



Junos[®] Space

Service Now User Guide

Release

1.3



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Junos Space Documentation and Release Notes

For a list of related Junos Space documentation, see

http://www.juniper.net/techpubs/en_US/junos-space1.3/information-products/index-junos-space.html.



If the information in the latest release notes differs from the information in the documentation, follow the *Junos Space Release Notes*.

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Documentation Conventions

Table 1 on page xv defines notice icons used in this documentation.

Table 1: Notice Icons

Icon	Meaning	Description
	Informational note	Indicates important features or instructions.
	Caution	Indicates a situation that might result in loss of data or hardware damage.
	Warning	Alerts you to the risk of personal injury or death.
	Laser warning	Alerts you to the risk of personal injury from a laser.

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- Document or topic name
- URL or page number
- Software release version (if applicable)

Requesting Technical Support

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

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

Self-Help Online Tools and Resources

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

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

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

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

Opening a Case with JTAC

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

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

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

PART 1

Service Now Overview

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CHAPTER 1

Service Now Overview

- Service Now Overview on page 3

Service Now Overview

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 Networks is simplified and the time taken to get resolutions is reduced by eliminating time consuming manual procedures. Your contract with Juniper Networks determines whether Service Now operates in the standard mode, the end customer mode, or the partner proxy mode. These modes in turn determine which tasks are enabled and disabled in Service Now. See “Service Now Modes” on page 7

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 then notifies 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 are JMBs that do not comply with the standard data structure that is expected by Service Now or contain unexpected data elements. Service Now identifies these JMBs and displays them on the **Manage 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 to JSS fails.

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 dashboard displays the gadgets and the workspaces using which the user can perform various tasks. For more information about the Service Now dashboard and icons, see “Service Now Dashboard Overview” on page 11.

To install, upgrade, and uninstall Service Now you will need Junos Space administrator privileges. For more information, see Adding a Junos Space Application and Uninstalling a Junos Space Application. You can install, uninstall or upgrade Service Now even while Junos Space and Junos Space applications are still running.

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
Documentation**

- [Service Central Overview on page 25](#)
- [Administration Overview on page 55](#)

CHAPTER 2

Service Now Modes

- Service Now Modes on page 7

Service Now Modes

- Overview on page 7
- Activating the End Customer and Partner Proxy Modes on page 9

Overview

Depending on your contract with Juniper Networks, Service Now operates in the standard, end customer, and partner proxy modes. Service Now enables and disables certain features based on its mode of operation.

- **Demo mode**

Until you create a Service Now organization and validate the organizations' connection with JSS, Service Now operates in the demo mode. In the demo mode, Service Now supports a single organization and up to five devices. The connection between Service Now and Juniper Support Services (JSS) is disabled, allowing no technical support cases to be created.

- **Standard mode**

In the standard mode, you can add multiple Service Now organizations and devices. The connection between Service Now and JSS is activated allowing JSS to provide support for incidents and device snapshots that you submit.

- **End customer mode**

In the Service Now end customer mode, the communication between Service Now and JSS is done via the partners' Service Now application. A partner manages multiple end customers using a secure HTTPS connection established between the end customer and partners' Service Now applications. The standard and the end customer modes have similar functions, however, the end customer mode limits the user to create only one organization. When an end customer uses the credentials sent by the partner to create an organization, and the organizations' connection with JSS is validated, a unique ID is assigned to the end customer by JSS. To connect to the partner an end customer must specify the partners' IP address or domain in the Service Now **Global Settings** page. Unlike the standard mode where incidents are submitted to JSS, in the end customer mode, you submit incidents to the Service Now partner who in turn sends

case updates to the end customer. The partner can also submit cases to JSS on behalf of the end customer.

