versa (you can select one or multiple auto submit policies and change their dampening status).
3. Select **Change dampening status** from either the **Actions** list or the right-click menu . The Change Auto Submit Policy Dampening Status window appears showing the selected Auto submit policies. See [Figure 27 on page 143](#).

Figure 27: Change Auto Submit Policy Dampening Status Page



4. Click **Change Status** . The status changes from Enabled to Disabled or vice versa.

Related Documentation

- [Modifying an Auto Submit Policy on page 140](#)
- [Adding an SNMP Server on page 130](#)
- [Auto Submit Policy Overview on page 135](#)
- [Creating an Auto Submit Policy on page 136](#)
- [Creating and Editing a Notification Policy on page 181](#)
- [Changing the Status of Auto Submit Policies on page 141](#)

Address Group

- [Address Group Overview on page 144](#)
- [Creating Address Group on page 145](#)
- [Modifying Address Group on page 145](#)
- [Deleting Address Group on page 146](#)
- [Associating Devices with an Address Group From an Address Group ILP on page 146](#)
- [Associating Devices with an Address Group From an Organization ILP on page 148](#)
- [Associating Devices with an Address Group from a Device Group ILP on page 149](#)
- [Associating Devices with an Address Group From a Service Now Devices ILP on page 150](#)

Address Group Overview

Using Service Now, a client can associate address location to devices, and a user can associate a device location or a ship-to-address to a device. The ship-to-address is used by service now to inform the logistics team of Juniper where to ship a particular part in case a Juniper RMA case has been opened.

Partner proxy users can use the partner address instead of customer address when submitting cases to Juniper. This can be done through a setting at the connected member and when submitting a case manually. For an auto submit case policy, the partner address can be used if this feature is selected by the partner. Otherwise the end-customer address must be used. If the partner uses the partner address, both partner address and customer address must be shown for the device. However, only the partner address is shown when submitting an incident to Juniper.

Service Now also provides the functionality wherein a client can update notes to an already opened CRM case with juniper.

In Service Now, a set of already defined address groups are listed in the View Address Group page. The tabular view of the View address Group pages provides details about the address group and the devices.

You can perform the following tasks from the View Address Group page:

- Create a new address group
- Modify an existing address group
- Delete an address group
- Associate address group to a set of devices

A user has the option to associate devices to any of the address groups defined in the system. Devices can also be associated to an address group subtypes (Location, Ship-to, and Both) from the organization ILP, device group ILP, and devices ILP. A user can choose to associate address group on the corresponding ILP.

Related Documentation

- [Creating Address Group on page 145](#)

- [Modifying Address Group on page 145](#)
- [Deleting Address Group on page 146](#)
- [Associating Devices with an Address Group From an Address Group ILP on page 146](#)

Creating Address Group

Using Service Now, you can create address groups.

To create an address group:

1. From the Service Now taskbar, select, **Administration** > **Create Address Group**. The Create Address Group page appears.
2. Enter data to the relevant fields such as address group name, address, city, state, country, zip/postal code, contact name, contact phone and alternate phone which represents this unique address on Service Now system.
3. Select **Submit**.
4. The new address group that you have created is displayed on the Address Group page.

Related Documentation

- [Address Group Overview on page 144](#)
- [Modifying Address Group on page 145](#)
- [Deleting Address Group on page 146](#)
- [Associating Devices with an Address Group From an Address Group ILP on page 146](#)

Modifying Address Group

Using Service Now, you can modify address groups.

To modify an address group:

1. From the Service Now taskbar, select, **Administration** > **Address Group**. The Address Group page appears.
2. Select the address group that you need to modify, and select **Modify Address Group** from either the **Actions** list or the right-click menu. The Modify Address Group page appears.
3. Modify the relevant fields such as the address, city, state, country, zip/postal code, contact person name, contact phone number and alternate phone number which represent the unique address group on Service Now system.



NOTE: You cannot modify an address group name on this screen.

4. Select **Submit**.
5. The address group is now modified and can be viewed on the Address Group page.

- Related Documentation**
- [Address Group Overview on page 144](#)
 - [Creating Address Group on page 145](#)
 - [Deleting Address Group on page 146](#)
 - [Associating Devices with an Address Group From an Address Group ILP on page 146](#)

Deleting Address Group

Using Service Now, you can delete address groups.

To delete an address group:

1. From the Service Now taskbar, select, **Administration** > **Address Group**. The Address Group page appears.
2. Select the address group that you need to delete, and select **Delete** from either the **Actions** list or the right-click menu. The Delete Address Groups page appears.
3. Select **Delete** if you are sure you want to delete the address group.
4. The deleted address group will no longer be available on the Address Group page.

- Related Documentation**
- [Address Group Overview on page 144](#)
 - [Creating Address Group on page 145](#)
 - [Modifying Address Group on page 145](#)
 - [Associating Devices with an Address Group From an Address Group ILP on page 146](#)

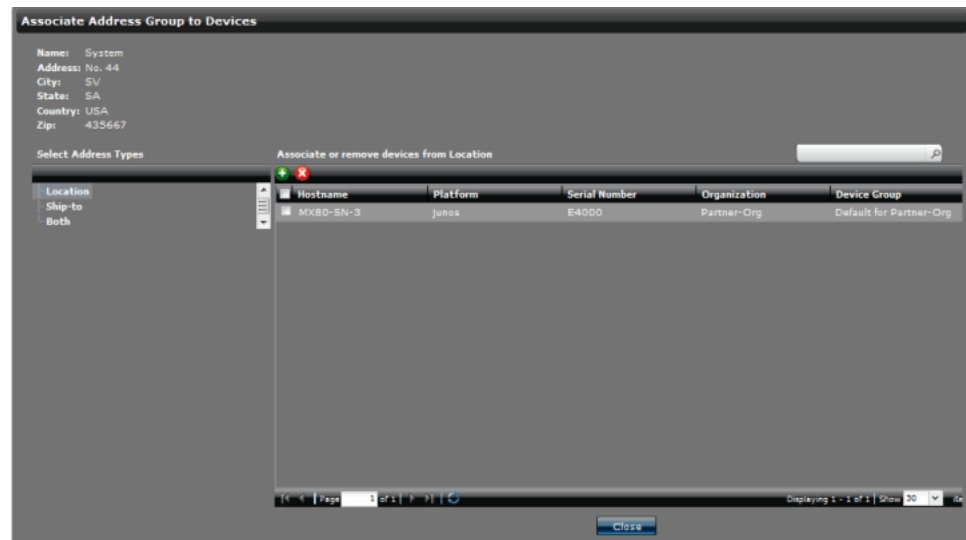
Associating Devices with an Address Group From an Address Group ILP

Using Service Now, you can associate devices with address groups from an address group ILP.

To associate a device with an address group from address group ILP:

1. From the Service Now taskbar, select, **Administration** > **Address Group**. The Address Group page appears.
2. Select the address group that needs to be associated with a device, and select **Associate Devices** from either the Actions list or the right-click menu. The Associate Address Group to Devices page appears. See [Figure 28 on page 147](#).

Figure 28: Associate Address Group to Devices Page



You can associate devices to this address group in any of the following sub types: Location, Ship-to or Both. These subtypes of the address group represent the device location or ship-to address of a device. In case of an RMA event, the ship-to address is used by logistics team of Juniper to ship the defective part to the customer directly, without manual intervention. A device can have only one location or ship-to address associated to it. You can click **Location** to associate a device to a location. Repeat the same procedure for Ship-to and Both. Clicking on the left hand side menu alone results in displaying the already associated devices for this subtype. If you associate a device to both Ship-to and Location on an address group, all the previous associated links to the device are removed and the latest changes are effective.

3. To add a device to one of the subtypes, click on the subtype link on the left and then click on plus button on the right. The Select Devices page appears where all the devices present in service now system are displayed. You can filter the devices based on organization or device group. You can also filter a device based on characters or words, by entering the same in the search filter text box on the upper right side corner of the window. Any device that matches the search criteria will be listed in the table.
4. After selecting a set of devices, click **Submit**. The set of selected devices will be associated to the corresponding Address Group subtype (Location, Ship-to or Both).
5. To remove a device association from one of the subtypes, click on the subtype link on the left. The devices associated to the selected sub type will be listed. Select a list of devices on the right and then click on the cross button on the right.
6. The Disassociate Devices window appears. Click **Remove**. The devices are removed from this address group subtype (Location, Ship-to or Both).

Devices can also be associated to an address group sub types through organization ILP, device group ILP and devices ILP.

Related Documentation

- [Address Group Overview on page 144](#)

- [Creating Address Group on page 145](#)
- [Modifying Address Group on page 145](#)
- [Deleting Address Group on page 146](#)

Associating Devices with an Address Group From an Organization ILP

Using Service Now, you can associate devices to address groups from organization ILP.

To associate a device to an address group from organization ILP:

1. From the Service Now taskbar, select, **Administration > Organizations**. The Organizations page appears.
2. Select the address group that needs to be associated with a device, and select **Associate Address Group** from either **Actions** or the right-click menu. The Associate Devices to Address Group page appears. Then, select the address group/Address group subtype [i.e. Location and Ship to Address] from the combo box and click submit. All the selected devices will get associated to the new address group/address subtype. See [Figure 29 on page 148](#)

Figure 29: Associate Devices to Address Group Page

Hostname	Serial Number	Location	Ship-To
<input checked="" type="checkbox"/> MX80-SN-3	E4000	System	
<input checked="" type="checkbox"/> mbh-acx2-01	RV3898	System	

3. This page lists the devices present under this selected organization. The Location and Ship-to Address fields will show address group names if the devices already have an association present in the system.

Related Documentation

- [Organizations Overview on page 77](#)
- [Associating Devices with an Address Group From an Address Group ILP on page 146](#)

Associating Devices with an Address Group from a Device Group ILP

Using Service Now, you can associate devices to address groups from device group ILP.

To associate a device to an address group from device group ILP:

1. From the Service Now taskbar, select, **Administration > Device Groups**. The Device Groups page appears.
2. Select the address group that needs to be associated with a device, and select **Associate Address Group** from either **Actions** or the right-click menu. The Associate Devices to Address Group page appears. This page lists the devices present under this selected device group. The Location and Ship-to Address fields will show address group names if the devices already have an association present in the system. See [Figure 30 on page 149](#)

Figure 30: Associate Devices to Address Group Page

Associate Devices to Address Group

Location:

Ship-to Address:

Hostname	Serial Number	Location	Ship-To
<input checked="" type="checkbox"/> MX80-SN-3	E4000	System	

Page 1 of 1 | Displaying 1 - 1 of 1

3. Select the list of devices in the table.
4. Enter the address group and address type (Location, Ship to or Both) in the **Address Groups** and **Address Types** fields respectively.
5. Click **Submit**. All the selected devices will get associated to the new address group and address type.

Related Documentation

- [Device Groups Overview on page 87](#)
- [Associating Devices with an Address Group From an Address Group ILP on page 146](#)
- [Associating Devices with an Address Group From an Organization ILP on page 148](#)
- [Associating Devices with an Address Group From a Service Now Devices ILP on page 150](#)

Associating Devices with an Address Group From a Service Now Devices ILP

Using Service Now, you can associate devices to address groups from devices ILP.

To associate a device to an address group from devices ILP:

1. From the Service Now taskbar, select, **Administration > Service Now Devices**. The Service Now Devices page appears.
2. Select the address group that needs to be associated with a device, and select **Associate Device Groups** from either **Actions** or the right-click menu. The Associate Device Groups page appears. This page lists the devices present under this selected device group. See [Figure 31 on page 150](#)

Figure 31: Associate Device Groups Page



3. Select the device group under **Device Group**.
4. Select the list of devices.
5. Click **Submit**. All the selected devices will get associated to the new address group and address type.

Related Documentation

- [Service Now Devices Overview on page 90](#)
- [Associating Devices with an Address Group From an Address Group ILP on page 146](#)
- [Associating Devices with an Address Group From an Organization ILP on page 148](#)
- [Associating Devices with an Address Group from a Device Group ILP on page 149](#)

E-mail Templates

- [E-mail Templates Overview on page 151](#)
- [Viewing E-mail Templates on page 151](#)
- [Modifying E-mail Templates on page 152](#)

E-mail Templates Overview

You can use Service Now to send notification for an event through e-mail. Service Now has default e-mail templates whose contents can be modified. However, you cannot modify or delete the default template files. As an administrator, you can update or configure the e-mail content sent to the users during notification.

Service Now displays two types of templates: license specific and generic e-mail templates. The display of templates is based on the installation of service now. If Service Now is installed in standalone mode, only standalone related templates are displayed. If Service Now is installed in partner mode only partner related templates are displayed.

Figure 32: The E-mail Templates page

Name	Description	Created By	Last Updated	Actions
Contract Expiry Info Received	This template is used by Service Now when sending email notificati...	Service Now	Oct 3, 2012 12:34:06 AM UTC+05:30	
Devices Not Sending Device Snapshot	This template is used by Service Now for sending email notificati...	Service Now	Oct 3, 2012 12:34:06 AM UTC+05:30	
End Customer Case Closed in Partner Proxy	This email is sent when an end customer case (from a Service Now ...	Service Now	Oct 3, 2012 12:34:06 AM UTC+05:30	
End Customer Case Created in Partner Proxy	This email is sent when an end customer case (from a Service Now ...	Service Now	Oct 3, 2012 12:34:06 AM UTC+05:30	
End Customer Case Updated in Partner Proxy	This email is sent when an end customer case (from a Service Now ...	Service Now	Oct 3, 2012 12:34:06 AM UTC+05:30	
End Customer Incident Submitted to Partner Proxy	This email is sent when an case is submitted to the Service Now P...	Service Now	Oct 3, 2012 12:34:06 AM UTC+05:30	
Incident Flagged to Users	This template is used by Service Now for sending email notificati...	Service Now	Oct 3, 2012 12:34:07 AM UTC+05:30	
Incident Submitted to Juniper by Partner Proxy	This template is used by Service Now for sending email notificati...	Service Now	Oct 3, 2012 12:34:06 AM UTC+05:30	
Incomplete RMA Incident Submitted to Juniper	This template is used by Service Now for sending email notificati...	Service Now	Oct 3, 2012 12:34:06 AM UTC+05:30	
Juniper Technical Support Case Created for Incident from Partner Proxy	This template is used by Service Now for sending email notificati...	Service Now	Oct 3, 2012 12:34:06 AM UTC+05:30	
Juniper Technical Support Case Updated	This template is used by Service Now for sending email notificati...	Service Now	Oct 3, 2012 12:34:06 AM UTC+05:30	
Message Flagged to Users	This template is used by Service Now for sending email notificati...	Service Now	Oct 3, 2012 12:34:07 AM UTC+05:30	
New Exposure Info Received	This template is used by Service Now for sending email notificati...	Service Now	Oct 3, 2012 12:34:06 AM UTC+05:30	
New Incident Detected	This template is used by Service Now for sending email notificati...	Service Now	Oct 3, 2012 12:34:06 AM UTC+05:30	
New Intelligence Info Received	This template is used by Service Now for sending email notificati...	Service Now	Oct 3, 2012 12:34:06 AM UTC+05:30	
Ownership of Message Assigned to Users	This template is used by Service Now for sending email notificati...	Service Now	Oct 3, 2012 12:34:07 AM UTC+05:30	
Ownership of Service Now Incident has been Assigned to User	This template is used by Service Now for sending email notificati...	Service Now	Oct 3, 2012 12:34:07 AM UTC+05:30	

From the e-mail templates page in Service Now, you can perform the following tasks:

- Viewing e-mail templates
- Modifying e-mail templates

Related Documentation

- [Viewing E-mail Templates on page 151](#)
- [Modifying E-mail Templates on page 152](#)

Viewing E-mail Templates

The E-mail templates page in Service Now helps you manage e-mail templates.

To view e-mail templates:

1. From the Service Now taskbar, select **Administration** > **Email Templates**.
The E-mail Templates page appears.
2. To view an e-mail template and its details, double click the required template from the list. The Email Template Details page appears. The Email Template Details page includes the following information:
 - Name of the incident
 - Date and time when the template content was last updated
 - Description of the template

- Subject for the e-mail template
- Template contents that can be modified

- Related Documentation**
- [E-mail Templates Overview on page 151](#)
 - [Modifying E-mail Templates on page 152](#)

Modifying E-mail Templates

Using Service Now, you can modify the contents of the e-mail templates. An e-mail template for an End customer contains \$ variables and static content. \$ variables cannot be modified but can be removed. All other static content can be modified on a template.

