

Junos[®] Space Service Now 13.1P6.3

Release Notes

Release 13.1P6.3
May 20, 2014

Contents

Service Now Release Notes	2
New Features in Release 13.1P6.3	2
New Features in Release 13.1	2
Operational Recommendation	3
Known Issues	4
Resolved Issues in 13.1P6.3	4
Resolved Issues in 13.1	5
Junos Space Network Management Compatibility	5
Junos Space Documentation and Release Notes	5
Documentation Feedback	6
Requesting Technical Support	6
Self-Help Online Tools and Resources	6
Opening a Case with JTAC	7
Revision History	7

Service Now Release Notes

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

- [New Features in Release 13.1P6.3](#)
- [New Features in Release 13.1](#)
- [Operational Recommendation](#)
- [Known Issues](#)
- [Resolved Issues in 13.1P6.3](#)
- [Resolved Issues in 13.1](#)
- [Junos Space Network Management Compatibility](#)

New Features in Release 13.1P6.3

There are no new features in this release, compared with 13.1R1.

This release provides fixes for the following:

- PR 972338 and PR 915527
- CVE-2014-3412: Junos Space Network Management Platform Release 13.3R1.8 and earlier allow an unauthorized user with root privileges to execute commands on devices running Junos OS causing the devices and systems managed by Junos Space to be compromised. [PR 918408]

For information on issues fixed in this release, refer to [Resolved Issues in 13.1P6.3 on page 4](#).

New Features in Release 13.1

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**
- **Supporting the OSS/J 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
- **Supporting core file upload for an event**—Service Now supports core file upload for devices on which AI-Scripts 3.7R1.3 or later are installed.

Operational Recommendation

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

Known Issues

- Service Now does not support the Request RMA feature for the QFabric and EX-XRE series devices. [PR 883404]
- Service Now does not support the core file upload feature for QFabric and member nodes of Virtual Chassis and TX MATRIX routers. [PR 887123]
- Service Now does not support the creation of on-demand JMBs (using JDC) for EX-XRE series devices. Also, the **Use Service Now to Generate Incident** option is disabled for EX-XRE series devices on the On-demand incident creation page. [PR 854312]
- RBAC is not supported for TORs of DCF devices. [PR 824621]
- If the device configuration contains the **load-scripts-from-flash** command, then events are not enabled on the device after AI-Scripts installation from Service Now. [PR 786972]

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

- Before installing AI-Scripts on EX-8200 series devices using Service Now, GRES should be disabled on the device and then reenabled after the installation. [PR 543035]

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

- Service Now does not support the installation of AI-Scripts for devices with dual Routing Engine in Virtual Chassis. [PR 614683] – not confidential
- The connection between the Service Now partner proxy and its end customers fails when a user changes the IP address of a Service Now partner proxy. [PR 564827] – not confidential

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

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

Resolved Issues in 13.1P6.3

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



NOTE: If you are running earlier versions of Junos Space Network Management Platform (for example, 12.3), you must upgrade to Junos Space Network Management Platform version 13.1R1.6 and then to 13.1P6 or 13.3R1.9 to avoid this issue.

If you are running Junos Space Network Management Platform version 13.1R1.6, 13.1P1.14, or 13.1P5.3, apply the 13.1P6.3 patch to upgrade your Junos Space Network Management Platform to version 13.1P6.3. Contact JTAC if you need assistance for applying the 13.1P6.3 patch.

In addition to 13.1P6.3, the issue described in this PR is resolved in Junos Space Network Platform 13.3R1.9 and later.

-
- Devices discovered on Junos Space Network Management Platform automatically resynchronize after restarting JBoss. [PR 915527]
 - CVE-2014-3412: Junos Space Network Management Platform Release 13.3R1.8 and earlier allows a remote unauthenticated user with root privileges to execute commands on devices running Junos OS causing the devices and systems managed by Junos Space to be compromised. [PR 918408]

Resolved Issues in 13.1

- 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]

Junos Space Network Management Compatibility

The Service Now 13.1P6.3 and Service Insight 13.1P6.3 patches are compatible with the following Junos Space Network Management Platform versions:

- 13.1R1.6
- 13.1P1.14
- 13.1P5.3

For a detailed compatibility matrix, refer to [Junos Space Compatibility Matrix](#).

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 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: <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—Service Now release notes for 13.1 release

May 2014—Service Now release notes for 13.1P6.3 release

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

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