



**Junos Space**

## **Service Now User Guide**

*Release 1.2*

**Juniper Networks, Inc.**

1194 North Mathilda Avenue  
Sunnyvale, California 94089  
USA

408-745-2000

**[www.juniper.net](http://www.juniper.net)**

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## **Part 1**

# **Service Now Overview**

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- Service Now Dashboard and Workspaces Overview on page 7
- Service Now Icons on page 11



## Chapter 1

# Service Now Overview

- Service Now Overview on page 3

## Service Now Overview

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Service Now is an application that helps automate fault management and accelerate issue resolution. It significantly reduces intervening time by automating support processes and uses device diagnostics for fault monitoring and case automation. The process of obtaining technical support from Juniper is simplified and the time taken to get resolutions is reduced by eliminating time consuming manual procedures.

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 ASIC error, or a fan failure, is detected in devices with AI-Scripts enabled, the AI-Scripts create files called Juniper Message Bundles (JMBs). 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 will then notify users of the new incident by sending an email or an snmp trap. In addition to reporting incidents, AI-Scripts also send device information regularly in the form of Information Juniper Message Bundles (iJMBs). In Service Now, JMB errors could be JMBs that do not comply with the standard data structure that is expected by Service Now or could 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 the Juniper Support Systems (JSS) to create a Juniper Technical Assistance Center (JTAC) case. The cases are processed and analyzed to provide preventive analysis and alerts. And 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 resolution, Service Now also allows you to perform tasks like assigning an owner (user), flagging users to keep them notified of changes that are made, updating incident status, and also deleting JMBs from the Service Now database. The data in incidents and information messages can also be exported into different file formats like HTML, CSV and excel, and saved on the local file system. In order to receive notifications from Service Now you can set up notification policies that notify users that 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. And once you have a valid contract, you can submit incidents and iJMBs to JSS for support. Without a valid contract, Service Now runs in the demo mode and supports one organization and five devices for sixty days. In this mode, you can not open technical support cases with JTAC and the connection status to JSS will fail.

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.

Grouping of network elements and managing multiple devices as a single entity is made possible by Service Now device groups. 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. Device groups also help you control which users have access to which Service Now devices. After you add devices and create device groups, you can perform various operations on them such as installing or uninstalling AI-Scripts individually on every device or on all the devices in a device group at once. You can even edit their parameters and delete them from the Service Now database.

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 the destinations where traps are sent when a notification policy is triggered. And configuring Service Now to work with a proxy server facilitates all communication to and from JSS to happen through the proxy server ensuring secure transactions.

The Service Now application icon appears in Application Chooser as follows:



Mousing over the application icon displays a brief description about Service Now. Clicking the icon displays the Service Now dashboard which includes the gadgets and the workspaces with which the user can perform tasks. For more information about the Service Now dashboard and icons, see “Service Now Dashboard Overview” on page 7 and “Service Now Icons” on page 11.

With different Service Now user privileges, the following tasks can be performed:

- Add devices to Service Now from the Junos Space platform.
- Add or delete a script bundle.
- Install or uninstall AI-Scripts on devices.
- Add, modify, or delete devices and device groups.
- Associate devices to 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.
- Configure the global settings (SNMP server and proxy server settings).
- View service contract details.
- 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, flag to users, and delete an information message.
- View, download, and delete JMBs with errors.
- Create, edit, and delete a notification policy.

**Related Topics**    Service Central Overview on page 17

Administration Overview on page 45



## Chapter 2

# Service Now Dashboard and Workspaces Overview

- Service Now Dashboard Overview on page 7

## Service Now Dashboard Overview

The Service Now dashboard displays notifications and graphically illustrates platforms and devices with most incidents. You can get to the Service Now dashboard in the following ways:

- Selecting **Service Now** from the Junos Space landing page
- Selecting **Service Now** from the **Application Switcher**
- Selecting **Home** from any page within the Service Now workspaces



The Service Now dashboard includes:

- Service Now Workspaces on page 7
- Dashboard Gadgets on page 8

### Service Now Workspaces

Apart from Service Central and Administration workspaces, Service Now also provides shortcuts to the User, Devices, and Jobs workspaces by including them in the Service Now task ribbon. Table 1 on page 7 shows the workspace icons and the tasks that they perform.

**Table 1: Service Now Workspaces**

Icons	Workspace Name	Tasks
	Service Central	Manage incidents, information messages, and device snapshots; view and delete JMB errors; create and manage notification policies.
	Administration	Add and manage devices, manage script bundles and install and uninstall AI-Scripts on devices, add and manage device groups, add and manage organizations, view service contract details, and configure global settings.

### **Dashboard Gadgets**

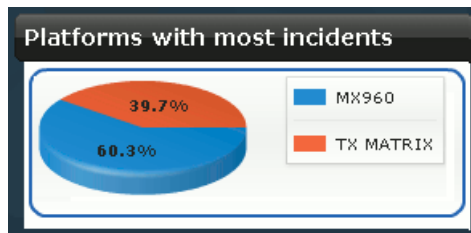
The dashboard displays gadgets with information that is updated automatically and instantaneously. You can move gadgets on the dashboard and change their sizes. These changes will persist even when you log back into the system. The gadgets displayed on the Service Now dashboard are:

- Platforms with most incidents on page 8
- Devices with most incidents on page 8
- Service Now Notices (upgrade and contract notice) on page 9

#### **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 Manage Incidents page where incidents are filtered to display only the incidents that affected the platform that you clicked.

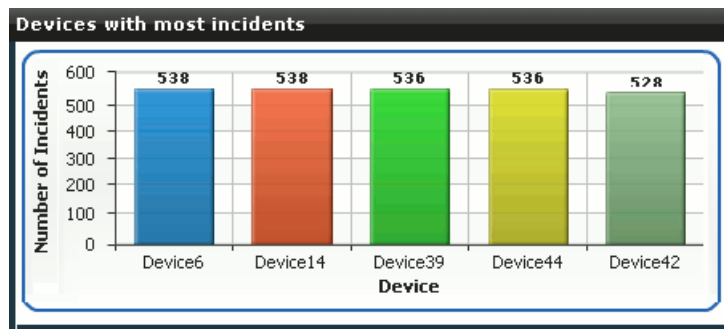
For example, when you click the **MX960** element in the **Platforms with most incidents** gadget (as shown in the following figure), the Manage Incidents page displays all the incidents that were detected on MX960.



#### **Devices with most incidents**

This gadget graphically displays the devices with most incidents along with the number of incidents detected on them. Clicking on the elements within the graph takes you to the Manage Incidents page where incidents are filtered displaying only the incidents that affected 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 will only display the incidents that affected the device that you selected.

In the following example, clicking **Device 6**, which is represented by the blue bar of the graph, displays the Manage Incidents page where incidents are filtered to display only the incidents that occurred on Device 6.



### ***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 Topics**
- Service Central Overview on page 17
  - Administration Overview on page 45
  - Service Now Icons on page 11



## Chapter 3









# Service Now Icons

- Service Now Icons on page 11

### Service Now Icons

Table 2 on page 11 lists and describes the Service Now task icons and the sub-task icons.

**Table 2: Task Icons**

Workspace Name	Task Names	Task Icons	Sub-task Names	Sub-task Icons	Actions
Service Central	Incidents		View Tech Support Cases		Assign an owner, flag to users, update status of, delete incidents, and view a case in case manager.
	Information		Messages		View and delete iJMBs, and export device data into HTML format.
			Device Snapshots		Assign an owner, flag to users, and delete information messages.
	JMB Errors		NA	NA	Download and delete JMBs that have errors.
	Notifications		Create Notifications		Create, edit, and delete notification policies.

**Table 2: Task Icons** (continued)







































Workspace Name	Task Names	Task Icons	Sub-task Names	Sub-task Icons	Actions
Administration	Organization		Create Organization		Add, modify, or delete an organization. Test organization connectivity to JSS.
	Device Groups		Create Device Group		Creating, modifying, and deleting device groups.
	Service Now Devices		Add Devices		Add devices to Service Now from the Junos Space platform.  Modify and delete device parameters.  Install or uninstall AI-Scripts on devices.  Associate devices to device groups.  Export device data into CSV and Excel format.
	Script Bundles		Add Script Bundles		Add or delete a script bundle.
	Global Settings		SNMP Settings		Configure the global settings.  Adding, editing, and deleting an SNMP Servers.
			Proxy Server Settings		Configuring Proxy server settings.
	Service Contract		NA	NA	Viewing and refreshing service contract details.

Table 3 on page 13 lists and describes the Service Now inventory page icons.