To modify an e-mail template:

1. From the Service Now taskbar, select **Administration > Email Templates > View Email Templates**
2. Select the e-mail template whose content you want to modify and select **Modify** from either the Actions list or the right-click menu.

If a template contains HTML table, then the Template contents field is followed by table columns in a grid separately. You can remove a column from the template by un-checking the checkbox for that column. The column can be added again by selecting it again.

- Related Documentation**
- [E-mail Templates Overview on page 151](#)
 - [Viewing E-mail Templates on page 151](#)

CHAPTER 7

Service Central

- [Service Central Overview on page 153](#)
- [Incidents on page 155](#)
- [Information on page 170](#)
- [JMB Errors on page 178](#)
- [Notifications on page 179](#)

Service Central Overview

The Service Central workspace enables you to manage incidents, information messages, device snapshots, notifications, and error JMBs. Incidents are problem events that are detected in a device and sent to the Service Now application. When an event occurs on a device, the 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 then transferred securely from the device to Service Now. Service Now searches for new incidents and displays the incidents on the Incidents page within Service Central.

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 Networks 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 Service Now in the form of Information Juniper Message Bundles (iJMBs). The iJMBs are then processed and displayed on the Device Snapshots page. You can upload these iJMBs to JSS, where they are processed and analyzed to provide preventive analysis and alerts. Using Service Now, you can view the content of these iJMBs and export them in HTML format.

In certain cases, the devices stop sending device information. Service Now generates iJMBs automatically for all the devices associated to a device group. These iJMBs are generated based on the commands available in directive file pre-loaded in Service Now. The behavior of these iJMBs is the same as AI-Scripts generated iJMBs. Service Now administrator receives a message when Service Now generates iJMBs automatically for one or more devices.

JMB errors are JMBs that do not comply with the standard data structure that Service Now requires or that contain data elements that Service Now does not accept. Service Now identifies these JMBs and displays them on the JMB Errors page where you can view and download them.

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 define other characteristics (filters) that you can use 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 you want Service Now to take after the event is triggered.

Some tasks within the Service Central workspace, such as assigning messages to a connected member and updating an end-customer case, are enabled only when Service Now end-customer mode is activated. For more information about the Service Now modes, see [“Service Now Modes” on page 42](#).

The Service Central page graphically displays information about the severity and priority of incidents and the incidents you created.

Using Service Central you can perform the following tasks:

- Assign an incident owner, notify users of an incident, update the status of incidents, and delete incidents.
- View and delete iJMBs, and export device data into HTML format.
- Assign messages to end-customers (enabled if you are a Service Now partner).
- Update end-customer cases (enabled if you are a Service Now partner).
- View, download, and delete JMBs with errors.
- View Knowledge Base articles associated with incidents.
- View information about devices that risk the chance of exposure.
- Generate JMBs on demand.
- Assign an owner, flag to users, and delete an information message.
- Create, edit, and delete a notification policy.

**Related
Documentation**

- [Service Now Overview on page 32](#)
- [Service Now Modes on page 42](#)
- [Incidents Overview on page 155](#)
- [Device Snapshots Overview on page 174](#)
- [Messages Overview on page 170](#)
- [JMB Errors on page 178](#)
- [Notification Policies Overview on page 179](#)

Incidents

- [Incidents Overview on page 155](#)
- [Assigning an Incident Owner on page 157](#)
- [Flagging an Incident to a User on page 158](#)
- [Checking Incident Status Updates on page 159](#)
- [Exporting Incident Data on page 160](#)
- [Deleting an Incident on page 161](#)
- [Submitting an Incident to Juniper Support Systems on page 162](#)
- [Viewing Incident Details on page 165](#)
- [Viewing Knowledge Base Articles Associated with an Incident on page 166](#)
- [Viewing a Case in the Case Manager on page 167](#)
- [Updating an End-Customer Case on page 168](#)
- [Uploading Core Files for Incidents on page 169](#)

Incidents Overview

In Service Now, incidents are problem events that are detected on a device. When an incident, such as a process crash, an application-specific integrated circuit (ASIC) error, or a fan failure, occurs on an AI-Scripts-enabled device, the AI-Scripts builds a Juniper Message Bundles (JMBs) file with the incident data and forwards it to the Junos Space server.

A 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. 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.

These JMB files are securely transferred from the device to the Service Now application. After a JMB is generated, the device automatically initiates a file transfer to Service Now and the incident appears on the Incidents page.

Service Now uses Device Management Interface (DMI), which is an extension to the NETCONF network management protocol, to receive JMBs from devices. The Incidents page provides a user interface to view incidents chronologically, by organization name, and by device group. The Quick view of this page helps you differentiate incidents with various icons. These icons indicate incident priority levels and also whether the incidents are submitted to JSS. See [“Service Now Icons and Inventory Pages” on page 48](#).

From the Incidents workspace you can navigate to the **View Tech Support Cases** and **View End-Customer Cases** pages. The **View Tech Support Cases** page displays the technical support cases that you open with JSS. You can open these cases only after you create an organization and the organization's site ID is validated. Site IDs denote the customer identity used in the Juniper Technical Assistance Center (JTAC) Clarify trouble ticketing system.

To stay updated of the events that occur in Service Now, you can create notification policies that instantly notify you of an event in the form of e-mails or SNMP traps.

The incidents are displayed in a table as follows: You can select the parameters to display and sort them in the ascending or descending order.

- Incident ID
- Organization
- Device group
- Defect type
- Platform type
- Incident type



NOTE:

- The incident type Event-RMA indicates that an RMA event is detected on Service Now managed devices.
- The incident type Event (low end) indicates that the JMB generated on a device is a low impact JMB. User can manually collect troubleshooting data and update case through Case Manager or Service Now.
- The incident type Request RMA indicates that an RMA incident is detected on Service Now managed devices.

- Time of occurrence
- Owner
- Submission status
- Incidents that are flagged to you

You can perform the following tasks from the Incidents page:

- Submit an incident to create a JTAC case
- 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 Knowledge Base (KB) article pertaining to the incident
- View a case in the Juniper Networks Case Manager
- Remove a flag from the incident
- Add an e-mail address to the mailing list of an incident
- View technical support cases
- Upload core files



NOTE: Junos OS devices may not provide specific time zones for incidents, and hence Service Now may display an incorrect time of occurrence for incidents. For example, when the time zone is EST, Service Now uses US EST by default, while the time zone can also be AEST (Australian EST). As a workaround, see http://www.juniper.net/techpubs/en_US/junos9.5/information-products/topic-collections/swconfig-system-basics/time-zone-custom-configuring.html for information on how to configure a custom time zone.

Related Documentation

- [Assigning an Incident Owner on page 157](#)
- [Flagging an Incident to a User on page 158](#)
- [Deleting an Incident on page 161](#)
- [Checking Incident Status Updates on page 159](#)
- [Exporting Incident Data on page 160](#)
- [Viewing Knowledge Base Articles Associated with an Incident on page 166](#)
- [Submitting an Incident to Juniper Support Systems on page 162](#)
- [Viewing Incident Details on page 165](#)
- [Viewing a Case in the Case Manager on page 167](#)
- [Updating an End-Customer Case on page 168](#)

Assigning an Incident Owner

You can assign an incident to a Junos Space user, who becomes the owner of the incident. The owner is responsible for keeping track of the progress of a case or updates from JSS.

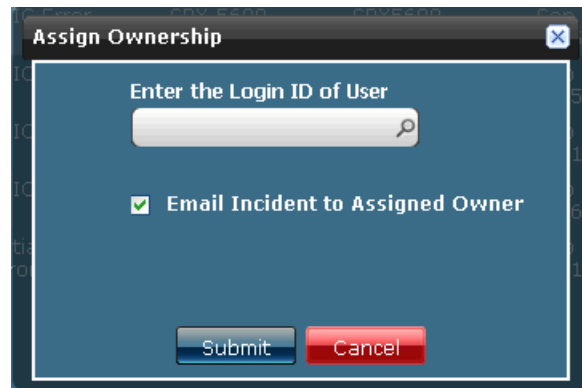
To assign an incident to a Service Now user:

1. From the Service Now taskbar, select **Service Central > Incidents**.

The Incidents page appears.

2. Select the incident to which you want to assign an owner, and select **Assign Ownership** from either the **Actions** list or the right-click menu.

The **Assign Ownership** dialog box appears.



3. Enter the login ID of the user to whom you want to assign the incident. Click the search icon to display the list of available users.
4. Select the **Email Incident to Assigned Owner** check box to send an e-mail notification to all the newly assigned owners of the incident. This option is selected by default.
5. Click **Submit**.

The incident is assigned to the specified user. See [“Viewing Device Snapshot Details” on page 177](#).

Related Documentation

- [Incidents Overview on page 155](#)
- [Flagging an Incident to a User on page 158](#)
- [Deleting an Incident on page 161](#)
- [Checking Incident Status Updates on page 159](#)
- [Exporting Incident Data on page 160](#)
- [Viewing Knowledge Base Articles Associated with an Incident on page 166](#)
- [Submitting an Incident to Juniper Support Systems on page 162](#)
- [Viewing Incident Details on page 165](#)
- [Viewing a Case in the Case Manager on page 167](#)
- [Updating an End-Customer Case on page 168](#)

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 taskbar, select **Service Central > Incidents**.

The Incidents table appears.

2. Select the incident that you want to flag to a user, and select **Flag to Users** from either the **Actions** list or the right-click menu.

The **Flag to Users** dialog box displays the names of Service Now users.

3. Select the user or users to whom you want to flag the incident.
4. Select the **Email Incident to Flagged Users** check box to send an e-mail notification to all the newly flagged users of the incident. This option is selected by default.
5. Click **Submit**. The incident is flagged to the selected users.

Related Documentation

- [Incidents Overview on page 155](#)
- [Assigning an Incident Owner on page 157](#)
- [Deleting an Incident on page 161](#)
- [Viewing Knowledge Base Articles Associated with an Incident on page 166](#)
- [Checking Incident Status Updates on page 159](#)
- [Exporting Incident Data on page 160](#)
- [Submitting an Incident to Juniper Support Systems on page 162](#)
- [Viewing Incident Details on page 165](#)
- [Viewing a Case in the Case Manager on page 167](#)
- [Updating an End-Customer Case on page 168](#)

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 Service Now application. Service Now routinely checks for new incidents. The Service Now **Manage 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 Networks Technical Assistance Center (JTAC) case is created. The submission status of the incident appears in the Status column on the Incidents page. After you submit the incidents, the status is **Submitted**. When JSS creates the case, the status changes to **Created** and the Case ID appears. Further updates to the incident change the incident's 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 181](#).
- Using the Service Central page. The My Incidents graph on the Service Central page 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 login. To view the Service Central page, select **Service Central** from the Service Now taskbar.

Related Documentation

- [Incidents Overview on page 155](#)
- [Assigning an Incident Owner on page 157](#)
- [Flagging an Incident to a User on page 158](#)
- [Viewing Knowledge Base Articles Associated with an Incident on page 166](#)
- [Deleting an Incident on page 161](#)
- [Exporting Incident Data on page 160](#)
- [Submitting an Incident to Juniper Support Systems on page 162](#)
- [Viewing Incident Details on page 165](#)
- [Viewing a Case in the Case Manager on page 167](#)
- [Updating an End-Customer Case on page 168](#)

Exporting Incident Data

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

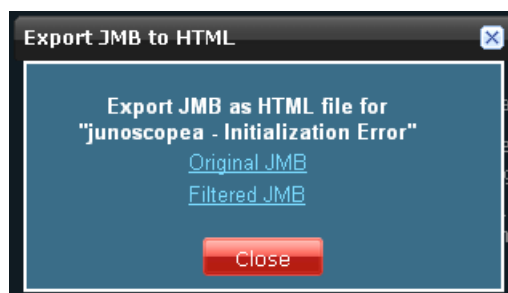
Exporting Incident Data into HTML

To export incident data into HTML format:

1. From the Service Now taskbar, select **Service Central > Incidents**.
The Incidents page appears.
2. Select the device whose incident details you want to export.
3. Select **Export JMB to HTML** from the Actions list.

The **Export JMB to HTML** dialog box displays links to the original and filtered JMBs, as shown in [Figure 33 on page 161](#).

Figure 33: Export JMB to HTML Dialog Box



4. Click a link to save the JMB file as HTML.

Exporting Incident Data into Excel

To export JMB data into Excel file format:

1. From the Service Now taskbar, select **Service Central > Incidents**.
The Incidents page appears.
2. Select the incident whose details you want to export.
3. Select **Export Incident Summary to Excel** from either the **Actions** list or the right-click menu.

The **Export Incident Summary to Excel** dialog box displays a link to the Excel file.

4. Click the displayed link to save the incidents in Excel format

Related Documentation

- [Incidents Overview on page 155](#)
- [Assigning an Incident Owner on page 157](#)
- [Flagging an Incident to a User on page 158](#)
- [Deleting an Incident on page 161](#)
- [Checking Incident Status Updates on page 159](#)
- [Viewing Knowledge Base Articles Associated with an Incident on page 166](#)
- [Submitting an Incident to Juniper Support Systems on page 162](#)
- [Viewing Incident Details on page 165](#)
- [Viewing a Case in the Case Manager on page 167](#)
- [Updating an End-Customer Case on page 168](#)

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 taskbar, select **Service Central > Incidents**.

The Incidents table appears.

2. Select the incident that you want to delete.
3. Click **Delete**.

The selected incidents are removed from the Incidents table and the Service Now database.

Related Documentation

- [Incidents Overview on page 155](#)
- [Assigning an Incident Owner on page 157](#)
- [Flagging an Incident to a User on page 158](#)
- [Checking Incident Status Updates on page 159](#)
- [Exporting Incident Data on page 160](#)
- [Viewing Knowledge Base Articles Associated with an Incident on page 166](#)
- [Submitting an Incident to Juniper Support Systems on page 162](#)
- [Viewing Incident Details on page 165](#)
- [Viewing a Case in the Case Manager on page 167](#)
- [Updating an End-Customer Case on page 168](#)

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 case. You can submit multiple cases to Juniper Support Systems (JSS) simultaneously. The submission status of the incident appears 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 an incident:

1. From the Service Now taskbar, select **Service Central > Incidents**.

The Incidents page appears.

2. Select the incident for which you want to create a case, and select **Submit Case** from either the **Actions** list or the right-click menu.

The **Submit Case** dialog box displays the device name and incident synopsis.

The **Submit Case** action is disabled when you select an incident that is already submitted.

3. Click the **Enter Email Id** field to enter an e-mail ID, and enter the e-mail ID in the format user@example.com.

To add multiple e-mail IDs, or delete them, use the **Add Email** and **Delete** buttons, respectively.

4. Click **Modify** to modify the existing site ID or user name. The **Make Selection to Change Site ID or User** dialog box appears.

Site ID can be modified in two ways:

1. For the same user name, select the **Default Org** check box and select the site ID from the **Site ID** drop down list.
2. For a new user, select the **User Name** and **User Password** check boxes, and enter the username and password, respectively. Click the **Get Sites** link. The **Site ID** drop down list displays a list of site IDs. Select the required site ID.

After you modify the default site ID, select the **Save As Default User For Incident Submission** check box if you want the new site ID as the default site ID. This new site ID and user name will be displayed by default when the user logs in next time to submit new incidents.

5. Click **OK** to save the changes and go back to the **Submit Case Options** page. Click **Cancel** if you do not want to implement the changes made.
6. If you are submitting an RMA case, you will be prompted to enter the **Address Group** and **Ship-to Address** fields.

By default, in case of standalone, partner Service Now, or end customer, the Address Group field will have the address group values present in the system.

The values in the Address Group field depends on the following:

- For an end Customer and a standalone Service Now customer, the value in the Address Group field depends on the device and address group association. If a user has associated an incident device to an address group before the incident took place, then the value will be preselected in the Address Group field. In case a user has associated a device to an address group, then the value of the selected field will be None. There is an option to select any other address group present in the system to create a CRM case with Juniper or Partner.
- For a partner Service Now customer, the Address Group field will be prepopulated with the address group sent by end customer and the address group present in the system for opening a case. A Partner has the option to change this value by selecting an address group present in the partner system.
- If a Partner has associated an address to the end customer device, then that address will be prepopulated instead of the end customer address.
- If no device is associated, the value in the Address Group combo will be None.

The address group selected on the Submit Case page is submitted as ship to address to a Partner or JSS.

7. Select the method that you would like to use to follow up on the case from the **Follow Up Method** list. The available options are **Email Full Text Update**, **Email Secure Web Link**, and **Phone Call**.