- **Partner proxy mode**

If you are a qualified Juniper Networks partner, you can use Service Now in the partner proxy mode that allows you to manage multiple end customer Service Now applications. A secure HTTPS connection is made between the Service Now applications of every end customer and the partner, as well as between the partner and JSS. The Service Now partner receives JMBs from several end customers and is allowed to submit JMBs to JSS on behalf of the end customer or handle the cases without JSS support. To connect to an end customer, a Service Now partner uses a self signed security certificate. Although this method of identification is not trusted, this certificate is automatically accepted to ensure that the communication between the partner and the end customer is encrypted. In the partner proxy mode, you can add multiple organizations and device groups. You can specify a single organization as a global organization and associate all end customer organizations to it. Cases created by end customers are opened with Juniper Networks under the site ID used for the global organization. When you delete a global organization, the organizations associated with the global organization operate as stand alone organizations. These stand alone organizations are automatically associated to any new global organization that is created. You can add a connected member (end customer) and associate the connected member with the global organization. When you add a connected member, a default device group is created. You cannot delete this device group manually, however, it is automatically deleted when the connected member is deleted.

Table 2 on page 8 shows the tasks enabled according to the Service Now modes.

Table 2: Tasks Enabled for Service Now Modes

Tasks	Demo Mode	Standard Mode	End Customer Mode	Partner Proxy Mode
Adding more than five devices	–	Enabled	Enabled	Enabled
Adding more than one organization	–	Enabled	–	Enabled
Specifying a global organization	–	–	–	Enabled
Adding connected members	–	–	–	Enabled
Updating end customer cases	–	–	–	Enabled
Assigning messages to an end customer	–	–	–	Enabled
Viewing messages assigned to an end customer	–	–	–	Enabled

Table 2: Tasks Enabled for Service Now Modes (*continued*)

Tasks	Demo Mode	Standard Mode	End Customer Mode	Partner Proxy Mode
Creating technical Support Cases	–	–	–	Enabled
Installing and uninstalling AI-Scripts on devices	Enabled	Enabled	–	Enabled
Other tasks	Enabled	Enabled	Enabled	Enabled

Activating the End Customer and Partner Proxy Modes**End Customer Mode:**

To activate the end customer mode:

1. Obtain the organization credentials from the Service Now partner.
2. In the **Global Settings** page, check the **Connect to Another Junos Space** check box, enter the IP address or hostname of the partner, and click **Submit**. See “Configuring Global Settings” on page 83.
3. Add an organization using the credentials provided by the partner. See “Adding an Organization” on page 59.

The end customer mode is activated.

Partner Proxy Mode:

To activate the partner proxy mode:

1. From the **Manage Organizations** page in Service Now, add an organization using the credentials provided with the Service Now license. See “Adding an Organization” on page 59.
This activates the partner proxy mode which enables you to add end customers and perform tasks that are exclusive to the partner proxy mode.
2. Modify the organization to specify it as a global organization. See “Modifying Organization Parameters” on page 62. When you specify a global organization, connected members’ organizations are associated with the global organization and the connection between the connected members and JSS is activated.
3. Add connected members to Service Now. See “Adding a Connected Member” on page 61. This enables you to manage multiple end customer Service Now applications.
4. Send the username and password that you specified in step 3 to the end customer. The end customer uses the username and password to create an organization.

Related Documentation

- Administration Overview on page 55
- Service Central Overview on page 25
- Configuring Global Settings on page 83

CHAPTER 3

Service Now Dashboard and Workspaces Overview

- Service Now Dashboard Overview on page 11

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 Home 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 11
- Dashboard Gadgets on page 12

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 3 on page 11 lists the tasks that can be performed using the Service Now workspaces.

Table 3: Service Now Workspaces

Workspace 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 persist even after you log back into the system. The gadgets displayed on the Service Now dashboard are:

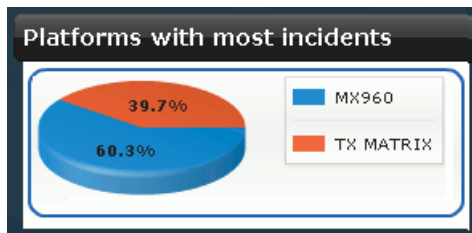
- Platforms with most incidents on page 12
- Devices with most incidents on page 12
- Service Now Notices (upgrade and contract notice) on page 13

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 Figure 1 on page 12), the **Manage Incidents** page displays only those incidents that were detected on the MX960 router.