**Table 3: Inventory Page Icon Description**

Task	Task	Task	Icon Add-Ons	Description
Incident		Software failure incident with medium priority		Priority of the incident is critical.
		Hardware failure incident with medium priority		Priority of the incident is high.
		Resource exhaustion incident with medium priority		Priority of the incident is medium
		General Defect incident	 	Priority of the incident is low Incident case has been created.
Information		Device snapshot		Device snapshot upload to JSS is successful.
				Device snapshot submission failed.
Error JMBs		JMB status: Error		
		JMB status: Invalid		

**Table 3: Inventory Page Icon Description** *(continued)*

Task	Task	Task	Icon Add-Ons	Description
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
Organization		Licensed Service Now organization.		Unlicensed Service Now organization.
Service Now Devices		Service Now licensed device that has no issues or scripts installed.		Device has AI-Script installed.
				Device has the following issues <ul style="list-style-type: none"> <li>■ No JMBs ever sent to Service Now</li> <li>■ Stopped sending JMBs for over two weeks.</li> <li>■ Connection failure</li> <li>■ AI-Script was installed using Service Now 1.1 and now needs to be re-installed using Service Now 1.2.</li> </ul>
				Unlicensed device

- Related Topics**
- Service Now Dashboard Overview on page 7
  - Service Now Overview on page 3



## Part 2

# Service Central

- Service Central Overview on page 17
- Incidents on page 19
- Information on page 29
- JMB Errors on page 35
- Notifications on page 37

### Service Central Overview

---

In Service Now, incidents are problem events that are detected in a device and sent to the Service Now application. When an event occurs on a device, AI-Scripts installed on that 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 looks for new incidents and displays the incidents on the Incidents page.

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 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, the content of these iJMBs can be viewed and can be exported in HTML format.

In Service Now, JMB errors could be JMBs that do not comply with the standard data structure that is expected by Service Now or could contain unexpected data elements. Service Now identifies these JMBs and displays them on the JMB Errors page where they can be viewed and downloaded.

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 also define other characteristics (filters) that allow you 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 Service Now must take after the event is triggered.

The Service Central page graphically displays information about the severities and priorities of incidents and the incidents created by you.

Using Service Central you can perform the following tasks:

- Assign an owner, flag to users, update status of, and delete incidents.
- View and delete iJMBs, and export device data into HTML format.
- View, download, and delete JMBs with errors.
- Assign an owner, flag to users, and delete an information message.
- Create, edit, and delete a notification policy.

- Related Topics**
- Incidents Overview on page 19
  - Device Snapshots Overview on page 29
  - Messages Overview on page 31
  - JMB Errors on page 35
  - Notification Policies Overview on page 37

## Chapter 4

# Incidents

- Incidents Overview on page 19
- Assigning an Incident Owner on page 20
- Flagging an Incident to a User on page 21
- Checking Incident Status Updates on page 22
- Exporting Incident Data on page 22
- Deleting an Incident on page 23
- Submitting an Incident to Juniper Support Systems on page 24
- Viewing Incident Details on page 24
- Viewing a Case in the Case Manager on page 25
- Modifying Submit Case Options on page 26

### Incidents Overview

---

The Incidents page displays the incidents that were received by Service Now from devices that have AI-Scripts installed. Incidents are problem events that are detected in a device and sent to the Service Now application. The AI-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 securely transferred from the device to the Service Now application. Devices with AI-Scripts installed automatically initiate file transfer to Service Now when a JMB is generated. Service Now uses Juniper Network's Device Management Interface (DMI) to receive JMBs from devices. DMI is an extension to the NETCONF network management protocol. The Service Now Incidents page provides a user interface to view incidents chronologically, by organization name, and by device group. The thumbnail view of this page helps you differentiate incidents with various icons that indicate incident priority level and also whether incidents are submitted to JSS. See "Service Now Icons" on page 11.

The Incidents page also displays the JSS Technical Support cases for all Site IDs. Site IDs denote the customer identity used in the Juniper Technical Assistance Center (JTAC) Clarify trouble ticketing system. The Technical Support user interface is available in standard controller modes. In order to receive notifications from Service Now, you must have a user account in Service Now and set up a notification policy.

When an incident, such as a process crash, an ASIC error, or a fan failure, occurs on a device that has AI-Scripts enabled, an AI-Script is executed. The AI-Script builds a

JMB file with the incident data and forwards it to the Junos Space server. The 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. When this incident is sent by a device, Service Now notifies you of the new incident.

You can display incidents either as thumbnails or arranged in a table. If you choose to display incidents in a table, the Service Now Incidents page lists them by incident ID, organization, device group, defect type, platform type, time of occurrence, owner, submission status, and incidents that are flagged to you. You can select which parameters to display and sort them in ascending or descending order.

The View Tech Support Cases sub-task within Incidents task lists the tech support cases that you open with JTAC. You can view the details of the tech support cases using the **View Case in Case Manager** action.

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 case in the Juniper Case Manager
- Remove a flag from the incident
- Add an e-mail address to the mailing list of an incident
- View tech support cases

#### **Related Topics**

- Assigning an Incident Owner on page 20
- Flagging an Incident to a User on page 21
- Checking Incident Status Updates on page 22
- Deleting an Incident on page 23

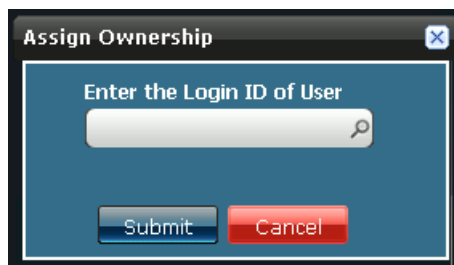
## **Assigning an Incident Owner**

---

You can assign an incident to a Junos Space user. The user to whom the incident is assigned will now own 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 task ribbon, select **Service Central > Incidents**. The Incidents page is displayed.
2. Select the incident for which you want to assign an owner.
3. Click **Assign Ownership** from the Actions panel. The Assign Ownership dialog box is displayed.



4. Enter the login ID of the user to whom you want to assign the incident. Click on the search icon to display the list of available users.
5. Click **Submit**. The incident is assigned to the specified user. See “Viewing Device Snapshot Details” on page 31

- Related Topics**
- Incidents Overview on page 19
  - Flagging an Incident to a User on page 21

## 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 task ribbon, select **Service Central > Incidents**. The Incidents table is displayed.
2. Select the incident that you want to flag to a user.
3. Click **Flag to Users** from the Actions panel. The Flag to Users dialog box displays the names of Service Now users.
4. Select the user or users to whom you want to flag the incident.
5. Click **Submit**. The incident is flagged to the selected users.

- Related Topics**
- Incidents Overview on page 19
  - Assigning an Incident Owner on page 20

## 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 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 Technical Assistance Center (JTAC) case is created. The submission status of the incident is displayed in the Status column in the Incidents page. After you submit the incidents, the status is **Submitted**. When the case is created by JSS, the status changes to **Created** and the Case ID appears. Further updates to the incident will change the incident 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 38.
- Using the landing page of Service Central. The My Incidents box, on the landing page of Service Central 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 log in. To view the landing page of the Service Central, select **Service Central** from the Service Now task ribbon.

- Related Topics**
- Incidents Overview on page 19
  - Assigning an Incident Owner on page 20

## Exporting Incident Data

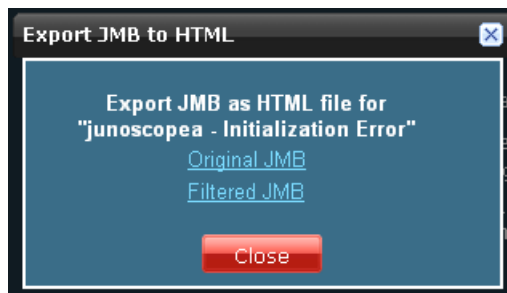
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You can export incident data into HTML and Excel file formats and save it on your local file system.

### Exporting Incident Data into HTML

To export incident data into HTML format:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents page is displayed.
2. Select the device whose incident details you want to export.
3. Click **Export JMB to HTML** from the Actions panel. The Export JMB to HTML dialog box displays links to the original and filtered JMBs.



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 task ribbon, select **Service Central > Incidents**. The Incidents page is displayed.
2. Select the incident whose details you want to export. To select more than one incident, use the **Multiple** tab.
3. Click **Export Incident Summary to Excel** from the Actions panel. The Export Incident Summary to Excel dialog box displays a link to the Excel file.
4. Click the link to save the incidents in Excel format

- Related Topics**
- Incidents Overview on page 19
  - Assigning an Incident Owner on page 20
  - Flagging an Incident to a User on page 21

## 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 task ribbon, select **Service Central > Incidents**. The Incidents table is displayed.
2. Select the incident that you want to delete.  
To select more than one incident, use the **Multiple** tab.
3. Click **Delete**. The selected incidents are removed from the Incidents table and the Service Now database.