8. Enter the a customer tracking number in the **Customer Tracking Number** field.



NOTE: Steps 3 to 8 are applicable only when your run Service Now in partner-proxy or standalone modes.

9. Select the priority of the case from the **Priority** list. The available options are Critical, High, Medium, and Low. The default priority is medium.
10. When submitting incidents to Juniper or a Juniper partner, you can add comments to the Synopsis field. If you are submitting a case for incidents types On-demand or Off-Box, you have the option of editing the default content in the Synopsis and Problem Description fields. The default content is displayed in edit mode.

Ensure that your comments contain fewer than 1,028 characters.

If you are running Service Now in Partner proxy mode, below the Problem Description field you will find a table listing core files corresponding to the incidents.

The columns in the table are described as follows:

- **Core Files**—Complete path to the core file, including the core file name.
 - **Core File Size**—Size of the core files, in bytes.
11. Select one or more core files to upload. The core files will be uploaded after the case is created for this incident.
 12. If you need to delete core files from router after uploading, select the check box corresponding to **Delete Core Files from Router after Uploading**.
 13. If you are submitting an on-demand RMA case, you will find the **Select Device Components** link after the **Synopsis** field. If you click this link, the **Device Physical Inventory Components** page appears listing the hardware components.
 14. Select the device components to mark for RMA. Click **Submit**.
 15. The **Problem Description** field provides the device components information (part number, version, part description, part serial number). Click **Submit**.
 16. A **Job Information** dialog box appears and displays the job ID.

You can click the job ID to go to the **Job Management** page. You can monitor the status of the job from this page.
 17. Navigate back to **Service Central > Incidents**, and select **Submit Case**. Click **Save** to save your settings in the Service Now database and go back to the Incidents page.
 18. Click **Submit** to save your settings in the Service Now database and submit the selected incident to JSS.

The Incidents page appears.

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

Related Documentation

- [Incidents Overview on page 155](#)
- [Assigning an Incident Owner on page 157](#)
- [Flagging an Incident to a User on page 158](#)
- [Deleting an Incident on page 161](#)
- [Checking Incident Status Updates on page 159](#)
- [Exporting Incident Data on page 160](#)
- [Viewing Incident Details on page 165](#)
- [Viewing Knowledge Base Articles Associated with an Incident on page 166](#)
- [Viewing a Case in the Case Manager on page 167](#)
- [Updating an End-Customer Case on page 168](#)

Viewing Incident Details

When incidents are received, only selected information appears on the Incidents page. Using Service Now, you can view the entire content of the incident.

To view incident details:

1. From the Service Now taskbar, select **Service Central > Incidents**.

The Incidents page appears.

2. Select the incident whose details you want to view and double click on it. The **Incident Detail** page appears.



NOTE: If the selected incident type is Event(low end), the Problem Description field in the Incidents Detail page highlights the low end JMB with the note section that contains the following information: *This incident is based on a "low impact" JMB. A low impact JMB was generated to preserve system resources on the network node. Low impact JMBs do not include all the troubleshooting information found in a traditional JMB. A list of command output recommended for this event, but not contained in the low impact JMB, is listed below. If you open a case with this incident you can attach the recommended command output to the case by clicking the Incident and then the "view in case manager" action in Service Now.*

AI Scripts will add this content when generating JMBs for event based eJMBs.

The **Incident Detail** page displays the following tabs: Incident Details, Case Details, and Core File Details. The **End-Customer Case Details** tab appears in partner mode for end-customer incidents.

You can retrieve information by selecting the required tab.

Related Documentation

- [Incidents Overview on page 155](#)
- [Assigning an Incident Owner on page 157](#)
- [Flagging an Incident to a User on page 158](#)
- [Deleting an Incident on page 161](#)
- [Checking Incident Status Updates on page 159](#)
- [Exporting Incident Data on page 160](#)
- [Viewing Knowledge Base Articles Associated with an Incident on page 166](#)
- [Submitting an Incident to Juniper Support Systems on page 162](#)
- [Viewing a Case in the Case Manager on page 167](#)
- [Updating an End-Customer Case on page 168](#)

Viewing Knowledge Base Articles Associated with an Incident

Using Service Now you can view Knowledge Base (KB) articles associated with an incident.

To view the KB article associated with an incident:

1. From the Service Now taskbar, select **Service Central > Incidents**.

The Incidents table appears.

2. Select an incident to view the KB article associated with it, and select **View KB** from either the **Actions** list or the right-click menu.

A new window takes you to the Juniper Networks Knowledge Base article page where you can log in and view the KB article.



NOTE: This action is disabled for incidents that do not have any associated Knowledge Base (KB) articles.

Related Documentation

- [Incidents Overview on page 155](#)
- [Assigning an Incident Owner on page 157](#)
- [Flagging an Incident to a User on page 158](#)
- [Deleting an Incident on page 161](#)
- [Checking Incident Status Updates on page 159](#)
- [Exporting Incident Data on page 160](#)
- [Submitting an Incident to Juniper Support Systems on page 162](#)
- [Viewing Incident Details on page 165](#)
- [Viewing a Case in the Case Manager on page 167](#)
- [Updating an End-Customer Case on page 168](#)

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 Networks Customer Care.



NOTE: This feature is not available if Service Now is in offline mode

To view a case in the Case Manager:

1. From the Service Now taskbar, select **Service Central > Incidents**.
The Incidents page appears.
2. Select the incident whose details you want to view in the Case Manager, and select **View Case in Case Manager** from either the **Actions** list or the right-click menu.

The Juniper Networks Login page appears.



NOTE: If the View Case in Case Manager link is not enabled, ensure that the case has been created.

3. Enter your username 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 in “Step-by-Step Procedure” on page 167.

Related Documentation

- [Incidents Overview on page 155](#)
- [Assigning an Incident Owner on page 157](#)
- [Flagging an Incident to a User on page 158](#)
- [Deleting an Incident on page 161](#)
- [Checking Incident Status Updates on page 159](#)
- [Exporting Incident Data on page 160](#)
- [Submitting an Incident to Juniper Support Systems on page 162](#)
- [Viewing Incident Details on page 165](#)
- [Updating an End-Customer Case on page 168](#)

Updating an End-Customer Case

As a Service Now partner, you can create a case for the incident you receive from an end-customer's device and also update the case.



NOTE: This action is enabled only when Service Now operates in partner-proxy mode and when the state of the selected case is open.

To update an end-customer case:

1. From the Service Now taskbar, select, **Service Central > Incidents**.
The Incidents page displays the list of incidents.
2. Select the end-customer incident for which you want to create a case, and select **End-Customer Case** from either the **Actions** list or the right-click menu.

The **End-Customer Case** dialog box appears as shown in [Figure 34 on page 168](#).

Figure 34: End-Customer Cases Dialog Box

The screenshot shows a dialog box titled "End Customer Cases". It contains the following fields and controls:

- Case ID:** 124
- Case Link:** A text input field containing "test".
- Case Status:** A dropdown menu currently showing "Updated".
- Synopsis:** CHASSISD_FASIC_PIO_READ_ERROR
- Problem Description:** The indicated routine failed with a read error at the indicated address and register for the indicated F chip and link on the indicated Control Board (CB): Fchip (CB test CB slot 01 ID fchip 01): read error in
- Navigation:** Up, down, and search icons on the right side of the description field.
- Buttons:** "Submit" and "Cancel" buttons at the bottom.

This **End-Customer Case** action is enabled only if you select an end-customer incident.

3. Modify the case details as necessary.
4. Click **Submit**.

The case is updated and sent to the Service Now end-customer.

Related Documentation

- [Service Now Overview on page 32](#)
- [Adding a Connected Member on page 81](#)
- [Incidents Overview on page 155](#)
- [Assigning an Incident Owner on page 157](#)
- [Flagging an Incident to a User on page 158](#)
- [Deleting an Incident on page 161](#)

- [Checking Incident Status Updates on page 159](#)
- [Exporting Incident Data on page 160](#)
- [Submitting an Incident to Juniper Support Systems on page 162](#)
- [Viewing Incident Details on page 165](#)
- [Viewing a Case in the Case Manager on page 167](#)

Uploading Core Files for Incidents

Using Service Now, you can upload core files generated for an event. This function is supported under the following conditions:

- Case should be created for the incident
- At least one core file should be available for upload

If there are no core files available for the incident or if all the core files are uploaded, then this action will be disabled in **Incidents**.

To upload core files:

1. From the Service Now taskbar, select **Service Central > Incidents**.

The **Incidents** page appears.

2. Select the incident whose core files you need to upload, and select **Upload Core File** from either the Actions list or the right-click menu.



NOTE: This action is available only if the incident has any core file to be uploaded. In addition, this action will be disabled for offline mode and demo mode.

The **Core File Uploader** dialog box appears with a list of core files.

3. Select the core files that you want to upload, and click **Submit**.
4. If you need to delete core files from router after uploading, select the check box corresponding to **Delete Core Files from Router after Uploading**.

Related Documentation

- [Incidents Overview on page 155](#)
- [Submitting an Incident to Juniper Support Systems on page 162](#)
- [Uploading Core Files Generated for Events on page 133](#)
- [Updating Core File Upload Configuration on page 86](#)

Information

- [Messages Overview on page 170](#)
- [Assigning Ownership on page 171](#)
- [Flagging a Message to Users on page 171](#)
- [Deleting a Message on page 172](#)
- [Scanning a Message for Impact on page 173](#)
- [Assigning a Message to a Connected Member on page 173](#)
- [Device Snapshots Overview on page 174](#)
- [Exporting Device Data into HTML on page 176](#)
- [Deleting Device Snapshots on page 176](#)
- [Viewing Device Snapshot Details on page 177](#)

Messages Overview

Service Now polls JSS regularly for information messages for every configured organization. These information messages are displayed on the Service Now Messages page. Using Service Now, you can assign every information message to an owner and flag it 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
- Assigning messages to connected members
- Flagging an information message to users
- Deleting information messages
- Scanning for affected devices

Related Documentation

- [Device Snapshots Overview on page 174](#)
- [Assigning Ownership on page 171](#)
- [Flagging a Message to Users on page 171](#)
- [Scanning a Message for Impact on page 173](#)
- [Deleting a Message on page 172](#)

Assigning Ownership

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 taskbar, select **Service Central > Information > Messages**.

The Messages page appears.

2. Select the information message to which you want to assign an owner, and select **Assign Ownership** from either the **Actions** list or the right-click menu.

The **Assign Ownership** dialog box appears.

3. Enter the login ID of the new owner in the **Enter the Login ID of User** field.
4. Select the **Email Message to Assigned Owner** check box to send an e-mail notification to all the newly assigned owners of the message. This option is selected by default.
5. Click **Submit**.

The specified user is assigned ownership of the selected information message.

Related Documentation

- [Flagging a Message to Users on page 171](#)
- [Scanning a Message for Impact on page 173](#)
- [Deleting a Message on page 172](#)
- [Assigning a Message to a Connected Member on page 173](#)
- [Viewing Messages Assigned to a Connected Member on page 85](#)
- [Messages Overview on page 170](#)
- [Device Snapshots Overview on page 174](#)

Flagging a 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 taskbar, select **Service Central > Information > Messages**.

The Messages page appears.

2. Select the information message that you want to flag to a user, and select **Flag to Users** from either the **Actions** list or the right-click menu.

The **Flag to Users** dialog box lists the available users.

3. Select one or more users who must be notified of the selected information message.

4. Select the **Email Message to Flagged Users** check box to send an e-mail notification to all the newly flagged users of the message. This option is selected by default.
5. Click **Submit**.

The specified users are notified of the selected information message. The selected information message are flagged to them, and the **Flag** column of that information message displays **Yes**.

Related Documentation

- [Device Snapshots Overview on page 174](#)
- [Assigning Ownership on page 171](#)
- [Scanning a Message for Impact on page 173](#)
- [Deleting a Message on page 172](#)
- [Assigning a Message to a Connected Member on page 173](#)
- [Viewing Messages Assigned to a Connected Member on page 85](#)
- [Messages Overview on page 170](#)

Deleting a Message

You can delete information messages from the Service Now database that Service Now collects and that are displayed on the Messages page.

To delete an information message:

1. From the Service Now taskbar, select **Service Central > Information > Messages**.

The Messages page appears.

2. Select the information message that you want to delete, and select **Delete** from either the **Actions** list or the right-click menu.
3. Click **Delete** again to confirm the deletion.

The selected information messages are deleted from the Service Now database and they no longer appear on the Messages page.

Related Documentation

- [Device Snapshots Overview on page 174](#)
- [Assigning Ownership on page 171](#)
- [Flagging a Message to Users on page 171](#)
- [Scanning a Message for Impact on page 173](#)
- [Assigning a Message to a Connected Member on page 173](#)
- [Viewing Messages Assigned to a Connected Member on page 85](#)
- [Messages Overview on page 170](#)

Scanning a Message for Impact

You can use Service Now to view the devices impacted by the vulnerabilities described in the information message.

To scan iJMBs and view the impacted devices:

1. From the Service Now taskbar, select **Service Central > Information > Messages**.

The Messages page appears.

2. Select the message that you want to scan for impact, and select **Scan for Impact** from either the **Actions** list or the right-click menu.

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 appears:

No impacted devices found.

Related Documentation

- [Device Snapshots Overview on page 174](#)
- [Assigning Ownership on page 171](#)
- [Flagging a Message to Users on page 171](#)
- [Deleting a Message on page 172](#)
- [Assigning a Message to a Connected Member on page 173](#)
- [Viewing Messages Assigned to a Connected Member on page 85](#)
- [Messages Overview on page 170](#)

Assigning a Message to a Connected Member

Service Now polls JSS regularly to receive messages for every configured organization. As a Service Now partner, you can assign multiple messages to a connected member.



NOTE: This action is available only when Service Now operates in partner-proxy mode. For more information about standard, partner-proxy, and end-customer modes, see [“Service Now Modes” on page 42](#).

After a message is assigned to a connected member, it cannot be deleted.

To assign a message to a connected member:

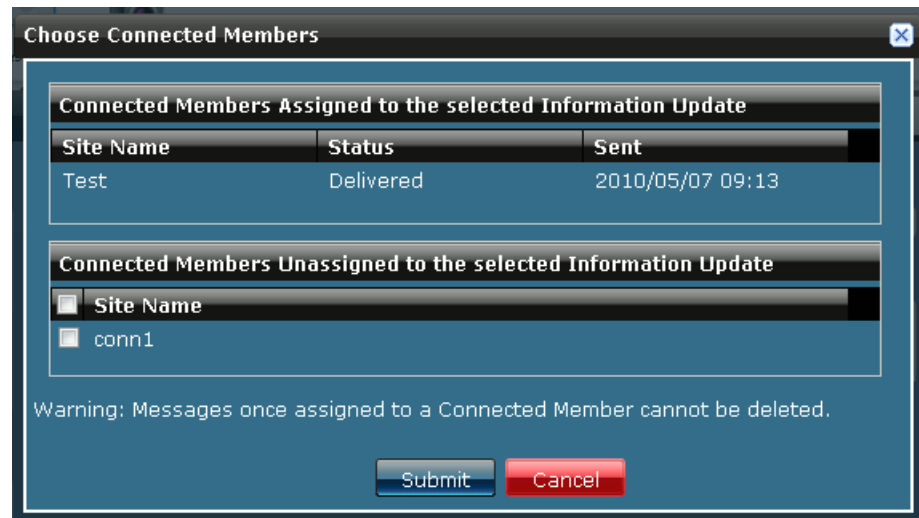
1. From the Service Now taskbar, select **Service Central > Information > Messages**.

The Messages page displays the list of information messages received.

2. Select the message that you want to assign to a connected member, and select **Assign Message to End-Customer** from either the **Actions** list or the right-click menu.

As shown in [Figure 35 on page 174](#), the **Choose Connected Members** dialog box displays the list of connected members. It also the connected members to whom the message is already assigned along with the status (if any).

Figure 35: Choose Connected Members Dialog Box



3. Select the connected member to whom this message can be assigned.
4. Click **Submit**.

The selected message is assigned to the connected member. To verify this action you can navigate to the Organizations page, and list the messages assigned to any connected member. See [“Viewing Messages Assigned to a Connected Member” on page 85](#).