Figure 1: Platform with Most Incidents Gadget

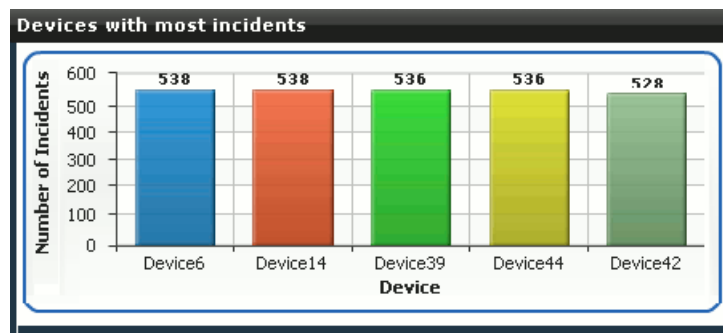


Devices with most incidents

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 displays only those incidents that affect the device that you selected.

As shown in Figure 2 on page 13, 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.

Figure 2: Devices with Most Incidents Gadget

***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
Documentation**

- Service Central Overview on page 25
- Administration Overview on page 55
- Service Now Icons on page 15

CHAPTER 4

Service Now Icons

- Service Now Icons on page 15

Service Now Icons

You can identify and differentiate various objects in the inventory pages of Service Now with the help of icons. These icons are displayed only in the thumbnail view of the inventory pages.

Table 4 on page 15 lists and describes the Service Now inventory page icons.

Table 4: 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.
				Incident case creation failed.
				Incident status is updated.
				End customer incident that is updated.
				End customer incident that is closed.
				

Table 4: Inventory Page Icon Description (*continued*)
















Task	Task	Task	Icon Add-Ons	Description
Tech Support cases		Technical support case		Technical support case of a connected member.
Information		Device snapshot		Device snapshot upload to JSS is successful.
				Device snapshot submission failed.
Error JMBs		JMB status: Error		
		JMB status: Invalid		
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
				The status of the reaction policy is enabled.
				The status of the reaction policy is disabled.

Table 4: Inventory Page Icon Description (*continued*)











Task	Task	Task	Icon Add-Ons	Description
Organization		Licensed Service Now organization.		Service Now connected member or end customer.
				Service Now global organization
				Unlicensed Service Now organization.
Device Group		Service Now device group		Device group of a Service Now connected member
Service Now Devices		Service Now licensed device that has no issues and does not have scripts installed.		Device has AI-Script installed.
				Device has the following issues <ul style="list-style-type: none"> • No JMBs ever sent to Service Now • Stopped sending JMBs for over two weeks. • Connection failure • AI-Script installed using an older Service Now version, and needs to be re-installed using Service Now 1.3.
				Unlicensed device

Table 5 on page 18 lists and describes the Service Now task icons and the sub-task icons.

Table 5: 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.
			View End Customer Cases		Viewing tech support case details and viewing the same in the case manager. Viewing end customer case details and viewing the same in the 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 5: 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.

- Related Documentation**
- Service Now Dashboard Overview on page 11
 - Service Now Overview on page 3

PART 2

Using the Service Now Getting Started Assistant

- Using the Service Now Getting Started Assistant on page 23

CHAPTER 5

Using the Service Now Getting Started Assistant

- Using the Service Now Getting Started Assistant on page 23

Using the Service Now Getting Started Assistant

The Getting Started assistant is a panel in the Junos Space sidebar that guides you through the tasks that you can perform as part of the initial set up for every application. It is displayed when you log in to Junos Space and the **Show Getting Started on Startup** check box is selected.

To use the Service Now Getting Started assistant, navigate to Service Now, click the **Help** icon, expand the **Getting Started** assistant, and click the **Initial Setup** link. The **Getting Started** assistant displays four required and two optional steps.

Every step in the Getting Started assistant contains a task link, and alongside the task links are help icons that provide information about the individual tasks. To execute the steps, click the task links of every step. The inventory page displays the page where that task can be executed.

