

# Juniper Networks Junos Space 1.1 Release Notes

**13 January 2010**  
**Release 1.1**

These release notes accompany the Juniper Networks Junos Space Release 1.1. They describe the new features in this Junos Space release and list the known problems. Junos Space is a state-of-the-art network and application management tool that presents an innovative user interface through which you can provision Layer 2 Ethernet services, perform element management, manage the fabric itself, and streamline fault management for JUNOS devices.

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## New Features

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

- **Automated incident management**—Service Now processes and displays Juniper Message Bundles (JMBs) sent by JUNOS devices with AI-Scripts installed, when problems are detected on these devices. Service Now users can use these JMBs to submit technical support cases to Juniper Networks with a single click. Users are also kept informed of updates to the incidents and resulting cases through tasks like assigning and flagging users, and with the use of notification policies that automate the process of notifying users. Service Now users can also view JMBs associated with incidents, change priority of an incident prior to automatically opening a technical support case, and export JMB content as HTML.
  - **Information messages for preventive action**—Service Now users can receive information messages from Juniper Networks that include information on known issues or other alerts. Using the **Scan for impact** capability in Service Now, the specific list of devices that are impacted for each information message can be displayed.
  - **Device snapshots**—JUNOS devices with AI-Scripts installed send weekly snapshots (informational JMBs) to Service Now. These snapshots include detailed identity information, system status, and logs. These snapshots can be viewed in Service Now and also shared with Juniper Networks or a Juniper Networks partner to assist in troubleshooting or in providing advanced services. Service Now administrators can set filters for JMBs that define what configuration content is shared. This helps protect confidential or sensitive information.
  - **Devices and organizations support**—Service Now allows grouping of devices to enable management of devices with similar attributes or uses. Associating devices to device groups and categorizing them under organizations facilitates easy management of multiple devices as a single entity. Devices that are a part of the Junos Space platform can be identified and imported into Service Now. For trial purposes, organizations can be run in a pre-production environment by using the test mode. You can also test the organization's connectivity to JSS.
- Service Now also provides archive locations, directories where JMBs are deposited by devices. Ten archive locations that can be associated to device groups are available. You can verify whether the archive locations exist and whether you have permissions to write to the archive locations.
- **Script installation**—Service Now provides a pre-defined AI-Script bundle and allows you to upload new script bundles. You can install and uninstall scripts on individual devices or groups of devices.

## Resolved Issues

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This section describes issues resolved in Junos Space Release 1.1:

- Modify VPLS Service is not supported if you use a customized service definition.
- MAC security settings are not pushed to the device during deployment.
- Automatic selection of VLAN IDs does not work correctly in service orders that are based on a customized service definition in which Auto pick is selected in the VLAN ID selection field and the Editable in service order check box is unchecked. These selections in the service definition should create a service order in which the VLAN ID is automatically selected and the Auto pick VLAN ID column in the Endpoint Settings table cannot be edited. Instead, the Endpoint Settings table in the service order shows the Autopick VLAN ID checkbox unchecked and it cannot be edited. As a result, automatic selection of the VLAN ID does not take place.
- Adding an endpoint to a VPLS service does not work for a service that specifies a VLAN range. After you add the endpoint in the Modify Service screens, the start and end values for the VLAN range change to 0 and 0. The Junos Space software issues an error when you attempt to save the service order. [PR/481555]
- Automatic rollback of failed service order deployments is not supported.
- The Modify Service action allows you to change the physical interface MTU value on a service provisioned interface. Changing the physical interface MTU will affect other services provisioned on that interface.
- After starting discovery, the status graph might remain blank for about 4 or 5 seconds.
- The Junos Space Appliance Settings menu might erroneously display the Expand VM drive size option for a physical appliance. This option should appear only for the virtual appliance.
- The MAC learning security setting is always set to false. This value works for almost all VPLS use cases. The MAC statistics security setting is also always set to false.
- Creating a customized service definition does not perform validation on the traffic type.
- The Modify Loopback Address action does not show other loopback addresses configured on the same logical interface in the device. It shows a loopback address configured on a different logical interface, but does not change the device loopback address in Junos Space.
- Contextual launching does not work from the Role Discovery Status chart.
- If vlan-ccc physical encapsulation was configured on a UNI before prestaging, Junos Space will not allow you to use VLAN IDs less than 512 even when deploying a point-to-point or VPLS service order with flexible-ethernet-services physical encapsulation on that UNI.
- The “Percent Complete” column in the table view of the Manage Jobs inventory page might not display the “Percentage of job execution completed” for intermediate states.