Related Documentation

- [Adding a Connected Member on page 81](#)
- [Device Snapshots Overview on page 174](#)
- [Assigning Ownership on page 171](#)
- [Flagging a Message to Users on page 171](#)
- [Scanning a Message for Impact on page 173](#)
- [Deleting a Message on page 172](#)
- [Viewing Messages Assigned to a Connected Member on page 85](#)
- [Messages Overview on page 170](#)

Device Snapshots Overview

Service Now periodically collects and displays Information Juniper Message Bundles (iJMBs) that contain information about devices. iJMBs are also called device snapshots. They are processed and displayed on the Device Snapshot page in the Service Now application. You can upload these device snapshots to JSS where they are added to the

Customer Intelligence Database (CIDB) database and then processed and analyzed to provide preventive measures.

You can filter the configuration content from device snapshots that are sent to JSS by setting the JMB Filter Level during organization creation (See [“Adding an Organization” on page 79](#)) and then track the status of the device snapshot submission to JSS. You can also stop device snapshots from being sent to JSS.

After you install AI-Scripts on a device, device snapshots are sent from each device to Service Now and from Service Now to JSS every 7 days. The amount of configuration information in a device snapshot that is shared with JSS depends on the **JMB Filter Level** settings made during the creation of the organization to which the devices belongs.

The device snapshots that are received by Service Now and yet to be submitted to JSS are stored with the status **Initial**. After the 7 days elapse, the latest device snapshot sent from the device is submitted to JSS. This means that when a device sends multiple device snapshots to Service Now, only the most recent device snapshot is submitted to JSS and the remaining device snapshots are denoted with the status **Skipped**. Device snapshots are denoted with the Initial status for several reasons. To know why a device snapshot is not submitted to JSS, you can hover over its **Status** in the tabular view of the Device Snapshot page. The **Status** field also displays additional information such as the reasons for not loading information JMBs and messages for errors that might have occurred while loading the JMB.

Devices that have stopped sending iJMBs (device snapshots) to Service Now for more than two weeks are also detected and graphically displayed on the Administration page. To list these devices you can click the Devices Not Sending Snapshots bar of the Devices Not Sending Device Snapshots graph. These devices are displayed on the Service Now Devices page where you can view their details and export them to HTML format. The Quick View of the Device Snapshots page uses different icons to help you identify snapshots that have been successfully uploaded to JSS and the device snapshots whose submission to JSS failed. For a description of these icons, see [“Service Now Icons and Inventory Pages” on page 48](#).

Service Now generates iJMBs automatically for all devices associated to a device group when the devices stop sending iJMBs. The iJMBs are generated based on the commands available in directive file pre-loaded in Service Now. The behavior of these iJMBs is the same as event scripts generated iJMBs. Service Now administrator receives a message when Service Now generates iJMBs automatically for one or more devices.

Service Now generates iJMBs automatically under the following scenarios:

- If Service Now detects that a Junos upgrade has occurred but an event profile has not been reinstalled, or if Service Now detects that the device has not sent an iJMB for some time
- If an event profile has never been installed on a device, but the device is associated to a device group in Service Now

If an event profile is installed on the device and an iJMB is received from the device, then Service Now stops creating iJMBs for the device. If the notification policy **Switch over**

enabled for IJMB is enabled, the administrator is notified by e-mail or SNMP Trap when Service Now generates iJMBs for one or more devices. If the notification policy **Switch over enabled for IJMB** is not enabled, only e-mails will be sent to the administrator when Service Now generates iJMBs. No SNMP traps will be sent.

You can perform the following tasks using the Information Device Snapshots tab:

- Exporting device data in HTML format
- Deleting a device snapshot
- Viewing device snapshot Details

**Related
Documentation**

- [Exporting Device Data into HTML on page 176](#)
- [Deleting Device Snapshots on page 176](#)
- [Viewing Device Snapshot Details on page 177](#)
- [Messages Overview on page 170](#)

Exporting Device Data into HTML

You can take device data that Service Now collects and displays on the Device Snapshots page and export it in HTML format.

To export device data in HTML format:

1. From the Service Now taskbar, select **Service Central > Information > Device Snapshots**.
The Device Snapshots page displays the device snapshots received.
2. Select the organization whose data you want to export, and select **Export to HTML** from either the **Actions** list or the right-click menu.
The **Export JMB to HTML** dialog box displays links to the original and filtered versions of the JMB.
3. Click the displayed link to save the iJMB as an HTML file.

**Related
Documentation**

- [Device Snapshots Overview on page 174](#)
- [Deleting Device Snapshots on page 176](#)
- [Viewing Device Snapshot Details on page 177](#)
- [Messages Overview on page 170](#)

Deleting Device Snapshots

You can take device data that Service Now collects and displays on the Device Snapshots page and delete it from the Service Now database.

To delete an iJMB:

1. From the Service Now taskbar, select **Service Central > Information > Device Snapshots**.

The Device Snapshots page appears.

2. Select the organization whose device information you want to delete, and select **Delete** from either the **Actions** list or the right-click menu.
3. Click **Delete** again to confirm the deletion.

The iJMBs from the selected organizations are deleted from the Service Now database and they no longer appear on the Device Snapshots page.

Related Documentation

- [Device Snapshots Overview on page 174](#)
- [Exporting Device Data into HTML on page 176](#)
- [Viewing Device Snapshot Details on page 177](#)
- [Messages Overview on page 170](#)

Viewing Device Snapshot Details

When Service Now receives iJMBs, only selected information appears on the Device Snapshots page. You can display the entire content of the iJMB using the View JMB action in Service Now.

To view the details of an iJMB:

1. From the Service Now taskbar, select **Service Central > Information > Device Snapshots**.

The Device Snapshots page appears.

2. Select the organization whose iJMB contents you want to view, and select **View JMB** from either the **Actions** list or the right-click menu.

The **View JMB** dialog box displays links to the original and the filtered iJMBs as shown in [Figure 36 on page 177](#). The information in the filtered JMB is classified by the settings on your Global Settings page.

Figure 36: View JMB Dialog Box



3. Click a link to view the iJMB details.

Related Documentation

- [Device Snapshots Overview on page 174](#)
- [Exporting Device Data into HTML on page 176](#)
- [Deleting Device Snapshots on page 176](#)

- [Messages Overview on page 170](#)

JMB Errors

- [JMB Errors on page 178](#)

JMB Errors

JMBs with errors are Juniper Message Bundles (JMBs) that do not comply with the standard data structure or other data elements that Service Now accepts. Service Now identifies the JMBs with errors and displays them on the JMB Errors page. You can download up to five JMB files at a time and also delete them from the Service Now database. We recommend that you open a case with JSS for unique error JMBs.

- [Downloading JMB Errors on page 178](#)
- [Deleting JMB Errors on page 178](#)

Downloading JMB Errors

To download the JMB errors in a zipped file:

1. From the Service Now taskbar, select **Service Central > Incidents > JMB Errors**.

The JMB Errors page appears.

2. Select the JMB whose details you want to download and select **Download JMB Errors** from either the **Actions** list or the right-click menu.

The **Download JMB Errors** dialog box appears.

Figure 37: Download JMB Errors Dialog Box



You can download up to five JMB files at a time.

3. Click the **Click here to download JMB Error files** link to save the selected JMB in a zipped file.

Deleting JMB Errors

To delete an error JMB:

1. From the Service Now taskbar, select **Service Central > Incidents > JMB Errors**.

The JMB Errors page appears.

2. Select the JMB that you want to delete, and select **Delete** from either the **Actions** list or the right-click menu.

The **Delete Error JMB** dialog box prompts you to confirm the deletion.

3. Click **Delete**.

The selected error JMBs are deleted from the Service Now database and they no longer appear on the JMB Errors page.

Related Documentation

- [Service Central Overview on page 153](#)
- [Messages Overview on page 170](#)

Notifications

- [Notification Policies Overview on page 179](#)
- [Creating and Editing a Notification Policy on page 181](#)
- [Enabling or Disabling a Notification Policy on page 187](#)
- [Deleting a Notification Policy on page 187](#)

Notification Policies Overview

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

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**—Specify the filters for the events that cause Service Now to send a notification.
- **Actions**—Specify the action (or actions) that must be taken after the specified event occurs. 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 Manage Notifications table columns, see [Table 19 on page 180](#).

Table 19: Notification Policies Table Column Descriptions

Element Name	Description	Privilege Required to Modify	Range/Length
Name	Name of the policy that must be unique.	Hyperlink requires Notification Policy privilege	64 characters
Owner	Name of the user who owns the notification policy.	–	–
Status	Whether the notification policy is running.	–	Enabled or Disabled
Trigger Type	Type of the trigger for which the notification policy is applied.	–	<ul style="list-style-type: none"> • New Incident Detected • Incident Submitted • Case ID Assigned • New Exposure • Service Contract Expiring • Case Status Updated • New Intelligence Update • Ship-to Address Missing For Device • Switch over enabled for IJMB • Connected Member Device Added/Removed



NOTE:

- If Ship-to Address Missing For Device is configured, Service Now will send notification when RMA cases are submitted without any address getting associated to it.
- New Incident Detected is the only option available when Service Now is in offline mode.
- If Switch over enabled for IJMB is configured, Service Now will automatically generate IJMBs for the device (associated to a device group) that do not send IJMBs.
- Connected Member Device Added/Removed is a notification trigger added in Partner Proxy Service Now for devices added or removed by a connected member.

- Related Documentation**
- [Creating and Editing a Notification Policy on page 181](#)
 - [Enabling or Disabling a Notification Policy on page 187](#)
 - [Deleting a Notification Policy on page 187](#)

Creating and Editing a Notification Policy

Notification policies specify when you want Service Now to send notifications and the recipients. You can define the events that trigger the notification, the filters that further specify the trigger events, and the actions that you want Service Now to take after the event is triggered.

To create a notification policy:

1. From the Service Now taskbar, select **Service Central** > **Notifications** > **Create Notifications**.

The Create Notifications page appears as shown in [Figure 38 on page 181](#)

Figure 38: Create Notifications Page

Create Notifications

Name:

Trigger:

Apply Filters

Organization:

Device Group:

Device Name:

Serial Number:

Products:

Platform Type:

Actions

Send Email to:

☒ Email List

☒ Enter Email Id

Send SNMP Traps to:

☒ Name

2. Enter a notification policy name, and select a trigger.
3. Enter the filter parameters.
Different filters are supported for incident and information trigger types.
4. Enter the e-mail IDs of users to whom the notification must be sent.

For more information about the fields in the **Create Notification Policy** dialog box, see [Table 20 on page 182](#).

- Specify the destinations where SNMP traps can be sent when an event occurs in the **Send Traps to** section.

For more information about the fields in the **Create Notification Policy** dialog box, see [Table 20 on page 182](#).

- Select the **Send JMB file as attachment in mail** check box if you want the owners of the notification to receive JMBs as e-mails.
- Click **Add**.

The notification policy is created and displayed on the Notifications page.

Copying a Notification Policy

You can also copy an existing notification policy and modify its attributes to create another notification policy.



NOTE: While copying a notification policy, you cannot edit the **Trigger** field.

To copy a notification policy:

- From the Service Now taskbar, select **Service Central > Notifications**.
The Notifications page appears.
- Select the notification policy that you want to copy, and select **Copy** from either the **Actions** list or the right-click menu.
The Notifications page appears.
- Make your modifications.
- Click **Make a Copy**.

A notification policy is created with the settings that you specified.

Editing a Notification Policy

To modify a notification policy:

- From the Service Now taskbar, select **Service Central > Notifications > Create Notifications**.
The Create Notifications page appears.
- Select the notification policy that you want to edit, and select **Edit filters and Actions** from either the **Actions** list or the right-click menu.
The Create Notifications page appears.
- Edit the desired fields. For more information, see [Table 20 on page 182](#).

Table 20: Create Notification Policy Page Field Descriptions

Field	Description	Range/Length	Remark
Name	Enter a unique name for the policy.	64 characters	—

Table 20: Create Notification Policy Page Field Descriptions (*continued*)

Field	Description	Range/Length	Remark
Trigger Type	Enter the type of trigger required to activate this policy. The fields in the filter table dynamically change according to the selected trigger type.	New Incident Detected	This is the only option available when Service Now is in offline mode.
		Incident Submitted	
		Case ID Assigned	
		Case Status Updated	
		New Intelligence Update	
		Service Contract Expiring	
		New Exposure	
		Ship-to Address Missing For Device	If this notification is enabled, Service Now will send notification when RMA cases get submitted without the address getting associated to it.
		Switch over enabled for IJMB	If this notification is enabled, the switch over e-mail/SNMPtraps will be sent as per the policy configured. If this policy is not configured, only e-mail will be sent to the Service Now admins configured in space.
		Connected Member Device Added/Removed	

Table 20: Create Notification Policy Page Field Descriptions (*continued*)

Field	Description	Range/Length	Remark
			Notification added in Partner Proxy Service Now for devices added or removed by a connected member.
Apply Filters:			
NOTE: You can select either Organization or Device Group when creating or modifying a notification.			
Filter Parameters for New Incident Detected, Incident Submitted, Case ID Assigned, Case Status Updated and Ship-to Address Missing Triggers:			
Priority	Select a value in the Priority field. Service Now sends a notification if the priority of the incident matches the entered value.	255 characters	Blank
Organization	Select a value in the Organization field. Service Now sends a notification if the organization of the device the incident occurred on matches the entered value.	255 characters	Blank
Device Group	Select a value in the Device Group field. Service Now sends a notification if the device group the incident occurred on matches the entered value.	255 characters	Blank
Device Name	Enter a value in the Device Name field. Service Now sends a notification if the name of the device the incident occurred on matches the entered value.	255 characters	Blank
Serial Number	Enter a value in the Serial Number field. Service Now sends a notification if the serial number of the device the incident occurred on matches the entered value.	255 characters	Blank
Has the words	Enter a value in the Has the words field. Service Now sends a notification if the specified words match any of the fields in the incident or the information message.	255 characters	Blank
Does not have	Enter a value in the Doesn't have field. Service Now sends a notification if the specified words do not match any of the fields in the incident or the information message.	255 characters	Blank
Filter Parameters for New Intelligence Update Triggers:			

Table 20: Create Notification Policy Page Field Descriptions (*continued*)

Field	Description	Range/Length	Remark
Intelligence Update Type	Enter a value in the Intelligence Update Type field. Service Now sends 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 sends a notification if the Products Affected field value in alert information messages matches the entered value	255 characters	Blank
Platform Type	Enter a value in the Platform Type field. Service Now sends 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 sends a notification if the Keyword in information messages matches the entered value	255 characters	Blank
Serial Number	Enter a value in the Serial Number field. Service Now sends a notification if the serial number of the device the incident occurred on matches the entered value.	255 characters	Blank
Software Version	Enter a value in the Software Version field. Service Now sends a notification if the software version in the information messages matches the entered value	255 characters	Blank
Organization	Enter a value in the Organization field. Service Now sends a notification if the organization of the device the incident occurred on matches the entered value.		
Device Group	Enter a value in the Device Group field. Service Now sends a notification if the device group the incident occurred on matches the entered value.		
Devices Impacted	Enter a value in the Devices Impacted field. Service Now sends a notification if the devices impacted in the information messages matches the entered value	255 characters	Blank
Has the words	Enter a value in the Has the words field. Service Now sends a notification if the specified words match any of the fields in the incident or the information message.	255 characters	Blank
Does not have	Enter a value in the Doesn't have field. Service Now sends a notification if the specified words do not match any of the fields in the incident or the information message.	255 characters	Blank
Filter Parameters for Service Contract Expiring Triggers:			
Organization	Enter a value in the Organization field. Service Now sends a notification if the organization of the device the incident occurred on matches the entered value.		

Table 20: Create Notification Policy Page Field Descriptions (*continued*)

Field	Description	Range/Length	Remark
Device Group	Enter a value in the Device Group field. Service Now sends a notification if the device group the incident occurred on matches the entered value.		
Device Name	Enter a value in the Device Name field. Service Now sends a notification if the name of the device the incident occurred on matches the entered value.	255 characters	Blank
Serial Number	Enter a value in the Serial Number field. Service Now sends a notification if the serial number of the device the incident occurred on matches the entered value.	255 characters	Blank
Filter Parameters for New Exposure Triggers:			
Organization	Enter a value in the Organization field. Service Now sends a notification if the organization of the device the incident occurred on matches the entered value.		
Device Group	Enter a value in the Device Group field. Service Now sends a notification if the device group the incident occurred on matches the entered value.		
Devices	Enter a value in the Devices field. Service Now sends a notification if the name of the device the incident occurred on matches the entered value.	255 characters	Blank
Actions:			
Send Email to	Specify the e-mail addresses of users who must receive an alert if the policy is triggered and matches the specified filter. 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. To delete an e-mail address from the list, select the e-mail address and click Delete .	65535 characters	Blank
Send Traps to	Specify the destinations where SNMP traps can be sent when an event occurs and matches the specified filter. See "Adding an SNMP Server" on page 130 .	–	–
Related Documentation	<ul style="list-style-type: none"> • Notification Policies Overview on page 179 • Enabling or Disabling a Notification Policy on page 187 • Deleting a Notification Policy on page 187 		

Enabling or Disabling a Notification Policy

Notification policies specify the events for which Service Now sends notifications, as well as the actions that Service Now takes in response to these events. They define the events that trigger the notification, the filters that further specify the trigger events, and the actions that you want Service Now to take after the event is triggered.