By default, the Getting Started assistant guides you through the steps required to setup the standard mode for Service Now. The steps are displayed as follows:

The required steps are:

1. Create Organization. See “Adding an Organization” on page 59.
2. Add Devices to Junos Space. See Discovering Devices
3. Add Devices to Service Now. See “Adding Devices from the Platform” on page 73.
4. Create Device Group. See “Creating a Device Group” on page 67.

The optional steps are:

1. Review Global Settings. See “Configuring Global Settings” on page 83
2. Add New Script Bundle. See “Adding a Script Bundle to Service Now” on page 80.

To activate Service Now in the end customer and partner proxy modes, see “Service Now Modes” on page 7.

- Related Documentation**
- Service Now Overview on page 3

PART 3

Service Central

- Service Central Overview on page 25
- Incidents on page 27
- Information on page 37
- JMB Errors on page 45
- Notifications on page 47

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 **Manage 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 **Manage 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 are JMBs that do not comply with the standard data structure that is expected by Service Now or contain unexpected data elements. Service Now identifies these JMBs and displays them on the **Manage 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.

Some tasks under the Service Central workspace, such as, assigning messages to a connected member and updating an end customer case, are enabled only when the Service Now end customer mode is activated. For more information on the Service Now modes, see “Service Now Modes” on page 7.

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.
- Assign message to end customer (enabled if you are a Service Now partner).
- Update end customer case (enabled if you are a Service Now partner).
- 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
Documentation**

- Incidents Overview on page 27
- Device Snapshots Overview on page 40
- Messages Overview on page 37
- JMB Errors on page 45
- Notification Policies Overview on page 47

CHAPTER 6

Incidents

- Incidents Overview on page 27
- Assigning an Incident Owner on page 28
- Flagging an Incident to a User on page 29
- Checking Incident Status Updates on page 29
- Exporting Incident Data on page 30
- Deleting an Incident on page 31
- Submitting an Incident to Juniper Support Systems on page 32
- Viewing Incident Details on page 32
- Viewing a Case in the Case Manager on page 33
- Modifying Submit Case Options on page 34
- Updating an End Customer Case on page 35

Incidents Overview

In Service Now, Incidents are problem events that are detected on a device. When an incident, such as a process crash, an ASIC error, or a fan failure, occurs on an AI-Scripts enabled device, the AI-Script builds a JMB file with the incident data and forwards it to the Junos Space server. AI-Scripts create files called Juniper Message Bundles (JMBs). A 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. These JMB files are securely transferred from the device to the Service Now application. Once a JMB is generated, the device automatically initiates a file transfer to Service Now and the incident is displayed on the **Manage Incidents** page. Service Now uses Device Management Interface (DMI), which is an extension to the NETCONF network management protocol, to receive JMBs from devices. The **Manage 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. These icons indicate incident priority levels and also whether the incidents are submitted to JSS. See Service Now Icons. See “Service Now Icons” on page 15.

From the Incidents workspace you can navigate to the **View Tech Support Cases** and **View End Customer Cases** pages. The **View Tech Support Cases** page displays the

technical support cases that you open with JSS. These cases can be opened only after you create an organization and the organizations' site ID is validated. Site IDs denote the customer identity used in the Juniper Technical Assistance Center (JTAC) Clarify trouble ticketing system.

To stay updated of the events that occur in Service Now, you can create notification policies that instantly notify you of an event in the form of emails or snmp traps.

You can display incidents either as thumbnails or arranged in a table. If you choose to display incidents in a table, the **Manage 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 the ascending or descending order.