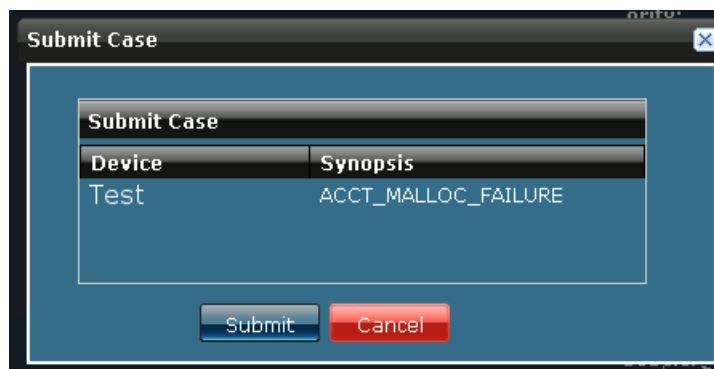
- Related Topics**
- Incidents Overview on page 19
  - Flagging an Incident to a User on page 21

## 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 Juniper Technical Assistance Center (JTAC) case. You can submit multiple cases to JSS simultaneously. The submission status of the incident is displayed 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 task ribbon, select **Service Central > Incidents**. The Incidents page is displayed.
2. Select the incident for which you want to create a case. To select multiple incidents, use the **Multiple** tab
3. Click **Submit Case** from the Actions panel. The Submit Case dialog box displays the device name, and incident synopsis. The Submit Case action will be disabled when you select an incident that is already submitted.



4. Click **Submit** to submit the case to create a JTAC.

The Incidents page displays the submission status in the Status column. Thereafter, the status is **Submitted**. When the case is created by JSS, the status changes to **Created** and the Case ID appears.

- Related Topics**
- Incidents Overview on page 19
  - Flagging an Incident to a User on page 21

## Viewing Incident Details

When incidents are received, only selected information is displayed on the Incidents page. Service Now allows you to view the entire content of the incident.

To view incident details:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents page is displayed.
2. Select the incident whose details you want to view.
3. Click **View JMB** from the Actions panel. A View JMB dialog box displays links to the original and filtered JMB details.
4. Click a link. This new window displays the details of the selected incident.

- Related Topics**
- Incidents Overview on page 19
  - Flagging an Incident to a User on page 21

## 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 Customer Care.

To view a case in the Case Manager:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents page is displayed.
2. Select the incident whose details you want to view in the Case Manager.
3. Click **View Case in Case Manager** from the **Actions** panel. If the **View Case in Case Manager** link is not enabled, ensure that the case has been created. The Juniper Networks Login page is displayed.
4. Enter your user name 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 2 to 4 from the above procedure.

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- Related Topics**
- Incidents Overview on page 19
  - Flagging an Incident to a User on page 21

## Modifying Submit Case Options

For any incident in Service Now, you can modify the submit case settings such as the case priority and the e-mail list associated with the case. You can also add your comments to the description of an incident before you submit it to JSS.

To modify submit case options:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents table is displayed.
2. Select the incident whose submit case options you want to modify.
3. Click **Modify Submit Case Options** from the Actions panel. The Modify Submit Case Options dialog box is displayed.

4. To enter an email id click the **Enter Email Id** field. The email ID should be in the format user@example.com. To add multiple email IDs, and delete, use the **Add Email** and **Delete** buttons respectively.
5. To modify the priority of the case, click the **Priority** drop-down arrow and select one of the options. The available options are: Critical, High, Medium, and Low. The default priority is medium.
6. To add your comments to the problem description of the case, enter your comments in the **Add Comments to Description** field. The maximum limit for the comments is 1,028 characters.
7. To save your settings in the Service Now database, click **Save**. Your settings are saved and the Manage Incidents page is displayed.
8. To save your settings in the Service Now database and submit the selected incident to JSS, click **Save and Submit**. The incident is submitted to JSS and your settings will be saved in the Service Now database. You are taken to the Manage Incidents page.

**Related Topics** ■ Incidents Overview on page 19

- Submitting an Incident to Juniper Support Systems on page 24



## Chapter 5

# Information

- Device Snapshots Overview on page 29
- Exporting Device Data into HTML on page 30
- Deleting an iJMB on page 30
- Viewing iJMB Details on page 31
- Messages Overview on page 31
- Assigning an Information Message Owner on page 32
- Deleting Information Messages on page 32
- Flagging an Information Message to Users on page 33
- Scanning iJMBs for Impact on page 33

### Device Snapshots Overview

---

Service Now periodically collects and displays Information Juniper Message Bundles (iJMBs) that contain information about devices. These iJMBs are processed and displayed on the Device Snapshot page in the Service Now application. You can upload these iJMBs to JSS, where they will be added to the Customer Intelligence Database (CIDB) database, and will be processed and analyzed to provide preventive measures.

You can also filter the configuration content from an iJMB before sending it to JSS, with the help of Service Now global settings, and then track the status of the iJMB submission to JSS.

Devices that have stopped sending information (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 on the **Devices Not Sending Snapshots** bar of the **Devices Not Sending Device Snapshots** graph. These devices are displayed on the Devices page where you can view their details and export them to the HTML format. The thumbnail view of the Manage 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” on page 11.



**NOTE:** When you upgrade from Junos Space 1.1, the destination URL configured on devices is invalid and JMBs are not sent to Service Now. To be able to receive JMBs, AI-Scripts must be reinstalled on all devices. See “Installing AI-Scripts on Devices Using Service Now” on page 59.

You perform the following tasks using the Information Device Snapshots tab:

- Exporting Device Data into HTML
- Deleting an iJMB
- Viewing iJMB Details

- Related Topics**
- Exporting Device Data into HTML on page 30
  - Viewing Device Snapshot Details on page 31
  - Messages Overview on page 31

## Exporting Device Data into HTML

Device data collected by Service Now and displayed on the Device Snapshots page can be exported in HTML format.

To export device data in HTML format:

1. From the Service Now task ribbon, select **Service Central > Information > Device Snapshots**. The Device Snapshots page is displayed.
2. Select the organization whose data you want to export.
3. Click **Export to HTML** from the **Actions** panel. The Export JMB to HTML dialog box displays links to the original and filtered versions of the JMB.
4. Click a link to save the iJMB as HTML.

- Related Topics**
- Messages Overview on page 31
  - Viewing Device Snapshot Details on page 31

## Deleting an iJMB

Device data that is collected by Service Now and displayed on the Device Snapshots page can be deleted from the Service Now database.

To delete an iJMB:

1. From the Service Now task ribbon, select **Service Central > Information > Device Snapshots**. The Device Snapshots page is displayed.

2. Select the organization whose device information you want to delete. If you want to delete data from more than one organization, use the **Multiple** tab.
3. Click **Delete** from the Actions panel. Click **Delete** again to confirm deletion. The iJMBs from the selected organizations will be deleted from the Service Now database and they will no longer appear on the Device Snapshots page.

- Related Topics**
- Messages Overview on page 31
  - Viewing Device Snapshot Details on page 31

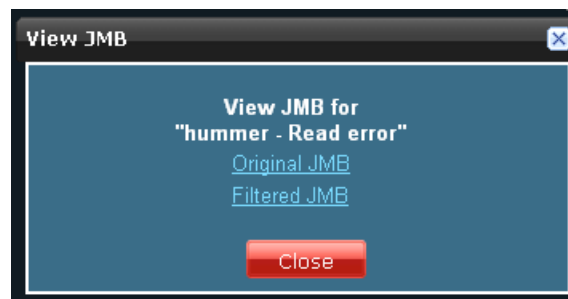
## Viewing iJMB Details

---

When iJMBs are received by Service Now, only selected information is displayed on the Device Snapshots page. The entire content of the iJMB can be viewed using the View JMB action in Service Now.

To view the details of an iJMB:

1. From the Service Now task ribbon, select **Service Central** > **Information** > **Device Snapshots**. The Device Snapshots page is displayed.
2. Select the organization whose iJMB contents you want to view.
3. Click **View JMB** from the **Actions** panel. The View JMB dialog box shows links to the original and the filtered iJMB details page. The information in the filtered JMB is classified by the settings on your Global Settings page.



4. Click a link. A new window displays the iJMB details.

- Related Topics**
- Messages Overview on page 31

## Messages Overview

---

Service Now polls JSS regularly to receive information messages for every configured organization. These information messages are displayed on the Service Now Messages page. Using Service Now, every information message can be assigned an owner and flagged 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
- Flagging an information message to users
- Deleting information messages
- Scanning for affected devices

- Related Topics**
- Device Snapshots Overview on page 29
  - Assigning Ownership on page 32
  - Flagging a Message to Users on page 33
  - Scanning a Message for Impact on page 33
  - Deleting a Message on page 32

## Assigning an Information Message Owner

---

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 task ribbon, select **Service Central > Information > Messages**. The Messages page is displayed.
2. Select the information message to which you want to assign an owner.
3. Click **Assign Ownership** from the Actions panel. The Assign Ownership dialog box is displayed.
4. Enter the Login ID of the Junos Space user.
5. Click **Submit**. The specified user will be assigned ownership of the selected information message.

- Related Topics**
- Device Snapshots Overview on page 29
  - Flagging a Message to Users on page 33

## Deleting Information Messages

---

Information messages that are collected by Service Now and displayed on the Messages page can be deleted from the Service Now database.

To delete an information message:

1. From the Service Now task ribbon, select **Service Central > Information > Messages**. The Messages page is displayed.