To enable a notification policy:

1. From the Service Now taskbar, select **Service Central** > **Notifications**.

The Notifications page appears.

2. Select the notification policies whose status you want to change, and select **Enable/Disable** from either the **Actions** list or the right-click menu.

The **Change Reaction Policy Status** dialog box appears and displays the name and status of the selected incident.

3. Click **Change Status** to confirm your action.

The status of the notification policy changes from **Enabled** to **Disabled** or vice versa.

Related Documentation

- [Notification Policies Overview on page 179](#)
- [Creating and Editing a Notification Policy on page 181](#)
- [Deleting a Notification Policy on page 187](#)

Deleting a Notification Policy

A notification policy specifies the events for which Service Now sends notifications, and the actions that Service Now takes in response to these events. It defines the events that trigger the notification, the filters that further specified the trigger events, and the actions that you want Service Now to take after the event is triggered.

To delete a notification policy:

1. From the Service Now taskbar, select **Service Central** > **Notifications**.

The Notifications page appears.

2. Select the notification policy that you want to delete, and select **Delete** from either the **Actions** list or the right-click menu.

The **Confirm Deletion of Notification Policies** dialog box displays the name of the notification policy and its owner.

3. Click **Delete**.

This action deletes the selected notification policies from the Service Now database and from the Notifications table.

Related Documentation

- [Notification Policies Overview on page 179](#)

- [Creating and Editing a Notification Policy on page 181](#)
- [Enabling or Disabling a Notification Policy on page 187](#)

PART 3

Junos Space Service Insight

- [Introduction to Service Insight on page 191](#)
- [Insight Central on page 197](#)

CHAPTER 8

Introduction to Service Insight

- [Service Insight Overview on page 191](#)

Service Insight Overview

- [Service Insight Overview on page 192](#)

Service Insight Overview

Service Insight is an application that helps in accelerating operational analysis and managing the exposure to known issues. Using Service Insight, you can identify devices that are nearing their End Of Life (EOL) and also discover and prevent issues that could occur in your network. The functionality of Service Insight is dependent on the information sent from Service Now. To enable Service Insight, you must add a valid organization in the Service Now application. See the [“Adding an Organization” on page 79](#) section in the *Junos® Space Service Now User Guide*.

Service Insight identifies the devices available for EOL reports and enables you to generate EOL reports that provide detailed device EOL information about EOL devices, such as the number of devices with EOL parts, EOL announce date, number of EOL announce parts, Last Software Engineering Support date, number of Last Software Engineering support parts, Last Hardware Engineering Support date, number of Last Hardware Engineering Support parts, End Of Support date, number of End Of Support parts, top-level assembly parts, circuit assembly parts, PSN numbers, and replacement numbers. See [“Exposure Analyzer Overview” on page 198](#).

Service Insight provides Proactive Bug Notifications (PBNs) as a proactive measure to alert you about known issues that can impact the devices in your network. It is an effective means of communicating the information collected while helping one customer fix issues to another customer who could face similar issues in future. Using this information, which was collected when issues were reported to Juniper Networks, Service Insight identifies devices on your network with similar conditions. PBNs associated with devices on your network are matched and displayed on the **Manage PBNs** page. These PBNs keep you aware of the possible impacts and also of ways to fix the issue. PBNs also consist of workarounds that suggest temporary fixes and instructions that you can follow to protect your network. See [“Targeted PBNs Overview” on page 210](#).

Service Insight receives updates about EOL and PBN information. It also enables you to send notifications about these updates to multiple users and manage these notifications. You can define the events that trigger a notification, the filters that further specify the trigger events, and also the actions that you want Service Insight to take after the notification is triggered. See [“Notifications Overview” on page 214](#).

Service Insight uses two timers, one that runs every midnight, and another that runs every hour. The hourly timer initiates the processing of pending EOL requests. This timer schedules when JSS must send these requests to the corresponding devices. When large number of devices is added to Service Insight, JSS sends these requests in batches. The timer that runs every midnight updates the EOL and PBN data by sending requests to JSS and processing the responses that are received from JSS. This timer also initiates the synchronization process between Service Now and Service Insight which enables Service Insight to display the changes that were made to devices in Service Now. When you execute device related actions in Service Now while either one of these timers is running, Service Insight takes an hour to display the changes corresponding to these actions.

- [Service Insight Dashboard Overview on page 193](#)

- [Dashboard Gadgets on page 193](#)

Service Insight Dashboard Overview

The Service Insight dashboard displays notifications and graphically illustrates the number of devices per device group and the number of devices not sending device snapshots. You can access the Service Insight dashboard in the following ways:

- Selecting **Service Insight** from the Junos Space homepage
- Selecting **Service Insight** from the **Application Switcher**
- Selecting **Home** from any page within the Service Insight workspaces

The Service Insight dashboard includes:

- [Service Insight Workspaces on page 193](#)

Service Insight Workspaces

Apart from Service Central and Administration workspaces, Service Insight also provides shortcuts to the Devices and Jobs workspaces by including them in the Service Insight taskbar. [Table 21 on page 193](#) lists the tasks that can be performed using the Service Insight workspaces.

Table 21: Service Insight Workspaces

Workspace Name	Tasks Included
Insight Central	Using the Insight Central workspace, you can perform the following tasks: <ul style="list-style-type: none">• View devices that are available for EOL reports and are associated with PBNs.• Generate EOL reports.• Identify PBNs that can affect specific devices.• View list of PBNs associated with devices added in the Service Now application.• Flag PBNs to users.• Assign ownership of PBNs.• E-mail PBN details to users.• Delete PBNs.
Administration (Service Now workspace)	Using the Administration workspace you can perform the following tasks: <ul style="list-style-type: none">• Add and manage devices. Adding devices enables you to receive EOL and PBN data for those devices.• Manage script bundles and install and uninstall AI-Scripts on devices.• Add and manage device groups.• Add and manage Service Now organizations.• Configure Service Now global settings.

Dashboard Gadgets

The dashboard displays gadgets with information that is updated automatically and instantaneously. You can move gadgets on the dashboard and change their sizes. These

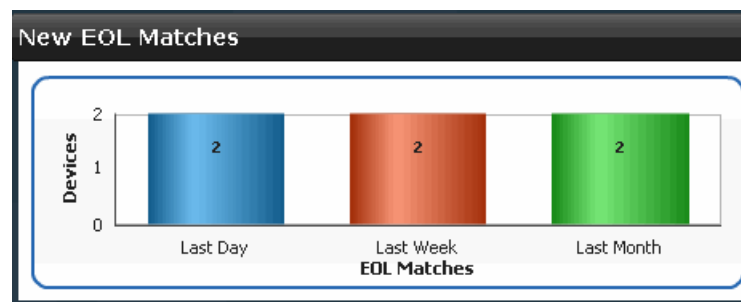
changes persist even after you log back in to the system. The gadgets displayed on the Service Insight dashboard are:

- [New EOL Matches on page 194](#)
- [Recent PBNs on page 194](#)
- [PBN Severity on page 195](#)
- [Service Insight Notices on page 195](#)

New EOL Matches

The **New EOL Matches** gadget graphically displays the EOL matches found for the devices on the previous day, the previous week, and the past month. Clicking the bars within the graph takes you to the **Exposure Analyzer** page where the devices are filtered to display only those devices on which EOL matches were found based on the bar on the graph that you select.

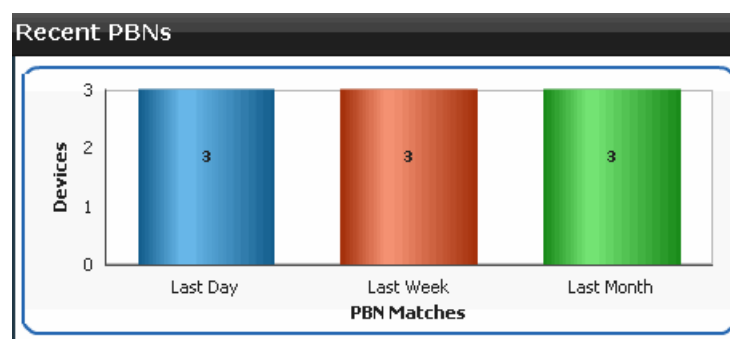
For example, when you click the green bar of the **New EOL Matches** gadget (as shown in the following figure), the **Exposure Analyzer** page displays only those devices on which EOL matches were found in the past month.



Recent PBNs

The **Recent PBNs** gadget graphically displays the PBN matches found for the devices on the previous day, the previous week, and the past month. Clicking the bars within the graph takes you to the **Manage PBNs** page where the PBNs are filtered to display only those PBNs that affect the devices associated with the bar on the graph that you select.

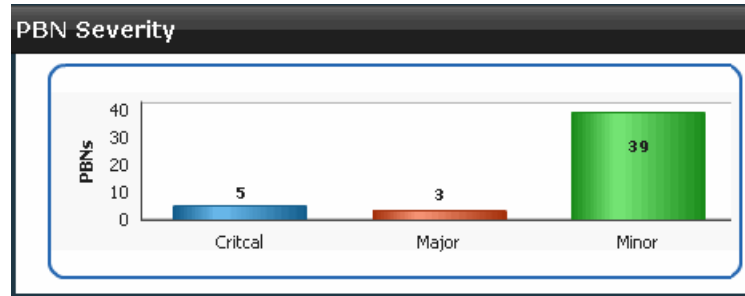
For example, when you click the green bar of the **Recent PBNs** gadget (as shown in the following figure), the **Manage PBNs** page displays only those PBNs that matched the devices in the past month.



PBN Severity

The **PBN Severity** gadget graphically displays the severity levels of the PBNs. Clicking the bars within the graph takes you to the **Manage PBNs** page where the PBNs are filtered to display only those PBNs of severity levels that you select in the graph.

For example, when you click the green bar of the **PBN Severity** gadget (as shown in the following figure), the **Manage PBNs** page displays only PBNs with the Minor severity level.



Service Insight Notices

The **Service Insight Notices** gadget provides the following links:

- EOL product information and announcement: <http://www.juniper.net/alerts/>
- EOS information: <https://www.juniper.net/support/eol/>

Related Documentation

- [Insight Central Overview on page 197](#)

CHAPTER 9

Insight Central

- [Insight Central Overview on page 197](#)
- [Exposure Analyzer on page 198](#)
- [Managing EOL Reports on page 203](#)
- [Managing PBN Reports on page 207](#)
- [Managing PBNs on page 210](#)
- [Managing Notifications on page 214](#)

Insight Central Overview

- [Insight Central Overview on page 197](#)

Insight Central Overview

- [Insight Central Overview on page 197](#)

Insight Central Overview

Insight Central is a Service Insight workspace that enables you to manage devices that are available for End Of Life (EOL) reports, manage Proactive Bug Notifications (PBNs), and also manage notifications. The Exposure Analyzer page within Insight Central displays devices and the available number of EOL parts for these devices, and also displays, for each device, the number of matching PBNs. While the associated devices are displayed on the **Exposure Analyzer** page, the PBNs that they are associated with are displayed on the **Manage PBNs** page. Using the Insight Central workspace, you can also send and manage notifications about EOL and send PBN updates to multiple users. You can define the events that trigger a notification, the filters that further specify the trigger events, and also the actions that you want Service Insight to take after the notification is triggered.

To access the Insight Central workspace, you must first enable the Service Insight application. Juniper Care and Juniper Care Plus customers have access to Service Insight. The functionality of Service Insight is dependent on the information sent from Service Now. To enable Service Insight you must add a valid organization in the Service Now application. See [“Adding an Organization” on page 79](#).

The Insight Central landing page (as shown in [Figure 39 on page 198](#)) graphically displays information about devices and their milestones, your EOL reports, PBN reports the devices

with most PBN matches, new PBNs, PBNs owned by you, and the PBNs that are flagged to you.

Figure 39: Insight Central Landing Page



Related Documentation

- [Service Insight Overview on page 192](#)
- [Exposure Analyzer Overview on page 198](#)
- [EOL Reports Overview on page 203](#)
- [PBN Reports Overview on page 207](#)
- [Targeted PBNs Overview on page 210](#)
- [Notifications Overview on page 214](#)

Exposure Analyzer

- [Exposure Analyzer on page 198](#)

Exposure Analyzer

- [Exposure Analyzer Overview on page 198](#)
- [Generating EOL Reports on page 200](#)
- [Generating PBN Reports on page 201](#)
- [Showing Matching PBNs on page 202](#)

Exposure Analyzer Overview

Service Insight displays the devices available for End Of Life and the list of PBNs that are associated with any specific device that you select, on the Exposure Analyzer page (see [Figure 40 on page 199](#)). The Quick View area of Exposure Analyzer page displays the devices (showing details such as number of EOL parts and number of matching PBNs) with specific icons. [Table 22 on page 199](#) describes these icons. [Table 23 on page 200](#) describes the fields on the Exposure Analyzer page and the Device Details page.

Using Exposure Analyzer, you can generate EOL reports and PBN reports for a particular device. The reports are exported in Excel format. An EOL report includes the following items: number of devices with End Of Life announce parts, Last Order Dates parts, End of HW Engineering parts, End of SW Engineering parts, and End Of Support parts for the

devices that you select. A PBN report includes the following items: Device Name, Device Serial Number, Product, Junos Version, Device Group, Connected Member, Organization, PBN Title, Juniper ID, PBN Description, PBN Customer Impact, PBN Work Around, and PBN URL. EOL reports and PBN reports are exported in Excel format.

Service Insight uses two timers, one that runs every midnight, and another that runs every hour. The hourly timer initiates the processing of pending EOL requests. This timer schedules when JSS sends these requests to the corresponding devices. When large number of devices are added to Service Insight, JSS sends these requests in batches. The timer that runs every midnight updates the EOL and PBN data by sending requests to JSS and processing the responses that are received from JSS. This timer also initiates the synchronization process between Service Now and Service Insight which enables Service Insight to display the changes that were made to devices in Service Now. When you execute device related actions in Service Now while either one of these timers is running, Service Insight takes an hour to display the changes corresponding to these actions on the **Exposure Analyzer** page.

Figure 40: Exposure Analyzer Page

Organization	Connected Member	Device Group	Name	Last Update	EOL Parts	PBN Matches
JCare-Plus		Default for JCare-Plus	fortius-f2100-a		0	0
JCare-Plus		Default for JCare-Plus	mx-80-sn3	Oct 15, 2013 5:33:54 PM IST	0	1
JCare-Plus		Default for JCare-Plus	snx-3600-sn1		0	0
JCare-Plus		Default for JCare-Plus	fortius-f-sv14	Sep 25, 2013 2:03:16 PM IST	0	0
JCare-Plus		Default for JCare-Plus	m120-ce	Oct 24, 2013 12:38:09 PM IST	2	0
JCare-Plus		Default for JCare-Plus	antlia	Oct 24, 2013 12:38:09 PM IST	6	0
JCare-Plus		Default for JCare-Plus	senna	Oct 24, 2013 12:38:09 PM IST	19	0

Table 22 on page 199 describes the icons on the exposure analyzer page.

Table 22: Exposure Analyzer Page Icon Descriptions



Icon	Description
	Device is available for EOL report.
	Device is associated with PBNs.

Table 23 on page 200 describes the fields on the Exposure Analyzer page and the Device Details dialog box.

Table 23: Exposure Analyzer Page and Device Details Page Field Description

Field	Description
Name	The device hostname.
Serial Number	Serial number of the device chassis.
IP Address	IP address of the device.
Product	Model number of the device.
Organization	Service Now organization to which the device belongs.
Device Group	Service Now device group to which the device belongs.
Connected Member	Customer connected to the device.
Connection Status	Connection status of the device in Junos Space. <ul style="list-style-type: none"> • up—Device is connected to Junos Space. • down—Device is not connected to Junos Space.
EOL status	Status of the device with EOL
EOL Parts	Number of EOL parts that are identified for the device.
Matching PBNs	Number of PBNs that match the device.
Last updated	Latest date and time when the device connection was updated.