You can perform the following tasks from the **Manage 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 Networks 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 Documentation

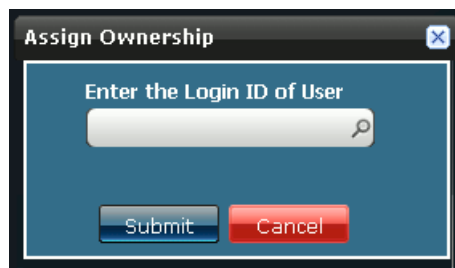
- Assigning an Incident Owner on page 28
- Flagging an Incident to a User on page 29
- Deleting an Incident on page 31

Assigning an Incident Owner

You can assign an incident to a Junos Space user. The user to whom the incident is assigned is now the owner of 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 **Manage 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 42

**Related
Documentation**

- Incidents Overview on page 27
- Flagging an Incident to a User on page 29

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
Documentation**

- Incidents Overview on page 27
- Assigning an Incident Owner on page 28

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 **Manage Incidents** page provides a user interface to view incidents chronologically by organization name and device group.

You can use the **Manage 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 **Manage 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, changes the incident's 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 48.
- Using the Service Central page. The My Incidents graph, on the Service Central page 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 Service Central page, select **Service Central** from the Service Now task ribbon.

**Related
Documentation**

- Incidents Overview on page 27
- Assigning an Incident Owner on page 28

Exporting Incident Data

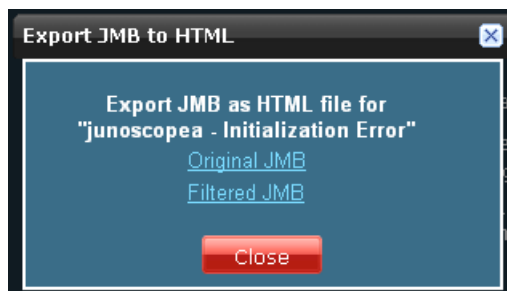
You can export incident data into HTML and Excel file formats and save it on your local file system.

Exporting Incident Data into HTML

To export incident data into HTML format:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The **Manage 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 as shown in Figure 3 on page 31.

Figure 3: Export JMB to HTML Dialog Box



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 **Manage 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 Documentation

- Incidents Overview on page 27
- Assigning an Incident Owner on page 28
- Flagging an Incident to a User on page 29

Deleting an Incident

After reviewing the incident information, you can use the **Manage 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 Documentation

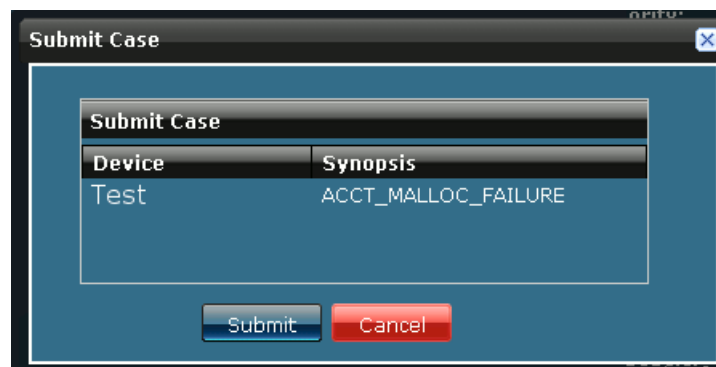
- Incidents Overview on page 27
- Flagging an Incident to a User on page 29

Submitting an Incident to Juniper Support Systems

After reviewing the incident information, you can use the **Manage 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 **Manage 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 **Manage 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 is disabled when you select an incident that is already submitted.



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

The **Manage 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 Documentation**
- Incidents Overview on page 27
 - Flagging an Incident to a User on page 29

Viewing Incident Details

When incidents are received, only selected information is displayed on the **Manage 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 **Manage Incidents** page is displayed.
2. Select the incident whose details you want to view.
3. Click **View JMB** from the Actions panel. The **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
Documentation**

- Incidents Overview on page 27
- Flagging an Incident to a User on page 29

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 Networks Customer Care.

To view a case in the Case Manager:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The **Manage 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.

**Related
Documentation**

- Incidents Overview on page 27
- Flagging an Incident to a User on page 29

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 synopsis and 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.