2. Select the information message that you want to delete. To delete more than one information message, use the **Multiple** tab.
3. Click **Delete** from the Actions panel. Click **Delete** again to confirm deletion. The selected information messages will be deleted from the Service Now database and they will no longer appear on the Messages page.

- Related Topics**
- Device Snapshots Overview on page 29
  - Messages Overview on page 31

## Flagging an Information 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 task ribbon, select **Service Central > Information > Messages**. The Messages page is displayed.
2. Select the information message that you want to flag to a user.
3. Click **Flag to Users** from the Actions panel. The Flag to Users dialogues box lists the available users.
4. Select one or more users who must be notified of the selected information message.
5. Click **Submit**. The specified users will be notified of the selected information message. The selected information message will be flagged to them, and the **Flag** column of that information message displays **Yes**.

- Related Topics**
- Device Snapshots Overview on page 29
  - Messages Overview on page 31

## Scanning iJMBs for Impact

---

Service Now allows you to view the devices impacted by the vulnerabilities described in the inform message.

To scan iJMBs and view the impacted devices:

1. From the Service Now task ribbon, select **Service Central > Information > Messages**. The Messages page is displayed.
2. Select the message that you want to scan for impact.
3. Click **Scan for Impact** from the Actions panel. 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 is displayed:

No impacted devices found.

- Related Topics**
- Messages Overview on page 31
  - Viewing Device Snapshot Details on page 31

## Chapter 6

# JMB Errors

- JMB Errors on page 35

### JMB Errors

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Service Now identifies the JMBs with errors and displays them on the JMB Errors page for monitoring purposes. You can download up to five JMB files at a time and also delete them from the Service Now database. JMBs with errors could be JMBs that do not comply with the standard data structure that is expected by Service Now or could contain unexpected data elements. We recommend that you open a case with JSS for unique error JMBs.

- Downloading JMB Errors on page 35
- Deleting JMB Errors on page 36

### Downloading JMB Errors

To download the JMB errors in a zipped file:

1. From the Service Now task ribbon, select **Service Central > Incidents > JMB Errors**. The Manage JMB Errors page is displayed as follows.



2. Select the JMB whose details you want to download. You can download up to five JMB files at a time.

To select multiple JMBs, use the **Multiple** tab.

3. Click **Download JMB Errors** from the Actions panel. The Download JMB Errors dialog box is displayed.
4. 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 task ribbon, select **Service Central > Incidents > JMB Errors**. The Manage JMB Errors page is displayed.
2. Select the JMB that you want to delete. To select multiple JMBs, use the **Multiple** tab.
3. Click **Delete** from the Actions panel. A Delete Error JMB dialog box asks you for a confirmation.
4. Click **Delete**. The selected error JMBs will be deleted from the Service Now database and will no longer appear on the JMB Errors page.

- Related Topics**
- Service Central Overview on page 17
  - Messages Overview on page 31

## Chapter 7

# Notifications

- Notification Policies Overview on page 37
- Creating and Editing a Notification Policy on page 38
- Enabling or Disabling a Notification Policy on page 43
- Deleting a Notification Policy on page 43

### Notification Policies Overview

In Service Now, a notification policy specifies the events that you want Service Now to send a notification and also the actions you want taken. Service Now sends you a notification when a specific event occurs. Notification policies define the parameters for these notifications.

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—Further specify the events that cause Service Now 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 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 Notifications table columns, see Table 4 on page 37.

**Table 4: Notification Policies Table Column Descriptions**

Element Name	Description	Privilege Required to Modify	Range/Length	Default
Name	Name of the policy, which must be unique among all policies owned by the same user.	Hyperlink requires Notification Policy privilege	64 characters	N/A
Owner	Name of the user who owns the notification policy.	N/A	N/A	N/A
Status	Whether the notification policy is running.	N/A	Enabled or Disabled	N/A

**Table 4: Notification Policies Table Column Descriptions** *(continued)*

Element Name	Description	Privilege Required to Modify	Range/Length	Default
Trigger Type	Type of trigger that should occur in order for the notification policy to be applied.	N/A	<ul style="list-style-type: none"> <li>■ New Incident Detected</li> <li>■ Incident Submitted</li> <li>■ Case ID Assigned</li> <li>■ Case Status Updated</li> <li>■ New Intelligence Update</li> </ul>	N/A

- Related Topics**
- Creating and Editing a Notification Policy on page 38
  - Enabling or Disabling a Notification Policy on page 43
  - Deleting a Notification Policy on page 43

## Creating and Editing a Notification Policy

You can create a notification policy that specifies the circumstances on which you want Service Now to send notifications, and who notifications should be sent to. You can define the events that trigger the notification, the filters that further specify the trigger events, and the actions that Service Now must take after the event is triggered.

To create a notification policy:

1. From the Service Now task ribbon, select **Service Central** > **Notifications** > **Create Notifications**. The Create Notifications page is displayed.

**Service Central: Create Notifications**

Name:

Trigger:

**Apply Filters**

Priority:

Device Name:

Serial Number:

Has the Words:

Does Not Have:

**Actions**

**Send Email to**

☐ Email List

☐ Enter Email Id

**Send SNMP Traps to**

2. Enter a notification policy name and select a trigger.
3. Enter filter parameters. Different filters are supported for incident and information trigger types.
4. Enter the information for the users who should receive notifications.  
For more information about the fields in the Create Notification Policy dialog box, see Table 5 on page 40.
5. 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.

To copy a notification policy:



**NOTE:** While copying a notification policy, you will not be able to edit the **Trigger** field.

1. From the Service Now task ribbon, select **Service Central** > **Notifications**. The Notifications page is displayed.
2. Select the notification policy that you want to copy.
3. Click **Copy** from the Actions panel. The Service Central: Notifications page will be displayed.
4. Make your modifications.
5. Click **Make a Copy**. A notification policy will be created with the settings that you specified.

### Editing a notification policy

To modify a notification policy:

1. From the Service Now task ribbon, select **Service Central** > **Notifications** > **Create Notifications**. The Create Notifications page is displayed.
2. Select the notification policy that you want to edit and click **Edit filters and Actions**. The Create Notifications page is displayed.
3. Edit the desired fields. See Table 5 on page 40, and for more information see Table 6 on page 42.

**Table 5: Create Notification Policy Page Field Descriptions**

Field	Description	Range/Length	Default
Name	Name of the policy, which must be unique among the policies owned by the same user.	64 characters	N/A
Trigger Type	Type of trigger required to activate this policy. The fields in the filter table dynamically change according to the selected trigger type.	<ul style="list-style-type: none"> <li>■ New Incident Detected</li> <li>■ Incident Submitted</li> <li>■ Case ID Assigned</li> <li>■ Case Status Updated</li> <li>■ New Intelligence Update</li> </ul>	N/A

**Table 5: Create Notification Policy Page Field Descriptions** *(continued)*

Field	Description	Range/Length	Default
<b>Apply Filters:</b>			
<b>Common Filter Parameters:</b>			
Priority	Select a value in the <b>Priority</b> field. Service Now will send a notification if the priority of the incident matches the entered value. Regular expressions can also be used in this field.	255 characters	Blank
Device Name	Enter a value in the <b>Device Name</b> field. Service Now will send a notification if the name of the device the incident occurred on matches the entered value. Regular expressions can also be used in this field.	255 characters	Blank
Serial Number	Enter a value in the <b>Serial Number</b> field. Service Now will send a notification if the serial number of the device the incident occurred on matches the entered value. Regular expressions can also be used in this field.	255 characters	Blank
Has the words	Enter a value in the <b>Has the words</b> field. Service Now will send a notification if the specified words match any of the fields in the incident or the information message. Regular expressions can also be used in this field.	255 characters	Blank
Does not have	Enter a value in the <b>Doesn't have</b> field. Service Now will send a notification if the specified words do not match any of the fields in the incident or the information message. Regular expressions can also be used in this field.	255 characters	Blank
<b>Information Trigger Type Notification Policy Filter Parameters:</b>			
Intelligence Update Type	Enter a value in the <b>Intelligence Update Type</b> field. Service Now will send a notification if the type of information message update matches the entered value.	255 characters	Blank
Products Affected	Enter a value in the <b>Products Affected</b> field. Service Now will send 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 <b>Platform Type</b> field. Service Now will send 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 <b>Keywords</b> field. Service Now will send a notification if the Keyword in information messages matches the entered value	255 characters	Blank
Serial Number	Enter a value in the <b>Serial Number</b> field. Service Now will send a notification if the serial number of the device the incident occurred on matches the entered value. Regular expressions can also be used in this field.	255 characters	Blank
Software Version	Enter a value in the <b>Software Version</b> field. Service Now will send a notification if the software version in the information messages matches the entered value	255 characters	Blank
Devices Impacted	Enter a value in the <b>Devices Impacted</b> field. Service Now will send a notification if the devices impacted in the information messages matches the entered value	255 characters	Blank

