



Junos Space

Service Now Release Notes

Release

12.1



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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.

- [New Features](#)
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New Features

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

- **Device Information in Email Notifications**—Service Now e-mail notifications now contain information such as the product name, version, and serial number of new incidents. These e-mails also include a link to the incident on the Service Now Incident page (Service Central > Incidents > Incident via filter)
- **Unique Identifiers for Notifications**—All new Service Now e-mail and trap notifications are assigned a unique incident identifier that is easily parsed by other systems.
- **Additional Information in Device Snapshots**—The Device Snapshot summary (Service Now > Service Central > Information > Device Snapshots) now displays the error messages describing the reasons why the iJMBs did not get correctly uploaded to JSS.
- **Configuring SMTP Settings Moved to Platform**—You can now use the Administration workspace in Platform to configure the SMTP settings. The SMTP servers that you had earlier configured in the Global Settings page (Service Now > Administration > Global Settings) are moved to the Platform database when you upgrade Service Now to Release 12.1.
- **RESTful APIs**—Service Now provides you with Software Development Kits (SDKs) for the following tasks:
 - Administration > Organizations
 - Administration > Service Now Devices
 - Administration > Service Now Devices > Add Devices
 - Administration > Auto Submit Policy > Create Auto Submit Policy
 - Administration > Event Profile > Script Bundles
 - Service Central > Incidents
 - Service Central > JMB Errors
 - Service Central > Information > Device Snapshots
 - Service Insight > Insight Central > Exposure Analyzer

Operational Recommendation

- 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 does not support JMB processing 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]
- Service Now does not receive device configuration information (JMBs) from devices running Junos OS 11.2, which have AI-Scripts Install-Package Release 2.1R1 to 2.6R2 installed.

Workaround: Use AI-Scripts Install-Package Release 2.6R2.1 or later. [PR 584236]

- 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: See [Setting a Custom Time Zone on Routers Running JUNOS Software](#) for information on how to configure a custom time zone.

- 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

- 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.
- Service Now does not support JMB processing for MX80-48t devices.
- Service Now does not receive device snapshots (iJMBs) from EX Series Ethernet Switches and SRX Series Services Gateways on which AI-Scripts are installed using Service Now.

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- Auto submit policies are not displayed in Service Now (View Auto Submit Policy page) when the created or last modified date of one or more auto submit policies is from 1st to 9th.
 - Service Now does not receive device snapshots (iJMBs) from EX Series Ethernet Switches and SRX Series Services Gateways on which AI-Scripts are installed using Service Now.
 - You cannot use Service Now to install AI-Script bundles in a mixed EX4200 and EX4500 Virtual Chassis because, unlike other Junos OS devices, this device does not support the remote procedure call (RPC).

**Related
Documentation**

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