You can perform the following tasks from the **Exposure Analyzer** page:

- [“Generating EOL Reports” on page 200.](#)
- [Generating PBN Reports on page 201](#)
- [“Showing Matching PBNs” on page 202.](#)

Related Documentation

- [Targeted PBNs Overview on page 210](#)
- [Notifications Overview on page 214](#)

Generating EOL Reports

Devices with End Of Life (EOL) information are identified and displayed on the Exposure Analyzer page. Using Service Insight, you can generate EOL reports for these devices in an Excel file. EOL reports provide information such as the device number of devices with EOL parts, EOL announce date, number of EOL announce parts, End Of Engineering SW date, number of End Of Engineering SW parts, End Of Engineering HW date, number of End Of Engineering HW parts, End Of Support date, number of End Of Support parts, top-level assembly parts, circuit assembly parts, PSN numbers, and replacement numbers.

You can also set the scheduling time for generating EOL reports such that they are generated on a set schedule.

To generate EOL reports:

1. From the Service Insight taskbar, select **Insight Central > Exposure Analyzer**.
The list of devices appears.
2. Select one or more devices for which you want to generate the EOL report.
3. Right-click your selection or use the **Actions** list and select **Generate EOL Reports**.
The **Generate EOL Report** dialog box appears.
4. Enter a name for the EOL report using only alphanumeric characters (a–z, A–Z, 0–9).
Ensure that the first character is an alphabetic character.
5. Enter the e-mail address of the user to whom the EOL report must be sent. To add and delete users who must receive the e-mail, use the **Add Email** and **Delete** buttons, respectively. By default, the **Send Email To** list contains the e-mail address of the logged-in user.
6. To schedule a time for generating the report, select the **Schedule at a later time** checkbox and specify the date and time when you want the EOL report to be generated.
7. Select **Repeat** to schedule a repeated interval for generating the EOL report. If you are scheduling for repetitive generation of the report, the report that is created for the first time will have the name given by the user and all the other successive reports will have the report name appended with the timestamp.
8. Select the options as required for Interval and Ends on categories.
9. Click **Submit** after selecting the required options.
The Job Information dialog box displays a job ID link for the generated report.
10. Click the job ID link. The Jobs page displays the details of the generated report. The report will include the schedule for the repeated generation of the report only if you have selected the Repeat option.
11. If you want to cancel the scheduled job, right-click your selection or use the Actions list and select **Cancel job**.

Related Documentation

- [EOL Reports Overview on page 203](#)

Generating PBN Reports

Service Insight provides Proactive Bug Notifications (PBNs) as a proactive measure to alert about known issues that can impact the devices in the network. You can also set the scheduling time for generating PBN reports such that they are generated on a set schedule. Devices with PBN information are identified and displayed on the Exposure Analyzer page. Using Service Insight, you can generate PBN reports for these devices in an Excel file. A PBN report includes the following items: Device Name, Device Serial Number, Product, Junos Version, Device Group, Connected Member, Organization, PBN Title, Juniper ID, PBN Description, PBN Customer Impact, PBN Work Around, and PBN URL.

To generate PBN reports:

1. From the Service Insight taskbar, select **Insight Central > Exposure Analyzer**.
The list of devices appears.
2. Select one or more devices for which you want to generate the PBN report.
3. Right-click your selection or use the **Actions** list and select **Generate PBN Reports**.
The **Generate PBN Report** dialog box appears.
4. Enter a name for the PBN report using alphanumeric characters, (a–z, A–Z, 0–9) and underscores. Ensure that the first character is an alphabetic character.
5. Select **All devices** if you want the PBN report to be generated for all the devices or select **Selected devices shown below** if you want the PBN reports to be generated for only the selected devices in the page.
6. Enter the e-mail address of the user to whom the PBN report must be sent. To add and delete users who must receive the e-mail, use the **Add Email** and **Delete** buttons, respectively. By default, the **Send Email To** list contains the e-mail address of the logged-in user.
7. To schedule a time for generating the report, select the **Schedule at a later time** checkbox and specify the date and time when you want the PBN report to be generated.
8. Select **Repeat** to schedule a repeated interval for generating the PBN report. If you are scheduling for repetitive generation of the report, the report that is created for the first time will have the name given by the user and all the other successive reports will have the report name appended with the timestamp.
9. Select the options as required for Interval and Ends on categories.
10. Click **Submit** after selecting the required options.
The Job Information dialog box displays a job ID link for the generated report.
11. Click the job ID link. The Jobs page displays the details of the generated report. The report will include the schedule for the repeated generation of the report only if you have selected the Repeat option.
12. The generated report will be saved and downloaded as an EXCEL sheet. The saved report can be viewed in PBN reports landing page. If you do not want to save the report, select **Do not save this report on Service Insight** at the top of the page.
13. If you want to cancel the scheduled job, right-click your selection or use the Actions list and select **Cancel job**.

**Related
Documentation**

- [PBN Reports Overview on page 207](#)

Showing Matching PBNs

Using Service Insight, you can display the list of PBNs that are associated with one device or up to ten devices simultaneously.

To show matching PBNs:

1. From the Service Insight taskbar, select **Insight Central > Exposure Analyzer**.
The list of devices appears.
2. Select the devices whose associated PBNs are to be displayed. You can select up to ten devices.
3. Right-click your selection or use the **Actions** list and select **Show Matching PBNs**.
The **Manage PBNs** page displays the list of PBNs that are associated with the device that you selected.

- Related Documentation**
- [Exposure Analyzer Overview on page 198](#)
 - [Targeted PBNs Overview on page 210](#)
 - [Notifications Overview on page 214](#)

Managing EOL Reports

- [Managing EOL Reports on page 203](#)

Managing EOL Reports

- [EOL Reports Overview on page 203](#)
- [Exporting EOL Reports on page 204](#)
- [Deleting EOL Reports on page 205](#)
- [Regenerating EOL Reports on page 205](#)

EOL Reports Overview

The **EOL Reports** page displays the EOL reports that you have generated as shown in [Figure 41 on page 203](#). Using this page, you can export the existing EOL reports into the Excel format, regenerate them to get the latest information, and delete the EOL reports from the Service Insight database. To filter the devices that have EOL parts, double-click an EOL report to display its detailed summary view, and click the link at the bottom of the displayed dialog box.

Figure 41: EOL Reports Page View

Applications							
Service Insight							
Insight Central > EOL Reports							
0 Item Selected							
Name	Date created	Last ran on	Created by	Devices selected	Devices with EOL parts	Number Of EOL parts	
TestEOL	Oct 25, 2013 3:12:28 PM IST	Oct 25, 2013 3:12:28 PM IST	super	7	3	27	
EOL 123	Oct 4, 2013 3:10:00 PM IST	Oct 4, 2013 3:10:00 PM IST	super	4	1	5	

[Table 24 on page 204](#) describes the fields on the **EOL Reports** page and the **EOL Report Detail** dialog box.

Table 24: EOL Reports Page and EOL Report Detail Dialog Box Fields Description

Field	Description
Name	Name of the EOL report.
Date created	Date and time when the EOL report was created.
Last Ran On	Date and time when the EOL report was last run.
Created by	Name of the user who created the EOL report.
Devices selected	Number of devices that were selected to generate the EOL report.
Devices with EOL parts	Number of devices with parts for which EOL has been announced or is in progress.
End Of Life Announce Parts	Number of devices with parts whose EOL dates have been announced.
Last Order Dates Parts	Number of devices with parts that have exceeded the last order date. These parts can no longer be ordered from Juniper Networks or a Juniper Networks partner.
End of HW Engineering parts	Number of devices with hardware that is no longer available for order or RMA.
End of SW Engineering parts	Number of devices with software or firmware that is no longer available from Juniper Networks.
End Of Support Parts	Number of devices with parts that have exceeded their End Of Support date. Technical support is not longer available for these parts.
Link to the list of devices with EOL parts.	Link to the Exposure Analyzer page which displays only the devices with EOL parts.

You can perform the following tasks using the **EOL Reports** page:

- [Exporting EOL Reports on page 204](#)
- [Regenerating EOL Reports on page 205](#)
- [Deleting EOL Reports on page 205](#)

Related Documentation

[Generating EOL Reports on page 200](#)

Exporting EOL Reports

You can export the information in an EOL report into the Excel format and save it on your local file system. The EOL report includes information such as the device EOL announce date, End Of Engineering SW date, End Of Engineering HW date, End Of Service date, top-level assembly parts, circuit assembly parts, PSN numbers, EOL model numbers, and replacement numbers.

To export EOL reports:

1. From the Service Insight taskbar, select **Insight Central > EOL Reports**.
The **EOL Reports** page appears.
2. Select the report that you want to export into the Excel format.
3. Right-click your selection or use the **Actions** list and select **Export EOL Reports**.
The **Export EOL Report** dialog box displays a link to the EOL report in the Excel format.
4. Click the displayed link and save the file to your local file system.

**Related
Documentation**

- [Generating EOL Reports on page 200](#)
- [EOL Reports Overview on page 203](#)

Deleting EOL Reports

You can delete multiple EOL reports from the EOL Reports page. Deleted EOL reports cannot be recovered.

To delete EOL reports:

1. From the Service Insight taskbar, select **Insight Central > EOL Reports**.
The EOL reports are displayed.
2. Select one or more EOL reports that you want to delete.
3. Right-click your selection or use the **Actions** list and select **Delete**.
The **Delete EOL Reports** dialog box displays the names of the selected EOL reports.
4. Click **Delete**.
The selected EOL reports are deleted from the database and are no longer displayed on the **EOL Reports** page.

**Related
Documentation**

- [Generating EOL Reports on page 200](#)
- [EOL Reports Overview on page 203](#)

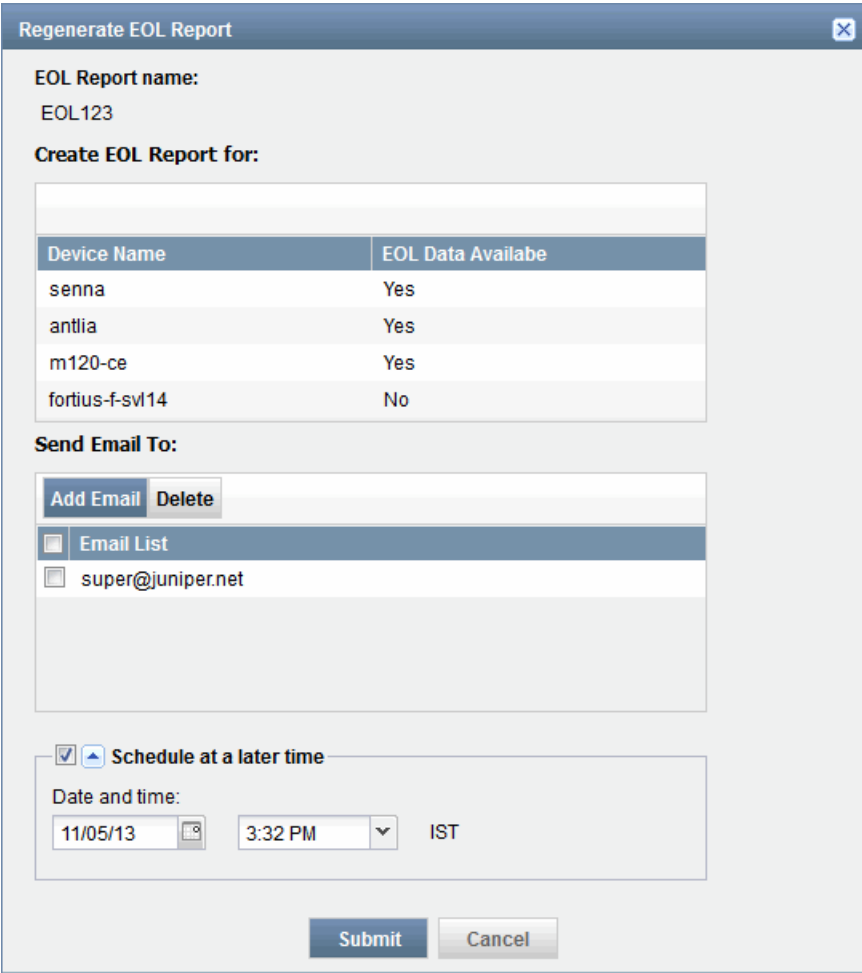
Regenerating EOL Reports

Using Service Insight, you can regenerate an EOL report to get the latest EOL information.

To regenerate EOL reports:

1. From the Service Insight taskbar, select **Insight Central > EOL Reports**.
The EOL reports are displayed.
2. Select the EOL report that you want to regenerate.
3. Right-click your selection or use the **Actions** list and select **Regenerate EOL Reports**.
The **Regenerate EOL Report** dialog box displays the name of the EOL report, the device name with which the EOL report is associated, and the e-mail addresses specified.
See [Figure 42 on page 206](#).

Figure 42: Regenerate EOL Report Dialog Box



Regenerate EOL Report

EOL Report name:
EOL123

Create EOL Report for:

Device Name	EOL Data Available
senna	Yes
antlia	Yes
m120-ce	Yes
fortius-f-svl14	No

Send Email To:

Add Email **Delete**

Email List

- super@juniper.net

☒ **Schedule at a later time**

Date and time:

11/05/13 3:32 PM IST

Submit **Cancel**

- (Optional) To modify the list of e-mail addresses of users to whom the EOL report must be sent, use the **Add Email** and **Delete** buttons, respectively.
- (Optional) To schedule a time for regenerating the report, select the **Schedule at a later time** checkbox and specify the date and time when you want the EOL report to be regenerated.
- Click **Submit**.
The Job Information dialog box displays a Job ID link. Click this link to view the status of this action on the **Manage Jobs** page.

Related Documentation

- [Generating EOL Reports on page 200](#)
- [EOL Reports Overview on page 203](#)

Managing PBN Reports

- [PBN Reports Overview on page 207](#)
- [Exporting PBN Reports on page 208](#)
- [Deleting PBN Reports on page 208](#)
- [Regenerating PBN Reports on page 208](#)

PBN Reports Overview

The **PBN Reports** page displays the PBN reports that you have generated as shown in Figure . Using this page, you can export the existing PBN reports into the Excel format, regenerate them to get the latest information, and delete them from the Service Insight database. To filter the devices that have PBN data, double-click a PBN report to display its detailed summary view, and click the link at the bottom of the displayed dialog box. See [Figure 43 on page 207](#)

Figure 43: The PBN Reports page

Name	Date created	Last ran on	Created by	Devices selected	Devices Matching PBNs
PBN321	Oct 4, 2013 3:27:07 PM IST	Oct 4, 2013 3:27:07 PM IST	super	3	3

[Table 25 on page 207](#) describes the fields on the Manage PBN Reports page and the PBN Report Detail dialog box.

Table 25: PBN Reports Page and PBN Report Detail Dialog Box Fields Description

Field	Description
Name	Name of the PBN report.
Date Created	Date and time when the PBN report was created.
Last Ran On	Date and time when the PBN report was last run.
Created By	Name of the user who created the PBN report.
Devices Selected	Number of devices that were selected to generate the PBN report.
Device Name	Name of the device.
Devices with PBNs	Number of devices for which PBNs have been generated.

You can perform the following tasks using the **PBN Reports** page:

- [Exporting PBN Reports on page 208](#)
- [Regenerating PBN Reports on page 208](#)
- [Deleting PBN Reports on page 208](#)

- Related Documentation**
- [Generating PBN Reports on page 201](#)

Exporting PBN Reports

You can export the information in PBN report into the Excel format and save it on your local file system. The PBN report includes information such as the Device Name, Device Serial Number, Product, Junos Version, Device Group, Connected Member, Organization, PBN Title, Juniper ID, PBN Description, PBN Customer Impact, PBN Work Around, PBN URL.

To export PBN reports:

1. From the Service Insight taskbar, select **Insight Central > PBN Reports**. The **PBNReports** page appears.
2. Select the report that you want to export into the Excel format.
3. Right-click your selection or use the **Actions** list and select **Export PBN Reports**. The **Export PBN Report** dialog box displays a link to the PBN report in the Excel format.
4. Click the displayed link and save the file to your local file system.

- Related Documentation**
- [Generating PBN Reports on page 201](#)
 - [PBN Reports Overview on page 207](#)

Deleting PBN Reports

You can delete multiple PBN reports from the PBN Reports page. Deleted PBN reports cannot be recovered.

To delete PBN reports:

1. From the Service Insight taskbar, select **Insight Central > PBN Reports**. The PBN reports are displayed.
2. Select one or more PBN reports that you want to delete.
3. Right-click your selection or use the **Actions** list and select **Delete**. The **Delete PBN Reports** dialog box displays the names of the selected PBN reports.
4. Click **Delete**. The selected PBN reports are deleted from the database and are no longer displayed on the **PBN Reports** page.