**Table 5: Create Notification Policy Page Field Descriptions** *(continued)*

Field	Description	Range/Length	Default
Has the words	Enter a value in the <b>Has the words</b> field. Service Now will send a notification if the specified words match any of the fields in the incident or the information message. Regular expressions can also be used in this field.	255 characters	Blank
Does not have	Enter a value in the <b>Doesn't have</b> field. Service Now will send a notification if the specified words do not match any of the fields in the incident or the information message. Regular expressions can also be used in this field.	255 characters	Blank
<b>Actions:</b>			
Send Email to	<p>Displays the list of e-mail addresses that receive a message if the policy is triggered and passes the specified filter.</p> <p>To add a new e-mail address to the list, click <b>Add Email</b>. Click the <b>Enter Email Id</b> 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 <b>Delete</b></p>	65535 characters	Blank
Send Traps to	An SNMP trap is sent to the destinations that are selected if an event occurs and passes the specified filter. See “Adding an SNMP Server” on page 71	N/A	N/A

**Table 6: Notification Policy Table Command Button Descriptions**

Element Name	Description	Privilege Required	Results
Edit filters and actions	Opens the Create Notification page, where you can edit the filters and actions of the selected notification policy.	Notifications	Opens the Create Notification page
Copy	Opens the Create Notification page, where you can create a copy of the selected notification policy.	Notifications	Opens the Create Notification page
Delete	Deletes the selected notification policy	Notifications	Removes the selected policies from the table
Change Status	Opens the Change Notification Policy Status dialog box, where you can change the status of a notification policy from Enabled to Disabled or vice versa.	Notifications	Status of selected policies is changed from Enabled to Disabled or vice versa

- Related Topics**
- Notification Policies Overview on page 37
  - Enabling or Disabling a Notification Policy on page 43

## Enabling or Disabling a Notification Policy

---

You can enable a notification policy that specifies the events for which Service Now sends a notification, and the actions that Service Now should take in response to these events. The notification policy defines the events that trigger the notification, the filters that further specify the trigger events, and the actions that Service Now must take after the event is triggered.

To enable a notification policy:

1. From the Service Now task ribbon, select **Service Central** > **Notifications**. The Notifications page is displayed.
2. Select the notification policies whose status you wish to change. To select more than one notification policy, use the **Multiple** tab.
3. Click **Enable/Disable** from the Actions panel. The **Change Reaction Policy Status** dialog box displays the name and status of the selected incident.
4. Click **Change Status** to confirm your action. The status of the notification policy changes from **Enabled** to **Disabled** or vice versa.

- Related Topics**
- Notification Policies Overview on page 37
  - Creating and Editing a Notification Policy on page 38

## Deleting a Notification Policy

---

You can delete an existing notification policy that specifies the events for which Service Now sends a notification, and the actions that Service Now should take in response to these events. The notification policy defined the events that trigger the notification, the filters that further specified the trigger events, and the actions that Service Now took after the event was triggered.

To delete a notification policy:

1. From the Service Now task ribbon, select **Service Central** > **Notifications**. The Notifications page is displayed.
2. From the Notifications table, select the notification policy (or policies) that you wish to delete. To delete more than one notification policy, use the **Multiple** tab.
3. Click **Delete**. The **Confirm Deletion of Notification Policies** dialog box displays the name of the notification policy and its owner.
4. Click **Delete**. This action deletes the selected notification policies from the Service Now database and from the Notifications table.

- Related Topics**
- Notification Policies Overview on page 37
  - Enabling or Disabling a Notification Policy on page 43



## Part 3

# Administration

- Administration Overview on page 45
- Organizations on page 47
- Device Groups on page 53
- Devices on page 57
- Script Bundles on page 65
- Global Settings on page 69
- Service Now Contract and User Roles on page 75

### Administration Overview

---

Service Now allows you 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 AIS enabled. It can then automatically detect and report incidents and informational JMBs (iJMBs).

Devices with AI-Scripts installed, periodically send device data, in the form of Information Juniper Message Bundles (iJMBs) to Service Now . This information can then be viewed by the user. Using Service Now you can add and manage devices, upload AI-Script bundles, and install the AI-Scripts on the devices. Devices that are part of the Junos Space platform can be added to Service Now and grouped under organizations.

An organization is defined by a unique site id that is a unique identifier of 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. JSS provides support for the incidents and iJMBs that you submit depending on your service contract level. J-Care Efficiency, Continuity or Agility levels of service are required to use Service Now.

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. Also, by associating an organization with one or more device groups, you can maintain groups of devices with similar attributes and control which users have access to which devices. Device groups also help you automatically install AI-Scripts on many devices at one time.

The Service Now sidebar includes a Getting Started section that guides the administrator through the initial setup required to get the application up and running. This section lists four required and two optional tasks. Clicking the task links displays the respective pages in the Inventory panel where these tasks can be performed. The required tasks include, creating an organization, adding devices to Junos Space and Service Now, and creating a device group. The optional tasks include the reviewing of the global settings and the adding of a script bundle to Service Now.

The Administration page graphically displays information about devices with respect to the device group they belong to, whether these devices are sending device snapshots periodically, and also the devices that have never sent device snapshots to Service Now. Using the Administration tab, you can perform the following tasks:

- Add devices to Service Now from the Junos Space platform.
- Add or delete a script bundle.
- Install or uninstall AI-Scripts on devices.
- Add, modify, or delete devices and device groups.
- Associate devices to device groups.
- Add, modify, or delete an organization.
- Run an organization in test mode.
- Test organization connectivity to JSS.
- Export device data in CSV and Excel formats.
- Configure the global settings (SNMP server and proxy server settings).
- View service contract details.

For more information, see the Junos Space documentation on the technical documentation page.

- Related Topics**
- Service Now Devices Overview on page 57
  - Device Groups Overview on page 53
  - AI-Scripts Overview on page 65
  - Organizations Overview on page 47
  - Configuring Global Settings on page 69
  - Service Contract on page 75

## Chapter 8

# Organizations

- Organizations Overview on page 47
- Adding an Organization on page 48
- Modifying Organization Parameters on page 49
- Deleting an Organization on page 50
- Test the Connection to JSS on page 50
- Running an Organization in Test Mode on page 51

### Organizations Overview

---

An organization in Service Now represents a unique Clarify site ID in Juniper Support Systems (JSS). Clarify Site IDs are used by JSS to identify customers when providing technical support. Multiple organizations can be defined in Service Now, which allows you to manage multiple sites (each with its own Clarify site ID) with 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 which service now users have access to which devices. See “Device Groups Overview” on page 53.

For more information about creating device groups, see “Creating a Device Group” on page 53.

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

From the Organizations page, you can:

- Add an organization
- Modify organization parameters
- Run an organization in test mode
- Test connectivity to JSS
- Delete an organization

- Related Topics**
- Adding an Organization on page 48
  - Modifying Organization Parameters on page 49
  - Running an Organization in Test Mode on page 51

## 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. Multiple organizations can be defined in Service Now, which allows you to manage multiple sites (each with its own Clarify site ID) with 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.

To add a Service Now organization:

1. From the Service Now task ribbon, select **Administration > Organizations > Add Organization**. The Add Organization dialog box is displayed.

2. Enter the organization parameters in the provided fields. For a detailed description of these fields, see Table 7 on page 48.
3. Click **Submit**. This action verifies and saves the organization parameters and returns to the Organization page.

Table 7 on page 48 defines the Add Organization dialog box fields.

**Table 7: Organization Credentials Page Field Descriptions**

Name	Description	Privileges	Range/Length	Default
Name	Name of the organization	Service Now Admin Privileges	64 characters	Blank

**Table 7: Organization Credentials Page Field Descriptions** (continued)

Name	Description	Privileges	Range/Length	Default
Site ID	An identifier for the Customer Site in the JTAC Clarify system.	Service Now Admin Privileges	80 characters	Blank
Submit cases as	Describes whether the case that is sent to JSS 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 Admin Privileges	<ul style="list-style-type: none"> <li>■ Real Cases</li> <li>■ Test Cases</li> </ul>	Disabled
User Name	The name used to identify the user for communications with the JTAC Clarify system, such as creating cases, and checking for updates to existing cases.	Service Now Admin Privileges	32 characters	Blank
User Password	The password used to login, for the account with the above user name.	Service Now Admin Privileges	32 characters	Blank
Confirm User Password	The password for confirmation must match the value in User Password field.	Service Now Admin Privileges	32 characters	Blank

- Related Topics**
- Organizations Overview on page 47
  - Running an Organization in Test Mode on page 51

## Modifying Organization Parameters

The parameters for the organization that you create can be modified. To do this, you need Service Now Admin privileges.

To modify the parameters of an organization:

1. From the Service Now task ribbon, select **Administration > Organizations**. The Organizations page is displayed.
2. Select the organization whose parameters you wish to modify.
3. Click **Modify Organization** from the Actions panel. The Organizations dialog box displays the name, site ID, submit cases as, user name, and password 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 Topics**
- Organizations Overview on page 47
  - Running an Organization in Test Mode on page 51

## Deleting an Organization

---

The Service Now Organizations page allows you to delete organizations. To do this, you need Service Now Admin privileges.