Modify Submit Case Options

Add CC to Case:

Add Email **Delete**

<input type="checkbox"/>	Email List
<input type="checkbox"/>	Enter Email Id

Priority:

High

Synopsis:

RPD_ISIS_OVERLOAD

Add Comments to Synopsis:

Problem Description:

RPD_ISIS_OVERLOAD: No additional memory is available for storing IS-IS link-state information. Either system resources are exhausted or a software error occurred (such as a memory leak in the routing protocol process [rpd]).

Add Comments to Description:

Save **Save And Submit** **Cancel**

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 and synopsis of the case, enter your comments in the **Add Comments to Synopsis** and **Add Comments to Description** fields. 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 are saved in the Service Now database. You are taken to the **Manage Incidents** page.

Related Documentation

- Incidents Overview on page 27
- Submitting an Incident to Juniper Support Systems on page 32

Updating an End Customer Case

As a Service Now partner, you can create a case for the incident you receive from an end customers' device and also update the case.



NOTE: This action is disabled when Service Now operates in the end customer, standard, and demo mode. This action is also disabled when a case is closed.

To update an end customer case:

1. From the Service Now task ribbon select, **Service Central > Incidents**. The **Manage Incidents** page displays the list of incidents.
2. Select the end customer incident for which you want to create a case.
3. Right click your selection and select **End Customer Case**. The **End Customer Case** dialog box is displayed.

The screenshot shows a dialog box titled "End Customer Cases" with a close button in the top right corner. The dialog contains the following fields and controls:

- Case ID:** 124
- Case Link:** test
- Case Status:** Updated (with a dropdown arrow)
- Synopsis:** CHASSISD_FASIC_PIO_READ_ERROR
- Problem Description:** The indicated routine failed with a read error at the indicated address and register for the indicated F chip and link on the indicated Control Board (CB): Fchip (CB test CB slot 01 ID fchip 01): read error in
- Navigation arrows (up, down, and a central button) to the right of the Problem Description text.
- Submit** and **Cancel** buttons at the bottom.

You can also select **End Customer Case** from the **Actions** panel. This **End Customer Case** action is enabled only if you select an end customer incident.

4. Modify the case details.
5. Click **Submit**. The case is updated and sent to the Service Now end customer.

- Related Documentation**
- Service Now Overview on page 3
 - Adding a Connected Member on page 61

CHAPTER 7

Information

- Messages Overview on page 37
- Assigning Ownership on page 38
- Flagging a Message to Users on page 38
- Deleting a Message on page 39
- Scanning a Message for Impact on page 39
- Assigning a Message to a Connected Member on page 39
- Device Snapshots Overview on page 40
- Exporting Device Data into HTML on page 41
- Deleting Device Snapshots on page 42
- Viewing Device Snapshot Details on page 42

Messages Overview

Service Now polls JSS regularly to receive information messages for every configured organization. These information messages are displayed on the Service Now **Manage 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 Documentation

- Device Snapshots Overview on page 40
- Assigning Ownership on page 38
- Flagging a Message to Users on page 38
- Scanning a Message for Impact on page 39
- Deleting a Message on page 39

Assigning Ownership

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 **Manage 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 is assigned ownership of the selected information message.

- Related Documentation**
- Device Snapshots Overview on page 40
 - Flagging a Message to Users on page 38

Flagging a 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** dialog 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 are notified of the selected information message. The selected information message are flagged to them, and the **Flag** column of that information message displays **Yes**.

- Related Documentation**
- Device Snapshots Overview on page 40
 - Messages Overview on page 37

Deleting a Message

Information messages that are collected by Service Now and displayed on the **Manage 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 **Manage 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 are deleted from the Service Now database and they no longer appear on the **Manage Messages** page.

- Related Documentation**
- Device Snapshots Overview on page 40
 - Messages Overview on page 37

Scanning a Message 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 **Manage 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 Documentation**
- Messages Overview on page 37
 - Viewing Device Snapshot Details on page 42

Assigning a Message to a Connected Member

Service Now polls JSS regularly to receive messages for every configured organization. As a Service Now partner, you can assign multiple messages to a connected member. This action is available only when Service Now operates in the partner proxy mode. For more information about the standard, partner, and end customer modes, see "Service Now Modes" on page 7.