## Known Issues

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This section describes known issues with Junos Space Release 1.1.

## **Upgrade Issues**

This section describes issues related to upgrading the Junos Space software from release 1.0 to release 1.1.

- After uploading the new image, the Manage Software inventory page does not appear automatically. You must select it manually. [PR/495783]

## **Point-to-Point Service Provisioning Issues**

This section describes issues related to point-to-point Ethernet services:

- A service order deployed with vlan-ccc physical encapsulation will assign VLAN IDs from VLAN ID 1 instead of 512. As a workaround:
  1. Manually configure the UNI with vlan-ccc physical encapsulation before prestaging devices.
  2. During service order creation, manually assign VLAN IDs above 512.

[PR/458510]

- When you enable protect-interface in the service definition, Junos Space should allow selecting the backup interface in the service order and should be able to push configurations to both primary and backup interfaces. Configurations are not pushed to the backup interface. Junos Space allows this backup interface to be selected in a different (new) service order, which it should not allow. [PR/495702]

## **Prestaging Issues**

This section describes known device prestaging issues.

- The Manage Device Roles screen allows you to select the Unassign NPE Role action for a device even when the NPE role assignment job has not finished yet for that device. The following error message is generated when trying to unassign such a device: “unassign when role assignment is still running for that device.” This issue occurs only when the device has many services already deployed. [PR/495714]
- The Search option is not implemented in Prestaging Rules page. [PR/495750]

## **User Interface Issues**

This section describes known user interface issues.

- If one of the nodes in a Fabric goes down, web UI sessions connected to that node might not refresh automatically. As a workaround, perform a manual refresh. To restart automatic refresh, log out of the UI session and log back in. [PR/493159]

## **Administration Issues**

This section describes known Administration workspace issues.

- If the appliance or service is restarted, the ribbon icons are not displayed properly for some time for the existing user interface session. [PR/444142]
- If you change the time zone on your client PC you have to refresh the browser to reflect the correct time zone. [PR/495767]

## **Job Management Issues**

This section describes known issues with the Jobs workspace.

- On restoring the database, the corresponding Backup Database job state will be displayed as "Failure." [PR/477765]
- The Jobs workspace might not display the correct time for "Actual Start Time" and "End Time" of scheduled jobs in the summary view. This issue is seen in the virtual appliance and the resolution is to use the service of an NTP server.

## **User Management Issues**

This section describes issues related to the Administration workspace.

- Clicking the Active Users History chart takes you to the Number of Users by Assigned Role chart. [PR/495713]
- The active user count in the System Health panel could drop after cluster node reboot, although all the users remain connected. In the System Health panel on the system dashboard, the Active Users History chart indicates how many users are currently active in the Junos Space cluster. If a cluster node shuts down, some user sessions could be closed and switch to the remaining running cluster node. However, closing user sessions on the failed node reduces the active user count. The user count could drop to zero if all the user sessions were active on the node which is rebooted. As a workaround, if all users log out and log in again, the active user count will become correct. [PR/495713]

## **Device Management Issues**

This section describes known issues with device management.