To delete an organization:

1. From the Service Now task ribbon, select **Administration > Organizations**. The Organizations page is displayed.
2. Select the organization that you want to delete.  
To delete more than one organization, use the **Multiple** tab.
3. Click **Delete Organization** from the Actions panel. The Delete Organizations dialog box asks you for a confirmation.
4. Click **Delete**. This organization is deleted from the Service Now database and no longer appears in the Organizations page.



**NOTE:** Deleting an organization also removes associated device groups.

---

- Related Topics**
- Organizations Overview on page 47
  - Running an Organization in Test Mode on page 51

## Test the Connection to JSS

---

From the Organizations page, you can test an organization's connectivity with Juniper Support Systems (JSS). This test can be performed with every organization in the table.

To test an organization's connectivity with JSS:

1. From the Service Now task ribbon, select **Administration > Organizations**. The Organizations page is displayed.
2. Select the organization whose connection to JSS you want to test.
3. Click **Check Status** from the Actions panel. The Test Connection dialog box displays the result of the test connection to JSS, as a success or a failure. In case of a failure, a description is displayed, stating the reason for the failure in connection.



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

- Related Topics**
- Organizations Overview on page 47
  - Running an Organization in Test Mode on page 51

## Running an Organization in Test Mode

---

While configuring an organization, you can enable the test mode to submit cases as test cases to 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 :

1. From the Service Now task ribbon, select **Administration > Organizations**. The Organizations page is displayed. If the table is empty, you need to add organizations.
2. Select the organizations that you want to place in test mode.
3. Select **Modify Organization** from the Actions list. The Organization dialog box displays the parameters of the selected organization.
4. Set the **Submit Cases as** drop-down menu value to **Test Cases**.
5. Click **Submit**. This action ensures that incidents that are submitted to JSS are considered as test cases.

- Related Topics**
- Organizations Overview on page 47
  - Modifying Organization Parameters on page 49



## Chapter 9

# Device Groups

- Device Groups Overview on page 53
- Creating a Device Group on page 53
- Modifying Device Groups on page 54
- Deleting Device Groups on page 55

### Device Groups Overview

---

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. One or more devices can be associated to 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

#### Related Topics

- Creating a Device Group on page 53
- Modifying Device Groups on page 54
- Deleting Device Groups on page 55

### Creating a Device Group

---

Device groups are used to group devices within an organization. Only users with Service Now admin privileges can create device groups and add devices to them.

To create a device group:

1. From the Service Now task ribbon, select **Administration > Device Groups > Create Device Group**. The Create Device Group page is displayed.

2. Enter a name for the device group within the **Name** field. The name must begin with a letter and can have only alphanumeric (a-z, 0-9), underscores(\_), and hyphens (-).
3. In the **Organizations** drop-down 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 48.
4. Select the devices that you want to add to this device group.
5. Click **Finish**. 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 Device Groups page.

- Related Topics**
- Device Groups Overview on page 53
  - Modifying Device Groups on page 54

## Modifying Device Groups

You can modify the parameters of a device group in Service Now.

To modify a device group:

1. From the Service Now task ribbon, select **Administration > Device Groups**. The Device Group page lists the existing device groups.
2. Select the device group whose parameters you wish to modify.
3. Click **Modify Device Group** from the Actions list. The Modify Device Group dialog box displays the parameters of the selected device group.

4. Make your modifications. Use the **Device Groups** navigation panel on the right to add or delete devices from the selected device group.
5. Click **Finish**. The changes are submitted and new values are replaced in the Service Now database. You are taken back to the Device Groups page.

- Related Topics**
- Device Groups Overview on page 53
  - Deleting Device Groups on page 55
  - Creating a Device Group on page 53

## 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 task ribbon, select **Administration > Device Groups**. The Device Groups page lists the existing device groups.
2. Select the device group that you want to delete.  
To delete more than one device group, use the **Multiple** tab.
3. Click **Delete Device Group** from the Actions panel. The Delete Device Group dialog box asks you for a confirmation.
4. Click **Delete**. The selected device group is deleted from the Service Now database and no longer appears on the Device Groups page.

- Related Topics**
- Device Groups Overview on page 53
  - Modifying Device Groups on page 54



## Chapter 10

# Devices

- Service Now Devices Overview on page 57
- Adding Devices from the Platform on page 58
- Installing AI-Scripts on Devices Using Service Now on page 59
- Installing AI-Scripts Manually on Devices on page 60
- Uninstalling AI-Scripts from Devices on page 61
- Exporting Device Data in CSV and Excel Format on page 61
- Modifying a Device on page 62
- Deleting a Device on page 62
- Associating Devices to a Device Group on page 63

### Service Now Devices Overview

---

Service Now allows you 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 allows you to import them to Service Now. These devices periodically send device information to Service Now for monitoring purposes. The devices that do not send device information (device snapshots) for more than 2 weeks are detected and displayed by Service Now. After you add devices and create device groups, you can perform various operations on them such as editing their parameters and deleting them from the Service Now database. You can even install or uninstall AI-Scripts individually on every device or on all the devices in a device group at once.



**NOTE:** When you upgrade from Junos Space 1.1, the destination URL configured on devices is invalid and JMBs are not sent to Service Now. To be able to receive JMBs, AI-Scripts must be reinstalled on all devices. See “Installing AI-Scripts on Devices Using Service Now” on page 59.

---

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

- Add devices from the platform
- Install AI-Script on devices
- Uninstall AI-Script from devices

- Export device data into CSV and Excel format
- Modify device parameters
- Delete devices
- Associate devices to a device group

**Related Topics**

- Adding Devices from the Platform on page 58
- Installing AI-Scripts on Devices Using Service Now on page 59
- Uninstalling AI-Scripts from Devices on page 61
- Exporting Device Data in CSV and Excel Format
- Modifying Device Groups on page 54
- Deleting a Device on page 62
- Associating Devices to a Device Group on page 63

## 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 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 will be added.

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

1. From the Service Now task ribbon, select **Administration > Service Now Devices > Add Devices**. The Add Device from Platform page displays the devices that have not been added to Service Now.

Select Devices to Add to Service Now and Click Next or Finish					Add Devices	
<input type="checkbox"/> Host Name	Network Name	SSH User Name	SSH Password	Device Status	Add Devices	
<input type="checkbox"/> puppy	10.204.92.75	regress	*****	Imported	<a href="#">Install AI Scripts</a>	
<input type="checkbox"/> junoscope	10.204.92.63	regress	*****	Imported		

2. Select the devices that you want to add.
3. (Optional) To install script bundles on the selected devices, click **Install AI Scripts** or click **Next**, and check the **Install AI Scripts on new Devices** check box. For more information on installing AI-Scripts on devices, see “Installing AI-Scripts

on Devices Using Service Now” on page 59. If you are unable to install AI-Scripts, ensure that the device has proper login credentials and belongs to a device group.

4. Click **Finish**. The devices are added to Service Now. They will appear on the Service Now Devices page and the device **Status** column displays **Imported**.

**Related Topics** ■ Service Now Devices Overview on page 57

## Installing AI-Scripts on Devices Using Service Now

AI-Scripts installed on Juniper Networks devices provide the information needed to automatically detect and report problem (incident) and information events, thus ensuring maximum network uptime. Service Now uses Juniper Network’s Device Management Interface (DMI) to install and uninstall AI-Scripts on devices. DMI is an extension to the NETCONF network management protocol.

To install AI-Scripts on devices:

1. From the Service Now task ribbon, select **Administration > Service Now Devices**. The Service Now Devices page is displayed.
2. Select the device on that you want to install the script bundle. To select more than one device, use the **Multiple** tab.



**NOTE:** You can install AI-Scripts only on devices that have proper login credentials and belong to a device group.

3. Click **Install AI-Scripts** from the Actions panel. The Install AI-Script dialog box is displayed.

4. Select a script bundle from the **AI-Script Bundle Name** drop-down list, which shows the script bundles managed by Service Now.

If you want to add a new script bundle, click **Add Script Bundle**. For more information on how to add a script bundle, see “Adding a Script Bundle to Service Now” on page 66.

5. If you do not want to save a copy of the script bundle file during installation on the device, select **Never store Script Bundle files on the device** check box.
6. If you want to remove the Script bundle after successful installation on the device, select the **Remove Script Bundle files after successful installation** check box.
7. If you want to perform the installation later, select the **Schedule a Later Time** check box, and specify the **Start Date and Time** for the installation. The installation process will begin automatically at the time you specify.
8. Click **Submit**. The AI-Script installation task will be scheduled and the Job Information window displays the job ID as follows.



To verify the status of the AI-Script installation task on the selected devices, click the job ID link. The Manage Jobs page displays the status of the job.

- Related Topics**
- AI-Scripts Overview on page 65
  - Installing AI-Scripts Manually on Devices on page 60
  - Adding a Script Bundle to Service Now on page 66

## Installing AI-Scripts Manually on Devices

AI-Scripts can also be installed on JUNOS devices manually using the CLI mode. To install AI-Scripts manually:



**NOTE:** For manual installation of AI-Scripts on a device, you require the login credentials used to discover devices in Junos Space.