- Related Documentation**
- [Generating PBN Reports on page 201](#)
 - [PBN Reports Overview on page 207](#)

Regenerating PBN Reports

Using Service Insight, you can regenerate an PBN report to get the latest PBN information.

To regenerate PBN reports:

1. From the Service Insight taskbar, select **Insight Central > PBN Reports**. The PBN reports are displayed.
2. Select the PBN report that you want to regenerate.
3. Right-click your selection or use the **Actions** list and select **Regenerate PBN Reports**. The **Regenerate PBN Report** dialog box displays the name of the PBN report, the device name with which the PBN report is associated, and the e-mail addresses specified. See [Figure 44 on page 209](#)

Figure 44: Regenerate PBN Report Dialog Box

Regenerate PBN Report

PBN Report name:
PBN321

Create PBN Report for:

Device Name	PBN Data Available
fortius-f-svl14	No
m120-ce	No
antlia	No

Send Email To:

Add Email **Delete**

☐ **Email List**

☐ super@juniper.net

☒ **Schedule at a later time**

Submit **Cancel**

4. (Optional) To modify the list of e-mail addresses of users to whom the PBN report must be sent, use the **Add Email** and **Delete** buttons.
5. (Optional) To schedule a time for regenerating the report, select the **Schedule at a later time** checkbox and specify the date and time when you want the PBN report to be regenerated.
6. Click **Submit**.

The Job Information dialog box displays a Job ID link. Click this link to view the status of this action on the **Manage Jobs** page.

- Related Documentation
- [Generating PBN Reports on page 201](#)
 - [PBN Reports Overview on page 207](#)

Managing PBNs

- [Managing PBNs on page 210](#)

Managing PBNs

- [Targeted PBNs Overview on page 210](#)
- [Scanning PBNs for Impact on page 211](#)
- [Flagging PBNs to Users on page 212](#)
- [Assigning PBN Ownership on page 212](#)
- [Deleting PBNs on page 213](#)
- [E-Mailing PBNs on page 213](#)

Targeted PBNs Overview

Service Insight provides Proactive Bug Notifications (PBNs) as a proactive measure to alert you about known issues that can impact the devices in your network. It is an effective means of communicating the information collected while helping one customer fix issues to another customer who could face similar issues in future.

Using this information, which was collected when issues were reported to Juniper Networks, Service Insight identifies devices on your network with similar conditions. When devices are identified on your network to have the similar configuration as those devices on which issues were found, the PBNs associated with these devices are displayed on the **Manage PBNs** page. These PBNs keep you aware of the possible impacts and also of ways to fix the issue. PBNs also consist of workarounds that suggest temporary fixes and instructions that you can follow to protect your network. Service Insight checks for new PBNs and updates the existing PBNs every 24 hours.

Using The **Manage PBNs** page, you can scan PBNs to display only those devices that are impacted by the vulnerabilities described by the selected PBN, flag PBNs to users, assign owners to the PBNs, e-mail the PBNs to users, and delete them. You can also create notifications that will alert users when new PBNs arrive or when a new PBN match is found.

[Table 26 on page 210](#) describes the fields displayed on the **Manage PBNs** page and the PBNs detail summary view.

Table 26: Manage PBNs Page Fields Description

Field	Description
Title	Short description of the issue found.

Table 26: Manage PBNs Page Fields Description (*continued*)

Field	Description
Issue Date	Date and time when the issue was recorded.
Juniper ID	Unique ID specified by Juniper Networks that is used to identify the PBN.
Reported Severity	Severity level of the issue. The values are: <ul style="list-style-type: none"> • Minor • Critical • Major
Resolved In	Date and time when the problem in this PBN was resolved.
Description	Short description of the problem.
Trigger	Conditions that initiated the problem described by the PBN.
Symptom	Conditions that indicate that the problem described by the PBN has occurred.
Work Around	Temporary fix for the problem.
Instructions	Additional information that you can follow.
Relevance	The platforms and device that could be impacted by the problem described by the PBN.
Owner	The user who has been assigned ownership of the PBN using Service Insight.
Flagged to Users	The users who were notified about the PBN using Service Insight.

- Related Documentation**
- [Exposure Analyzer Overview on page 198](#)
 - [Scanning PBNs for Impact on page 211](#)
 - [Assigning PBN Ownership on page 212](#)
 - [Flagging PBNs to Users on page 212](#)
 - [E-Mailing PBNs on page 213](#)

Scanning PBNs for Impact

You can use Service Insight to identify the devices that could be impacted by the vulnerabilities described in a PBN.

To scan PBNs and view the impacted devices:

1. From the **Service Insight** taskbar, select **Insight Central > Targeted PBNs**.
The Manage PBNs page displays the list of PBNs.
2. Select the PBN that you want to scan for impact.

3. Right-click your selection or use the **Actions** list and select **Scan for Impact**.
The **Scan for Impact Results** page displays the list of devices that the vulnerabilities described in the selected PBN could impact.
4. Click **Confirm** to scan the PBNs.
5. The Job Information page displays the schedule status for the selected PBNs. To view the details, click the Job ID. The scan details appear on the Job Management page.

Related Documentation

- [Exposure Analyzer Overview on page 198](#)
- [Assigning PBN Ownership on page 212](#)

Flagging PBNs to Users

You can flag PBNs to Junos Space users who you think need to keep track of the PBNs or who need to receive them.

To flag a PBN to a user:

1. From the **Service Insight** taskbar, select **Insight Central > Targeted PBNs**.
The **Manage PBNs** page displays the list of PBNs.
2. Select the PBN that you want to flag to the user.
3. Right-click your selection or use the **Actions** list and select **Flag to Users**.
The **Flag to Users** dialog box displays the list of users who have permissions to view, assign ownership, or delete PBNs.
4. Select the users to whom the PBN must be flagged.
5. Select the **Email PBN to Flagged Users** check box to send an e-mail notification to all the newly flagged users. This option is selected by default.
6. Click **Submit**.

The specified user receives notifications for the selected PBN.

To verify that the specified user has been notified of the selected PBN, double-click the PBN and view the **Flagged to Users** field of the PBN in the **PBN Details** dialog box.

Related Documentation

- [Exposure Analyzer Overview on page 198](#)
- [Scanning PBNs for Impact on page 211](#)
- [Assigning PBN Ownership on page 212](#)

Assigning PBN Ownership

You can assign a PBN to a Junos Space user who needs to be notified of the PBN and is responsible for the PBN.

To assign ownership of a PBN:

1. From the Service Insight taskbar, select **Insight Central > Targeted PBNs**.
The **Manage PBNs** page displays the list of PBNs.
2. Select the PBN to which you want to assign an owner.
3. Right-click your selection or use the **Actions** list and select **Assign Ownership**.
The Assign Ownership dialog box allows you to enter the login ID of the user.
4. Enter the login ID of the user who will be the owner of the selected PBN.
5. Select the **Email PBN to Assigned Owner** check box to send an e-mail notification to all the newly assigned owners. This option is selected by default.
6. Click **Submit**.
The selected PBN is assigned to the user that you specified.
To verify that the selected PBN has been assigned to the user that you specified, double-click the PBN on the **Manage PBNs** page and view the **Owner** field of the PBN in the **PBN Details** dialog box.

**Related
Documentation**

- [Exposure Analyzer Overview on page 198](#)
- [Scanning PBNs for Impact on page 211](#)

Deleting PBNs

You can delete PBNs that are displayed on the Manage PBNs page.

To delete PBNs:

1. From the Service Insight taskbar, select **Insight Central > Targeted PBNs**.
The Manage PBNs page displays the list of PBNs.
2. Select the PBNs that you want to delete.
3. Right-click your selection or use the **Actions** list and select **Delete**.
The **Delete PBNs** dialog box displays a list of the selected PBNs.
4. Click **Delete** to confirm.
The selected PBNs are deleted from the Service Insight database.
To verify that the selected PBNs have been deleted from the Service Insight database, view the list of PBNs on the **Manage PBNs** page.

**Related
Documentation**

- [Exposure Analyzer Overview on page 198](#)
- [Scanning PBNs for Impact on page 211](#)
- [Assigning PBN Ownership on page 212](#)

E-Mailing PBNs

Using Junos Space, you can e-mail PBN details to multiple users.

To e-mail PBN details:

1. From the Service Insight taskbar, select **Insight Central > Targeted PBNs**.
The **Manage PBNs** page displays the list of PBNs.
2. Select the PBN that you want to e-mail to users.
3. Right-click your selection or use the **Actions** list and select **Email**.
The **Email PBN Details** dialog box appears.
4. Use the **Add Email** and **Delete** buttons to add and delete e-mail IDs of users to whom the selected PBN details need to be sent. By default, the e-mail ID of the logged-in user is added to the **Send Email To** list of users.
5. (Optional) To schedule a time for e-mailing the selected PBNs, select the **Schedule at a later time** checkbox and specify the date and time when you want the PBNs to be e-mailed.
6. Click **Submit**.
The selected PBNs are e-mailed to the specified users.

**Related
Documentation**

- [Exposure Analyzer Overview on page 198](#)
- [Scanning PBNs for Impact on page 211](#)
- [Assigning PBN Ownership on page 212](#)

Managing Notifications

- [Managing Notifications on page 214](#)

Managing Notifications

- [Notifications Overview on page 214](#)
- [Creating and Copying a Notification on page 215](#)
- [Editing the Filters and Actions of a Notification on page 217](#)
- [Enabling and Disabling Notifications on page 218](#)
- [Deleting Notifications on page 219](#)

Notifications Overview

In Service Insight, you can create notifications to alert users when a specific event occurs. You can also specify the actions that Service Insight must take to when the event is triggered.

Specify the following parameters when you create a notification:

- **Trigger**—Specify the event that causes Service Insight to send the notification. The types of triggers are:
 - **New EOL Match**—An e-mail notification is sent when an EOL match is found for devices displayed on the Exposure Analyzer page.

- **New PBN Arrival**—An e-mail notification is sent when a new PBN is received and matches the devices displayed on the Exposure Analyzer page.
- **New PBN Match**—An e-mail notification is sent when a PBN matches the devices displayed on the Exposure Analyzer page.
- **Filters**—Specify additional details about the event that cause Service Insight 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 public tags (applied on devices listed on the Exposure Analyzer page), device name, and serial number.

The Notifications page enables you to manage these notifications. This page displays the notifications chronologically by name, owner, status, and trigger. [Table 27 on page 215](#) provides more information about the fields on the **Manage Notifications** page.

Table 27: Manage Notifications Page Fields Description

Field Name	Description	Range/Length
Name	Name of the notification, which must be unique among all notifications owned by the same user.	64 characters
Owner	Username of the user who owns the notification.	Not applicable.
Status	Condition of the notification.	Enabled or Disabled
Trigger Type	Type of the trigger for which the notification is applied.	<ul style="list-style-type: none"> • New EOL Match • New PBN Arrival • New PBN Match

Related Documentation

- [Targeted PBNs Overview on page 210](#)
- [Creating and Copying a Notification on page 215](#)
- [Enabling and Disabling Notifications on page 218](#)

Creating and Copying a Notification

You can specify when you want Service Insight to send notifications, and also who to send the notifications to. You can define the events that trigger the notification, the filters that further specify the trigger events, and the actions that you want Service Insight to take after the event is triggered. Service Insight enables you to create and copy notifications:

- [Creating a Notification on page 216](#)
- [Copying a Notification on page 216](#)

Creating a Notification

To create a notification policy:

1. From the Service Insight taskbar select, **Insight Central > Notifications > Create Notifications**.
The **Create Notifications** dialog box appears. For descriptions about the fields on this page see [Table 28 on page 216](#).
2. Enter a name for the notification and select a trigger.
3. (Optional) Specify filters, such as the tags included, device name, and serial number. When you select the **New PBN Arrival** or **New PBN Match** trigger, you are allowed to specify two additional filters. These two filters allow you to filter the PBNs based on the words that it has or does not have.
4. Enter the e-mail IDs of users to whom the notification must be sent using the **Add Email** button.
5. Click **Add**.
The notification is created and displayed on the **Notifications** page.

Copying a Notification

To copy a notification:

1. From the Service Insight taskbar select, **Insight Central > Notifications**. The **Manage Notifications** page displays the notifications. For descriptions about the fields on this page see [Table 28 on page 216](#).
2. Select the notification whose attributes you want to copy to create another notification.
3. Right-click your selection or use the **Actions** list and select **Copy**. The **Notifications** dialog box displays the attributes of the selected notification.
4. Make your modifications to the name, applied filters, and the actions. The trigger field cannot be modified. By default, the word Copy is added as a prefix to the name of the notification.
5. Click **Copy**.
The notification is created with the parameters that you specified and appears on the **Manage Notifications** page.

Table 28: Manage Notifications Page Field Description

Field	Description	Range/Length
Name	Enter the name of the notification.	64 characters
Trigger Type	Select the type of trigger required to activate the notification. The fields in the Apply Filter section change dynamically according to the trigger type that you select.	<ul style="list-style-type: none"> • New EOL Match • New PBN Arrival • New PBN Match
Apply Filters		

Table 28: Manage Notifications Page Field Description (*continued*)

Field	Description	Range/Length
Includes Tag	<p>Select a value from the list that displays the tags that you can specify. Service Insight sends a notification when the specified trigger type contains this tag.</p> <p>When a public tag that is set as a filter level for a notification is deleted, the notification continues to be displayed on the Manage Notifications page with its status changed to Disabled. You are notified of this change when the notification is triggered.</p>	255 characters
Device Name	Enter a value in the Device Name field. Service Insight sends a notification if the name of the device associated with the EOL or PBN that triggered the notification matches the entered value.	255 characters
Serial Number	Enter a value in the Serial Number field. Service Insight sends a notification if the serial number of the device associated with the EOL or PBN that triggered the notification matches the entered value.	255 characters
Has the words	<p>Enter a value in the Has the words field. Service Insight sends a notification if the specified words match the words in the title of the PBN that triggered the notification.</p> <p>This field appears only when you select the New PBN Arrival trigger type.</p>	255 characters
Does not have	<p>Enter a value in the Doesn't have field. Service Insight sends a notification if the specified words do not match any of the words in the title of the PBN that triggered the notification.</p> <p>This field appears only when you select the New PBN Arrival trigger type.</p>	255 characters
Actions		
Send Email to	<p>Specify the e-mail addresses of users who must receive an alert when the notification is triggered and matches the specified filters.</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
Send SNMP Traps to	Specify the destinations where SNMP traps can be sent when the notification is triggered and matches the specified filters. See Adding an SNMP Server.	Not applicable.

- Related Documentation**
- [Targeted PBNs Overview on page 210](#)
 - [Enabling and Disabling Notifications on page 218](#)

Editing the Filters and Actions of a Notification

You can edit notification parameters, such as the applied filters, and the actions that a notification takes.

To edit a notification:

1. From the Service Insight taskbar, select **Insight Central > Notifications**. The **Manage Notifications** page displays the notifications.
2. Select the notification whose filters and actions you want to edit.
3. Right-click your selection or use the **Actions** list and select **Edit Filters and Actions**. The **Notifications** dialog box displays the parameters specified for the notification.
4. Make your modifications.
5. Click **Save**.
Your changes are saved. To verify that the changes have been saved, view the details of the notification on the **Manage Notifications** page.

**Related
Documentation**

- [Targeted PBNs Overview on page 210](#)
- [Creating and Copying a Notification on page 215](#)
- [Enabling and Disabling Notifications on page 218](#)

Enabling and Disabling Notifications

You can change the status of a notification from enabled to disabled, and vice versa. When you create a notification, by default, the notification is in the enabled status where it performs its functions normally. Although the notifications that you disable are inactive and do not perform the specified actions, they continue to be displayed on the Manage Notifications page and can be enabled whenever required.

When a public tag that is set as a filter level for a notification is deleted, the notification continues to be displayed on the Manage Notifications page with its status changed to Disabled. You are notified of this change when the notification is triggered.

To enable or disable a notification:

1. From the Service Insight taskbar select, **Insight Central > Notifications**. The **Manage Notifications** page displays the notifications.
2. Select the notifications whose status you want to modify.
3. Right-click your selection or use the **Actions** list and select **Enable/Disable**. The **Change Notification Status** dialog box displays the list of notifications and the status that they will be changed to.
4. Click **Change Status** to confirm.
The status of the selected notifications is modified from enabled to disabled, or vice versa.

