

Junos[®] Space Service Now 13.1 Release Notes

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Service Now Release Notes

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

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New Features

The Junos Space Service Now application presents the following new features:

- **Displaying location in physical hardware Inventory page**—Service Now includes two new attributes for devices, namely, **Location** and **Ship-to-address** in **Platform > Devices > Manage Devices > View Physical Inventory**.
- **Viewing incidents for devices listed in Administration**—A new action **View Incidents** is available for devices listed on **Administration > Service Now Devices**.
- **Uploading core files generated for an event**—If a case is opened either automatically or manually through Service Now, users can choose the action **Upload Core File to Case**.
- **Sending notification to Platform Proxy (PP) when devices are added or removed by end customers (ECs)**—A new notification trigger **Device added or removed by end customer** is added in PP. Devices that are removed by end customer (after being active on PP) must be distinguished (icon, table and detail view) on PP.
- **Displaying service contract information in summary view for Platform>Devices>Manage Devices>Show Physical Inventory**—Service contract information will be shown at the top view for the chassis serial number of the device.
- **Saving user credentials for submitting cases**—When a user chooses to change the default user while submitting an incident, the user will be prompted whether these credentials need to be saved. At the next log in, when the user tries to submit the incident, the saved credentials will be made as default user.
- **Adding Incident ID to incidents ILP table and detail view**—Added **Incident ID** as an option for table view in Incidents ILP . Added Incident ID to detail view for Incidents.
- **Requesting for RMA Incidents in Service Now**—Users will have the option to choose a device and the action **Request RMA Incident** . Service Now will use JDC data collection to generate on-demand incident and the incident (in the incident ILP) will have incident type on-demand RMA.
- **Supporting On-demand JMB for new platforms**
- **Service Now to support JSR91 specification for trouble ticket APIs—**

Service Now supports trouble ticket APIs that enables clients to:

- Create , close or cancel trouble tickets

- Change the values of trouble tickets
- Obtain notification regarding ticket changes

Operational Recommendation

- Using Service Now and Service Insight with AI Scripts installed on devices: AI-Scripts must be installed on devices to generate event-based incidents in Service Now. Optimizations introduced in AI-Scripts 3.4R1 substantially reduce the processing and memory required to generate Service Now incidents. Therefore, AI-Scripts can be effectively used with a larger number of Junos platforms. Although improvements were made, system resources are still consumed when Service Automation is active on devices. As a result, Juniper recommends that Service Automation be tested and qualified before being deployed in a production environment. Refer AI-Scripts Release Notes for the list of supported platforms.
- The processing time slows down when there are too many JMBs. To reduce the processing time, upgrade your RAM size to 3 GB when you restart JBOSS.
- When you upgrade Service Now operating in end-customer or partner proxy mode, ensure that the Service Now partner proxy is of the same version as its end-customer Service Now applications or up to 2 versions higher than the versions of the end-customer Service Now applications that it connects to.
- Read the KB article, <http://kb.juniper.net/KB19155> before installing AI-Scripts on devices.

Known Issues

- Service Now supports uploading core files for an event only for devices installed with AI-Scripts 3.7R1.3 or later.
- Service Now does not support request RMA feature for QFX and EX-XRE devices. [883404]
- Service Now does not support the core file upload feature for QFX devices and member nodes of VC and TX MATRIX. [887123]
- Service Now does not support creation of on-demand JMB (using JDC) for EX-XRE devices. Also the option **Use Service Now to Generate Incident** is disabled for EX-XRE devices in On-demand incident creation page. [854312]
- RBAC is not supported for TORs of DCF devices. [PR 82462]
- If the device configuration contains the command **load-scripts-from-flash**, then events are not enabled in the device after AIScript installation from Service Now. [PR 786972]
Workaround: Manually copy **jais-SN-activate-scripts.slax** file present in the directory **/var/db/scripts/commit** to **/config/scripts/commit** directory.
- AI-Scripts are not installed on EX-8200 devices when GRES is enabled. [PR 543035]
Workaround: GRES needs to be disabled if AI-Scripts are intended to be installed through Service Now.

- Service Now does not support installation of AI-Scripts for dual routing engine virtual chassis devices. [PR 614683]
- The status of a technical support case is not updated when the case is associated to a site ID that is not present in Service Now. [PR 575240]
- The connection between the Service Now partner proxy and its end customers fails when a user changes the IP address of a Service Now partner proxy.

Workaround: Manually update the IP address of the Service Now partner proxy in your Service Now application. [PR 564827]

- Service Now cannot uninstall AI-Scripts from the back up RE of a device with dual REs. [PR 555657]

Resolved Issues

- 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). [PR 544087]

Workaround: This has been fixed in AIScripts 3.5R1.2 and Junos Space 12.3.

Related Documentation

- [Junos Space Frequently Asked Questions](#)

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/>.

Juniper Networks supports a technical book program to publish books by Juniper Networks engineers and subject matter experts with book publishers around the world. These books go beyond the technical documentation to explore the nuances of network architecture, deployment, and administration using the Junos operating system (Junos OS) and Juniper Networks devices. In addition, the Juniper Networks Technical Library, published in conjunction with O'Reilly Media, explores improving network security, reliability, and availability using Junos OS configuration techniques. All the books are for sale at technical bookstores and book outlets around the world. The current list can be viewed at <http://www.juniper.net/books>.

Documentation Feedback

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

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

Requesting Technical Support

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

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

Self-Help Online Tools and Resources

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

- Find CSC offerings: <http://www.juniper.net/customers/support/>
- Search for known bugs: <http://www2.juniper.net/kb/>
- Find product documentation: <http://www.juniper.net/techpubs/>
- Find solutions and answer questions using our Knowledge Base: <http://kb.juniper.net/>
- Download the latest versions of software and review release notes: <http://www.juniper.net/customers/csc/software/>
- Search technical bulletins for relevant hardware and software notifications: <http://kb.juniper.net/InfoCenter/>

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

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

Opening a Case with JTAC

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

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

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

Revision History

June 2013—

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