1. Copy the AI-Script bundle (example: jais-2.1R2.0-signed.tgz) to the JUNOS device using SCP or FTP.
2. In the 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 interfaces lo0 unit 0 family inet address 127.0.0.1/32
set groups juniper-ais event-options destinations juniper-aim archive-sites
"scp://<user>@127.0.0.1:/var/tmp" password <password for user>
```
3. Install the AI-Script bundle in the CLI mode using the command  

```
request system scripts add <full-path>/jais-2.1R2.0-signed.tgz
```

The AI-Script will be installed on the device.

- Related Topics**
- Installing AI-Scripts on Devices Using Service Now on page 59
  - Adding a Script Bundle to Service Now on page 66

## Uninstalling AI-Scripts from Devices

---

Service Now allows you to uninstall AI-Scripts from devices. You will not be able to uninstall these scripts from devices that do not have proper login credentials. Service Now uses Juniper Network's Device Management Interface (DMI) to install and uninstall AI-Scripts on devices. DMI is an extension to the NETCONF network management protocol.

To uninstall AI-Script from devices:

1. From the Service Now task ribbon, select **Administration > Service Now Devices**. The Service Now Devices page is displayed.
2. Select the device from that you want to uninstall the script bundle. To select more than one device, use the **Multiple** tab.
3. Click **Uninstall AI-Scripts** from the Actions panel. You will be asked to confirm that you want to uninstall the AI-Script from the selected device.
4. Click **Submit**. This uninstalls the AI-Script from the selected device.

- Related Topics**
- AI-Scripts Overview on page 65
  - Installing AI-Scripts on Devices Using Service Now on page 59

## 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 plain text 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 task ribbon, select **Administration > Service Now Devices**. The Service Now Devices page is displayed.
2. Select the device whose data you want to export.  
To select more than one device, use the **Multiple** tab.
3. Click **Export Devices** from the Actions panel. The Export Devices dialog box displays the links to the CSV and Excel files.
4. Select the links to save the files in CSV and Excel file formats.

- Related Topics**
- Service Now Devices Overview on page 57
  - Deleting a Device on page 62

## Modifying a Device

---

With Service Now Admin privileges, you can modify devices that are added to Service Now by installing AI-Scripts on them manually. However, devices discovered by the Space platform cannot be modified.

To modify the parameters of a device:

1. From the Service Now task ribbon, select **Administration > Service Now Devices**. The Service Now Devices page lists the Service Now devices.
2. Select the device that you want to modify.
3. Click **Modify Device** from the Actions panel. The Modify Device dialog box lists the parameters of that device.
4. Make the desired changes to the device parameters.
5. Click **Submit**. The changes are saved in the Service Now database. You can verify the changes on the Service Now Devices page.

- Related Topics**
- Service Now Devices Overview on page 57
  - Deleting a Device on page 62

## 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 task ribbon, select **Administration > Service Now Devices**. The Devices page lists the Service Now devices.
2. Select the device that you want to delete.  
To select more than one device, use the **Multiple** tab.
3. Click **Delete Devices** from the Actions panel. The Delete Devices dialog box asks you for a confirmation.  
To delete more than one device, use the **Multiple** tab.
4. Click **Delete**. The selected device is deleted from the Service Now database and will no longer appear on the Devices page.

- Related Topics**
- Service Now Devices Overview on page 57
  - Modifying Device Groups on page 54

## Associating Devices to a Device Group

---

Service Now allows you to associate devices to device groups.

To associate devices to device group:

1. From the Service Now task ribbon, select **Administration > Service Now Devices**. The Devices page lists the Service Now devices.
2. Select the device that you want to associate with a device group.  
To associate more than one device, use the **Multiple** tab.
3. Click **Associate Device Groups** from the Actions panel. The Associate Device Groups dialog box is displayed.
4. In the Device Group drop-down list, select the device group that you want to associate with the selected device.
5. Click **Submit**. The device are associated to the selected device group. You can verify the changes on the Devices page, in the Device Group column.

- Related Topics**
- Service Now Devices Overview on page 57
  - Modifying Device Groups on page 54



## Chapter 11

# Script Bundles

- AI-Scripts Overview on page 65
- Adding a Script Bundle to Service Now on page 66
- Deleting a Script Bundle from Service Now on page 67

### AI-Scripts Overview

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When AI-Scripts are installed on a device, the device is 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 65
- Events Detected by AI-Scripts on page 65
- JMB Contents on page 66

#### ***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 information event data into a structured format called a Juniper Message Bundle (JMB) and send it to Service Now. Service Now can be configured to send event data to Juniper Support Systems (JSS). JSS collects incident and device snapshots from Service Now and sends information messages 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 Juniper Message Bundle (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 will evolve over time.

#### ***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 ASIC issues

### **JMB Contents**

The JMB for incidents and informational JMBs contains the following:

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

- Related Topics**
- Adding a Script Bundle to Service Now on page 66
  - Deleting a Script Bundle from Service Now on page 67

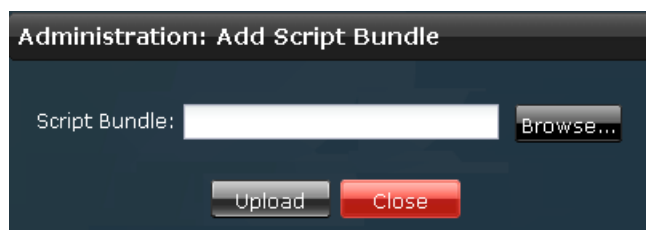
## **Adding a Script Bundle to Service Now**

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

To add a script bundle:

1. From the Service Now task ribbon, select **Administration > Script Bundles > Add Script Bundle**. The Add Script Bundles page is displayed.



2. Click **Browse**. The File Upload window is displayed.
3. Locate the script bundle and click **Upload**. The selected script bundle is uploaded into Service Now and is displayed on the Script Bundles page.

- Related Topics**
- AI-Scripts Overview on page 65
  - Deleting a Script Bundle from Service Now on page 67

## Deleting a Script Bundle from Service Now

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



**NOTE:** The preloaded script bundle that is available in the application cannot be deleted.

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To delete a script bundle:

1. From the Service Now task ribbon, select **Administration > Script Bundles**. The Script Bundles page lists the available script bundles.
2. Select the script bundle that you want to delete.
3. Click **Delete Script Bundles** from the Actions panel. The Delete AI-Scripts dialog box asks you for a confirmation of the delete operation.
4. Click **Delete**. Service Now deletes the script bundle from the database and returns to the Script Bundles page.

- Related Topics**
- AI-Scripts Overview on page 65
  - Adding a Script Bundle to Service Now on page 66



## Chapter 12

# Global Settings

- Configuring Global Settings on page 69
- Adding an SNMP Server on page 71
- Editing and Deleting an SNMP Server on page 73
- Configuring Proxy Server Settings on page 73

### Configuring Global Settings

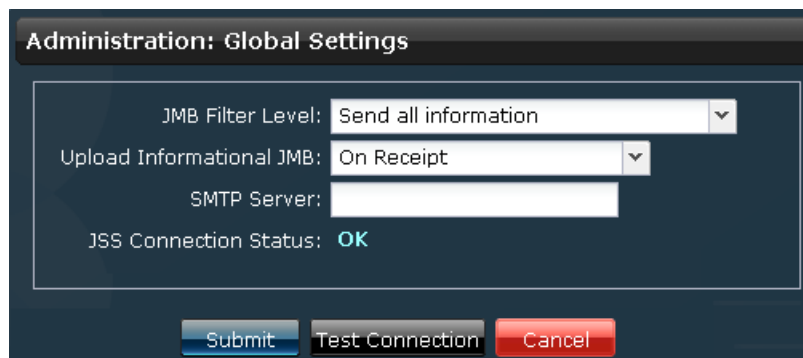
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Service Now global settings allow you to do the following:

- Set the amount of information about your device configuration included in a JMB. The default is set to **Send All Information** to ensure that JTAC has access to the information needed to productively work on your technical support case.
- Set the interval to scan devices for informational JMBs.
- Set the SMTP server (IP address/ hostname).
- Verify Service Now to JSS connection status.

To configure Service Now Global settings:

1. From the Service Now task ribbon, select **Administration > Global Settings**. The Global Setting page is displayed.



2. Add your Service Now settings. For a description of the Global Setting page fields see Table 9 on page 70.

3. Click **Test Connection**. The connection to JSS is tested and the result is displayed as **JSS Connection Status**.
4. Click **Submit**. This action saves the Service Now settings that you specified and updates the Service Now service with these new settings.

Table 8 on page 70 describes the Global Setting page command buttons.

**Table 8: Global Settings Command Button**

Button Name	Description	Privileges	Enabled/Disabled	Results
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 admin privileges	Saves settings that were modified.
Cancel	Stops the submission of new settings.	Service Now Admin Settings	N/A	Navigates back to the Global Settings page without saving the entries.
Test Connection	Tests the organization connectivity with JSS.	Service Now Admin Settings	Enabled if you have admin privileges	Displays the JSS Connection Status as OK or Failed.

Table 9 on page 70 describes the Global Setting page fields.

**Table 9: Global Settings Parameters**

Name	Description	Privileges	Range/Length	Default