**Related
Documentation**

- [Targeted PBNs Overview on page 210](#)
- [Creating and Copying a Notification on page 215](#)

Deleting Notifications

You can delete multiple notifications from the Manage Notifications page.

To delete notifications:

1. From the Service Insight taskbar select, **Insight Central > Notifications**.
The **Manage Notifications** page displays the notifications.
2. Select the notifications that you want to delete.
3. Right-click your selection or use the **Actions** list and select **Delete**.
The **Delete Notification** dialog box displays the list of selected notifications.
4. Click **Delete** to confirm.
The selected notifications are deleted from the Service Insight database. To verify that the selected notifications have been deleted, view the notifications displayed on the **Manage Notifications** page.

Related Documentation

- [Targeted PBNs Overview on page 210](#)
- [Creating and Copying a Notification on page 215](#)
- [Enabling and Disabling Notifications on page 218](#)

CHAPTER 10

JSS Messages Reference

Juniper Support Systems (JSS) uses the Juniper Networks Knowledge Base (KB), engineering expertise, and specialized tools to resolve incident cases. It also uses proactive analysis information that it receives from internal product knowledge, the KB, and the customer's network to provide intelligence updates. JSS receives information from the devices in the network and sends this information, in the form of updates and alerts, to Service Now.

All communication between Service Now and JSS occurs over a secure channel, and each transaction is authenticated and verified by JSS.

This topic describes JSS event messages along with the Juniper Networks recommended course of action for each event. For warnings with no listed actions, the message is informational only.

LIC-1001

System Log Message	Current date is within 60 days beyond expiry. Requests still processed. SKU: xxx has expired
Description	Even though the current date is less than 60 days after the license expired, requests are still being processed.
Type	Warning
Action	Contact Juniper Networks or a Juniper Networks Partner for license renewal.

LIC-1098

System Log Message	SKU: xxx has expired
Description	The current date is more than 60 days after the license expired. Requests will not be processed.
Type	Error
Action	Contact Juniper Networks or a Juniper Networks Partner for license renewal.

LIC-1099

System Log Message	Service license does not exist.
---------------------------	---------------------------------

Description	The service license does not exist.
Action	Contact Juniper Networks or a Juniper Networks Partner for the appropriate license.

LIC-2000

System Log Message	Purchased Capacity Exceeded. Additional capacity SKU xxx required
Description	The class usage of the current product is between 101 and 150 percent of the purchased capacity. Requests are still being processed.
Type	Warning
Action	Contact Juniper Networks or a Juniper Networks Partner for capacity increments.

LIC-2099

System Log Message	Purchased capacity exceeded. Additional capacity SKU xxx required
Description	The class usage of the current product has exceeded 150 percent of the purchased capacity. No more requests can be processed.
Type	Error
Action	Contact Juniper Networks or a Juniper Networks Partner to increase licenses.

LIC-3000

System Log Message	Non-licensable product.
Description	The product is non-licensable.
Type	Error
Action	Contact Juniper Networks or a Juniper Networks Partner for assistance.

LIC-4000

System Log Message	Organization doesn't have JTS Contract. Base Fee SKU [SVC or PAR]-[1-4]-BASE-[R] with BASE or PRO Service level required. Request not processed.
Description	The request was not processed because the organization does not have a JTS contract. You need to have a Base Fee SKU [SVC or PAR]-[1-4]-BASE-[R] with a BASE or PRO Service level.
Type	Error
Action	Contact Juniper Networks or a Juniper Networks Partner to obtain the license.

LIC-4001

System Log Message	Organization's JTS Contract is within 60 days beyond expiry. Request is accepted. Please renew your licenses
Description	The current date is less than 60 days after the organization's JTS contract expired. The request is still accepted but you are asked to renew your licenses.
Type	Warning
Action	Contact Juniper Networks or a Juniper Networks Partner license renewal.

LIC-4002

System Log Message	Organization's JTS Contract is over 60 days beyond expiry. Request is rejected. Base Fee SKU: "xxx" has expired.
Description	The current date is more than 60 days after the organization's JTS contract expired. The request is not accepted. Please renew your licenses.
Type	Error
Action	Contact Juniper Networks or a Juniper Networks Partner for license renewal

LIC-4003

System Log Message	Device not covered under JTS Contract but request is accepted
Description	The request is accepted even though the device is not covered by the JTS contract.
Type	Warning
Action	Contact Juniper Networks or a Juniper Networks Partner for more information.

LIC-4004

System Log Message	Device doesn't have appropriate Service Contract level, but request to open case is accepted.
Description	Even though the service doesn't have the appropriate Service Contract level, the request to open a case is accepted.
Type	Warning
Action	Contact Juniper Networks or a Juniper Networks Partner to add the device to an appropriate Service Contract.

LIC-4005

System Log Message	Device doesn't have JTS Contract, request is rejected. Device SKU: [SVC or PAR]-[1-4]-[SvcType]-[ProdType] required.
---------------------------	--

Description The request is rejected because the device does not have a JTS contract. You need to have a Device SKU: [SVC or PAR]-[1-4]-[SvcType]-[ProdType] .

Type Error

Action Contact Juniper Networks or a Juniper Networks Partner for the contract.

LIC-4006

System Log Message Service license does not exist to process PRO operation. Request not processed.

Description The PRO operation request was not processed because the appropriate service license does not exist.

Type Error

Action Contact Juniper Networks or a Juniper Networks Partner for the appropriate license.

LIC-4007

System Log Message Partner Model SKU Type is not present for this contract. Request not processed.

Description The request was not processed because the Partner Model SKU type was not present for this contract.

Type Error

Action Contact Juniper Networks or a Juniper Networks Partner for the appropriate license.

LIC-4008

System Log Message Partner Model SKU Type is within 60 days beyond expiry. Request is accepted.

Description The request was accepted because the Partner Model SKU Type was within 60 days after its expiration date.

Type Warning

Action Contact Juniper Networks or a Juniper Networks Partner for license renewal.

LIC-4009

System Log Message Organization doesn't have JCare Plus License, request is rejected

Description The request was rejected because the organization did not have JCare Plus License

Type Error

Action Contact Juniper Networks or a Juniper Networks Partner for the appropriate license.

LIC-4010

System Log Message Organization JCare Plus License is within 60 days beyond expiry. Request is accepted.

Description The request was accepted because the Organization JCare Plus License was within 60 days after its expiration date.

Type Warning

Action Contact Juniper Networks or a Juniper Networks Partner for license renewal.

LIC_4011

System Log Message JCare Plus license does not exist SVC-JCP/PAR-JCP license required for processing PBN related information

Description The JCare Plus license does not exist. You need a SVC-JCP/PAR-JCP license to process PBN-related information.

Type Error

Action Contact Juniper Networks or a Juniper Networks Partner for the appropriate license.

PVS-1000

System Log Message Undefined service name

Description The service name was not defined.

Type Error

Action Contact your system administrator.

PVS-1001

System Log Message Undefined service method

Description The service method was not defined.

Type Error

Action Contact your system administrator.

PVS-1002

System Log Message Invalid domain value. In the case a value not within a restricted set is passed in.

Description The domain value was not valid because it was not within the restricted set.

Type Error

Action Contact your system administrator.

PVS-1006

System Log Message ClientVersion is required to process the Request

Description A ClientVersion is required to process the request.

Type Error

Action Contact your system administrator.

PVS-1007

System Log Message Unable to process the request For ClientVersion below 4.x

Description Requests cannot be processed for ClientVersions earlier than 4.x.

Type Error

Action Contact Juniper Networks or a Juniper Networks Partner.

PVS-1008

System Log Message SiteId is Not Asscoiated to the User

Description The site ID is not associated with the user.

Type Error

Action Contact Juniper Networks or a Juniper Networks Partner.

PVS-1009

System Log Message SecondarySiteId is Not Associated to the User

Description The secondary site ID is not associated with the user.

Type Error

Action Contact Juniper Networks or a Juniper Networks Partner.

PVS-1010

System Log Message No primarySite is associated to the user

Description No primary site is associated with the user.

Type Error

Action Contact Juniper Networks or a Juniper Networks Partner.

PVS-1011

System Log Message No Contract's exist for this Serial Num

Description No contracts exist for this serial number.

Type Warning

PVS-1100

System Log Message	Payload contents not compatible with service method
Description	The payload contents are not compatible with the service method.
Type	Error
Action	Contact your system administrator.

PVS-1200

System Log Message	Record not found
Description	The record not found.
Type	Error
Action	Contact your system administrator.

PVS-1201

System Log Message	Errors encountered retrieving case status information, see payload for details
Description	Errors were encountered while retrieving case status information, see the payload for more details.
Type	Error
Action	Contact Juniper Networks or a Juniper Networks Partner.

PVS-1202

System Log Message	Alert not found
Description	The alert not found.
Type	Error
Action	Contact Juniper Networks or a Juniper Networks Partner.

PVS-1203

System Log Message	Category not found
Description	The category not found.
Type	Error
Action	Contact Juniper Networks or a Juniper Networks Partner.

PVS-1204

System Log Message	Credentials not authenticated or authorized to access CRM
Description	Credentials are not authenticated or authorized to access the CRM.
Type	Error
Action	Contact Juniper Networks or a Juniper Networks Partner for username/password authentication.

PVS-1205

System Log Message	Number of files sent does not match < TotalFiles >
Description	The number of files sent does not match the < TotalFiles > value.
Type	Error
Action	Contact Juniper Networks or a Juniper Networks Partner.

PVS-1207

System Log Message	Unable to persist request message
Description	Unable to persist request message.
Type	Error
Action	Contact your system administrator.

PVS-1210

System Log Message	Duplicate create case message found
Description	A duplicate create case message was found.
Type	Warning

PVS-1213

System Log Message	CreateCaseRequest release format invalid, expecting [major].[minor]
Description	The CreateCaseRequest release format was invalid, The format was expected to be [major].[minor].
Type	Error
Action	Contact your system administrator.

PVS-1214

System Log Message	CreateCaseRequest release data type invalid, [major] and [minor] must be numeric
---------------------------	--

Description	The CreateCaseRequest release data type was invalid. The [major] and [minor] values must be numbers.
Type	Error
Action	Contact your system administrator.

PVS-1215

System Log Message	CreateCaseRequest version format invalid, expecting [release-category][build-number]
Description	The CreateCaseRequest version format is invalid. The expected format is [release-category][build-number].
Type	Error
Action	Contact your system administrator.

PVS-1216

System Log Message	CreateCaseRequest version data type invalid, [release-category] must be 'R', 'B', or 'I', [build-number] must be numeric
Description	The CreateCaseRequest version data type is invalid, the [release-category] must be 'R', 'B', or 'I'; and the [build-number] value must be a number.
Type	Error
Action	Contact Juniper Networks or a Juniper Networks Partner.

PVS-1223

System Log Message	No organization associated with Site.
Description	No organization was associated with the site.
Type	Error
Action	Contact your system administrator.

PVS-1226

System Log Message	No recent iJMB available
Description	No recent iJMB is available.
Type	Warning
Action	Contact Juniper Networks or a Juniper Networks Partner.

PVS-1227

System Log Message	No EOL records found
---------------------------	----------------------

Description	No EOL records were found.
Type	Error
Action	Contact Juniper Networks or a Juniper Networks Partner.

PVS_1230

System Log Message	Inform Id does not exist in JSS
Description	Inform ID does not exist in JSS.
Type	Error
Action	Contact Juniper Networks or a Juniper Networks Partner.

PVS-1231

System Log Message	No association found in PVS for Inform ID and the site ID. Please submit the correct inform id to retrieve the details
Description	No association was found in PVS for the Inform ID and the site ID. Please submit the correct inform ID to retrieve the details.
Type	Warning
Action	Contact your system administrator.

PVS-1232

System Log Message	iJMB message already received within last 24 hours.
Description	The iJMB message was already received within last 24 hours.
Type	Warning

PVS-8000

System Log Message	Unable to connect to PvsDB
Description	Unable to connect to PvsDB.
Type	Warning
Action	None. You might experience a delay in connecting to Juniper Networks.

PVS-8001

System Log Message	Unable to connect to CRM
Description	Unable to connect to CRM.
Type	Warning

Action None. You might experience a delay in a case being opened.

PVS-8002

System Log Message Unable to connect to Alerting System

Description Unable to connect to the alerting system.

Type Warning

PVS-8006

System Log Message ESBContracts service is not responding.Please retry after 24 hours

Description The ESBContracts service is not responding. Please wait 24 hours and then retry.

Type Warning

PVS-9000

System Log Message Error uploading file

Description An error occurred in uploading the file.

Type Error

Action Contact Juniper Networks or a Juniper Networks Partner.

PVS-9999

System Log Message Internal PvS error

Description An internal PvS error occurred.

Type Error

Action Contact Juniper Networks or a Juniper Networks Partner.

SEC-1000

System Log Message Authentication and/or Authorization of credentials failed

Description Authentication and/or authorization of credentials failed.

Type Error

Action Contact Juniper Networks or a Juniper Networks Partner for username/password authentication.

SEV-0001

System Log Message Request failed completely

Description The request failed completely.

Type	Error
Action	Contact your system administrator.

SEV-0002

System Log Message	Request succeeded with warnings
Description	The request succeeded with warnings.
Type	Warning

SEV-0003

System Log Message	Request succeeded with information
Description	The request succeeded with information.
Type	Info

VLD-1000

System Log Message	XML validation error
Description	An XML validation error occurred.
Type	Error
Action	Contact your system administrator.

VLD-2000

System Log Message	Malformed XML document
Description	A malformed XML document was encountered.
Type	Error
Action	Contact your system administrator.

PART 3

Index

- [Index on page 235](#)

Index

A

adding devices.....	94
AI-Script	
install.....	95
remove.....	98
AI-Scripts	
downloading i3ninstall packages.....	25
install location on device hard disk.....	26
install package versioning.....	25

C

conventions	
notice icons.....	xv
copying a notification.....	216
creating a notification.....	216
customer support.....	xvi
contacting JTAC.....	xvi

D

dashboard overview	
Dashboard Gadgets.....	47
Service Now Workspaces.....	45
deleting	
device.....	104
device group.....	89
iJMB.....	176
incident.....	161
information message.....	172
notification policy.....	187
organization.....	83
device	
associate with device group.....	104
device group	
create.....	87
modify.....	89
disabling a notification.....	218
documentation	
comments on.....	xvi

E

enabling a notification.....	218
------------------------------	-----

end-customer mode.....	42
EOL reports	
deleting.....	205
exporting.....	204
overview.....	203
regenerating.....	205
export device data	
CSV/Excel.....	98
export iJMB	
html.....	176
export inventory information	
CSV/Excel.....	99
exposure analyzer overview.....	198

G

generating eol reports.....	200
generating on demand incidents.....	100
generating pbn reports.....	201
global settings	
global.....	124
proxy server.....	133
snmp server	
add	130
edit/delete.....	131

I

Icons.....	48
incident	
assigning owner.....	157
export to HTML/Excel.....	160
flagging.....	158
submitting.....	162
information message	
assign connected member.....	173
assign owner.....	171
flagging.....	171
insight central overview.....	197

J

JMB error.....	178
----------------	-----

M

managing SNMP Traps.....	132
manuals	
comments on.....	xvi
mode.....	42

N

notice icons.....	xv
-------------------	----

notification policy	
create.....	181
enable/disable.....	187
notifications	
deleting.....	219
editing filters and actions.....	217
overview.....	214

O

online, offline mode.....	42
organization	
add.....	79
modify.....	83
run in test mode.....	86
test connection to JSS.....	84
overview	
administration.....	75
AI-Scripts.....	23
device groups.....	87
device snapshots.....	174
devices.....	90
EOL reports.....	203
exposure analyzer	198
Incidents.....	155
insight central.....	197
messages.....	170
notifications.....	179, 214
organization.....	77
Service Automation.....	19
Service Central	153
service insight.....	192
service insight dashboard.....	193
targeted PBNs.....	210

P

PBN reports	
deleting.....	208
regenerating.....	208
PBNs	
deleting.....	213
e-mailing.....	213
flagging to users.....	212
overview.....	210
scanning for impact.....	211
show matching PBNs.....	202

Q

quick start	
Service Now.....	34

S

scan iJMB for ipact.....	173
script bundle	
add.....	121
delete.....	123
service insight	
dashboard gadgets.....	193
dashboard overview.....	193
overview.....	192
Service Now Overview.....	32
support, technical See technical support	

T

technical support	
contacting JTAC.....	xvi

U

user roles.....	54
-----------------	----

V

view	
case in Case Manager.....	167
iJMB details.....	177
incident details	165
viewing exposure.....	99