- When two large discovery jobs are running at the same time or scheduled to run close to each other, the later job might report some devices failed to be managed with the following message: “Timeout while waiting for device to connect back or to be saved”. These devices are actually added into the system. They are up and their configuration status is “Out of Sync”. As a workaround, after all discovery jobs finish, resynchronize these “Out of Sync” devices. [PR/495732]
- If the you specify a non-preferred management IP address of the device in the Discover Targets task, Junos Space does not automatically switch to the preferred IP address when it adds the device to management. We recommend providing the preferred management IP for the device in the Discovery Targets task. [PR/493116]
- If a bulk device delete operation takes more than 5 minutes, the delete dialog box in the user interface will persist after job completion. You must cancel the dialog box manually. We recommend you do not perform cancel while the delete operation is in progress. To determine the status of the delete job, check the device count at the bottom of the inventory page. PR/495735]
- Device discovery might fail to add a J Series device if a timeout occurs while Junos Space attempts to establish that the device is reachable, even if the device can be successfully pinged. This timeout can occur because the J Series device is a firewall and might block traffic on port 7, which receives the connection attempt from the Junos Space appliance. As a workaround, perform one of the following actions:
  - Rerun device discovery and uncheck the ping option in the probe. Instead, use only SNMP to discover the device.
  - On the device CLI, enter the following command to allow traffic to port 7 in the firewall: “set security zones security-zone trust host-inbound-traffic system-services all”.

## CLI Issues

- Junos Space does not support configuring the time zone for an appliance. [PR/495770]

## Service Now Issues

This section describes known issues with Service Now.

- Service Now does not support highly available clusters with Space 1.1 applications in a Fabric setup. [PR/490639]
- Service Now users who submit cases may see the message **Success - LIC-4004-WARN - Device doesn't have appropriate Service Contract level, but request to open case is accepted.** Contact Juniper or Juniper Partner to add device to the appropriate Service Contract.,even though the device is already included in an appropriate service contract. In addition, JSS will reject iJMBs sent from this device. [PR/494769]

## Junos Compatibility

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- Specific Junos releases and versions that fully support Junos Space 1.1 Platform are limited to the following:
  - Junos Release 9.3R4
  - Junos Release 9.4R3, R4
  - Junos Release 9.5R2, R3
  - Junos Release 9.6R1, R2
  - Junos Release 10.0R1, R2
- Specific Junos releases and versions that fully support Junos Space 1.1 Ethernet Activator are limited to the following:
  - Junos Release 9.3R4
  - Junos Release 9.4R3, R4
  - Junos Release 9.5R2, R3
  - Junos Release 9.6R1, R2
  - Junos Release 10.0R1, R2
- Specific Junos releases and versions that fully support Junos Space 1.1 Service Now are limited to the following:
  - Junos Release 9.0 and later

## Troubleshooting Junos Space

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For information on troubleshooting the Junos Space application, see:

[http://www.juniper.net/techpubs/en\\_US/junos-space1.1/topics/concept/junos-space-troubleshoot-overview.html](http://www.juniper.net/techpubs/en_US/junos-space1.1/topics/concept/junos-space-troubleshoot-overview.html)

## Junos Space Technical Publications

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Junos Space technical documentation is available as online help and on the Web in HTML format and in pdf format. The Web-based documentation is maintained after the final build of the online help, and should be used where discrepancies exist between the help and the Web-based documentation.

## Documentation Feedback

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We encourage you to provide feedback, comments, and suggestions so that we can improve the documentation. You can send your comments to [techpubs-comments@juniper.net](mailto:techpubs-comments@juniper.net), or fill out the documentation feedback form at

<https://www.juniper.net/cgi-bin/docbugreport/>. If you are using e-mail, be sure to include the following information with your comments:

- Document name
- Document part number
- Page number
- Software release version

## Requesting Technical Support

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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 postsales 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/customers/support/downloads/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, visit us at <http://www.juniper.net/support/requesting-support.html>

## **Revision History**

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22 December 2009—Revision 1, Junos Space Release 1.1

13 January 2010—Revision 2, Junos Space Release 1.1

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