JMB Filter Level	<p>Specifies the amount of device configuration information in JMBs to be shared with JSS:</p> <ul style="list-style-type: none"> <li>■ Do not send—Sends no configuration information.</li> <li>■ Send all information except configuration—Sends all device information except the configuration.</li> <li>■ Send only list of features used—Sends only the device configuration information.</li> <li>■ Send all information with IP Addresses overwritten—Sends all device information, except IP addresses</li> <li>■ Send all information—Sends all device information.</li> </ul>	Service Now Admin privileges	N/A	Do not send

**Table 9: Global Settings Parameters** *(continued)*

Name	Description	Privileges	Range/Length	Default
Upload Information JMB	Specifies the interval at that any newly detected Information JMBs should be sent to JSS: <ul style="list-style-type: none"> <li>■ On Receipt</li> <li>■ Daily</li> <li>■ Weekly</li> </ul>	Service Now Admin privileges	N/A	On Receipt
SMTP Server	<ul style="list-style-type: none"> <li>■ IP Address: IP address of network management station where Service Now trap destination will be sent.</li> <li>■ Host Name: Identifier used for network communication between Service Now and JUNOS device. For example, it can be a hostname (host-name.juniper.net) or an IP address.</li> </ul>	Service Now Admin privileges	255 characters	Blank
JSS Connection Status	Displays the status of connection from Service Now to JSS.	N/A	<ul style="list-style-type: none"> <li>■ Success — URL is responsive</li> <li>■ No route to host</li> <li>■ Connection refused</li> <li>■ The Home Base server is temporarily unable to service your request</li> </ul>	Blank

- Related Topics**
- Organizations Overview on page 47
  - Configuring Proxy Server Settings on page 73

## 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 task ribbon, select **Administration > Global Settings > SNMP Configuration**. The SNMP Servers page is displayed.
2. Click **Add**. The Add SNMP Server dialog box is displayed.

3. Enter a name for the SNMP server, using alphanumeric values.
4. Enter the SNMP server that is the IP address or hostname of network management station where Service Now SNMP traps are sent. Do not use special characters.
5. Enter the UDP port. The User Data Protocol (UDP) port is a mechanism that allows a computer to 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 drop-down list box that specifies the SNMP versions.
8. Click **Add**. The specified SNMP server is added to the Service Now database.

### Loading MIBs

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

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

- Related Topics**
- Configuring Global Settings on page 69
  - Configuring Proxy Server Settings on page 73

## 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 task ribbon, select **Administration > Global Settings > SNMP Configuration**. The SNMP Servers page is displayed.
2. Select the SNMP server whose parameters you want to modify.
3. Click **Edit**. The Edit SNMP dialog box is displayed.
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 task ribbon, select **Administration > Global Settings > SNMP Configuration**. The SNMP Servers page is displayed.
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 will no longer appear on the SNMP Servers page.

- Related Topics**
- [Configuring Global Settings on page 69](#)
  - [Configuring Proxy Server Settings on page 73](#)

## Configuring Proxy Server Settings

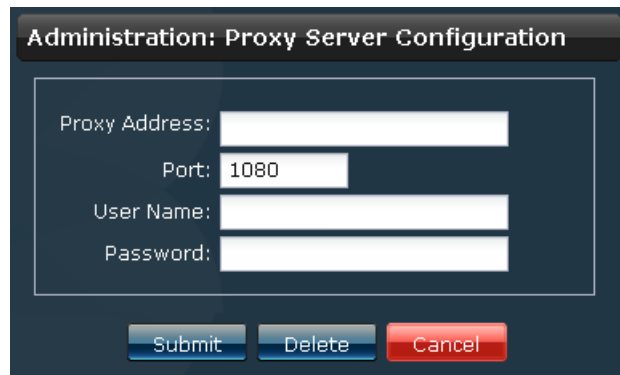
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You can configure Service Now to work with a proxy server. When you connect to a proxy server, all communication to and from JSS happens through the proxy server. Both SOCKS and HTTP proxies are supported in Service Now.

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 task ribbon, select **Administration > Global Settings > Proxy Server Configuration**. The Administration: Proxy Server Configuration dialog box is displayed.

The image shows a dialog box titled "Administration: Proxy Server Configuration". It has a dark blue header bar with the title in white. The main area is white and contains four labeled input fields: "Proxy Address:" with a long text box, "Port:" with a text box containing "1080", "User Name:" with a long text box, and "Password:" with a long text box. At the bottom of the dialog, there are three buttons: "Submit" (blue), "Delete" (blue), and "Cancel" (red).

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 user name for authentication.
5. Enter the password that will be used to login, for the account with the above user name.
6. Click **Submit**. The proxy server settings are saved in the Service Now database.

- Related Topics**
- Configuring Global Settings on page 69
  - Adding an SNMP Server on page 71

## Chapter 13

# Service Now Contract and User Roles

- Service Contract on page 75
- Service Now User Roles on page 76

### Service Contract

---

The Service Contract task in Service Now displays the details of your Technical Support Contract purchased from Juniper Networks. When you log in to Service Now, the Service Now Notices gadget on the dashboard shows the status and provides updates about your contract. Service Now operates in the demo mode for 60 days. The demo mode allows Service Now to support one Service Now organization and five devices. You cannot open technical support cases with JSS when the application is in demo mode. The connection status to JSS will fail and the Service Now dashboard displays the following message:

**Service Now is in the Demo Mode.**

When you have a valid contract, the following message is displayed:

**Service contract expires by yyyy-mm-dd hh:mm:ss.**

If you have a Technical Support contract with the right level of service, you can add multiple devices and organizations, and upload incidents and iJMBs to JSS for support. To use Service Now you require J-Care Efficiency or Continuity or Agility levels of service.



**NOTE:** If at any point in time, the configured Site ID is invalid, you will be able to continue to use Service Now normally, but the processing of JMBs by JSS will fail.

---

When your support contract expires, Service Now will function for a 60– day grace period. The features supported in the licensed mode is supported in the grace period as well, but while processing incidents and iJMBs, you will receive a warning message. The dashboard will also display the following message:

**Service Contract has expired: Remaining grace period is XX days.**

After the grace period expires, information messages will not be processed in JSS. However, incidents will still be processed and you will receive a warning message.

To view the service contract details, and to check the status of your contract:

1. From the Service Now task ribbon, select **Administration > Service Contract**. The Service Contract page displays the details of the contract. See Table 10 on page 76 for a description of the Service Contract page fields.

**Administration: Service Contract**

**Organization:** TEST

**Service Level:** CONTINUITY\_SERVICES

**Service Type:** PARTNER\_SERVICES

**Start Date:** Jan 1, 2009 1:30:00 PM IST

**End Date:** Oct 9, 2009 12:30:00 PM IST

**Last Verified:** May 19, 2010 12:06:26 PM IST

[Refresh Contract](#) [Close](#)

2. Click **Close** to return to the Global Setting page.

**Table 10: Service Contract Page Field Description**

Field Name	Description
Organization Name	Name of customer or partner holding the appropriate Juniper Technical Support Contract.
Service level	Identifies the level of service that is offered —Efficiency Services, Continuity Services, Agility Services, Agility LTD Services.
Service type	Indicates whether the support services is purchased directly from Juniper Networks or through a Juniper Networks partner.
Start date	Starting date and time of the contract period.
End date	Ending date and time of the contract period.
Last Verified	The most recent date at which the contract was verified.

**Related Topics** ■ Administration Overview on page 45

## Service Now User Roles

The Junos Space User Administrator creates users and assigns roles (permissions) that allow users to access and perform different tasks. You cannot view the tasks that you do not have access to.

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 11 on page 77 describes the tasks that different users have access to, based on the roles assigned to them.

**Table 11: User Roles and Permissions**

Role	Permitted to Execute Tasks under the Following Sections	
Service Now Admin	Administration	Service Now Devices, New Device Platform.  Script Bundle, Add Script Bundle.  Organization, Add Organization.  Global Settings, SNMP Configuration, Proxy Server Configuration.  Device Group, Create Device Group.  Service Contract.
	Service Central	Incidents, View Tech Support Cases.  JMB Errors  Information, Messages, Device Snapshots.  Notifications, Create Notification.
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	Service Now Devices
	Service Central	Incidents, View Tech Support Cases.  JMB Errors  Information, Messages, Device Snapshots.  Notifications  Permissions exclude the ability to delete managed objects.

Incidents can be flagged or assigned only to a Service Now Admin or Service Now Unrestricted User. An information message or iJMB can be flagged or assigned to any user. Every user has the ability to clear a flag of an incident or information message that was flagged to them.

**Related Topics** ■ Administration Overview on page 45

## **Part 4**

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