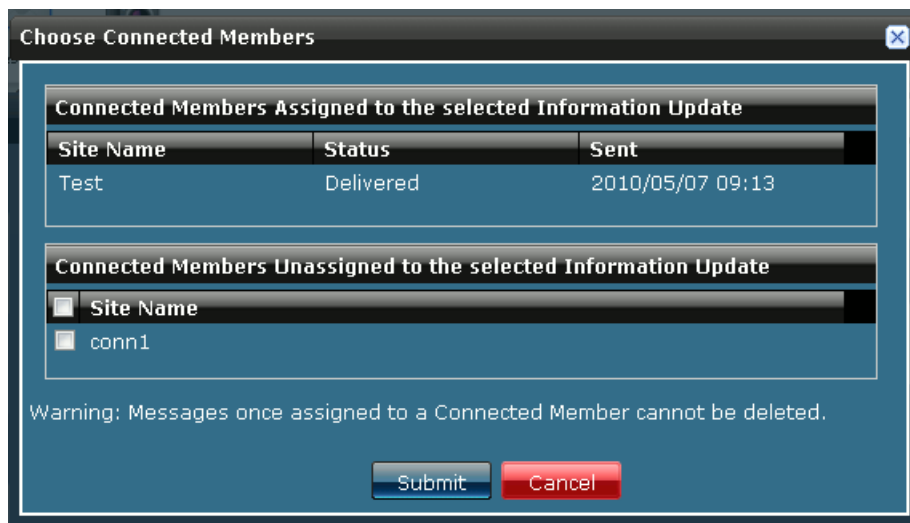


NOTE: Once a message is assigned to a Connected Member it cannot be deleted.

To assign a message to a connected member:

1. From the Service Now task ribbon, select **Service Central > Information > Messages**. The **Manage Messages** page displays the list of information messages received.
2. Select the message that you want to assign to a connected member.
3. Right click your selection or use the **Actions** panel and select **Assign Message to End Customer**. As shown below, the **Choose Connected Members** dialog box displays the list of connected members and also the connected members to whom the message is already assigned along with the status.

Figure 4: Choose Connected Members Dialog Box



4. Select the connected member to whom this message can be assigned.
5. Click **Submit**. The selected message is assigned to the connected member. To verify this action you can navigate to the **Manage Organizations** page, and list the messages assigned to any connected member. See "Viewing Messages Assigned to a Connected Member" on page 64.

Related Documentation

- Adding a Connected Member on page 61

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 **Manage Device Snapshot** page in the Service Now application. You can upload these iJMBs to JSS, where they are added to the Customer Intelligence Database (CIDB) database, and then 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 **Service Now 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 15.

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

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

Related Documentation

- Exporting Device Data into HTML on page 41
- Viewing Device Snapshot Details on page 42
- Messages Overview on page 37

Exporting Device Data into HTML

Device data collected by Service Now and displayed on the **Manage 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 **Manage Device Snapshots** page displays the device snapshots received.
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 Documentation

- Messages Overview on page 37
- Viewing Device Snapshot Details on page 42

Deleting Device Snapshots

Device data that is collected by Service Now and displayed on the **Manage 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 **Manage 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 are deleted from the Service Now database and they no longer appear on the **Manage Device Snapshots** page.

- Related Documentation**
- Messages Overview on page 37
 - Viewing Device Snapshot Details on page 42

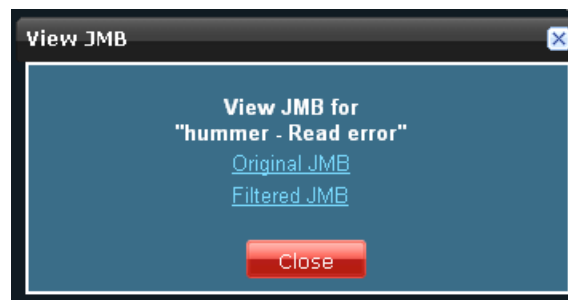
Viewing Device Snapshot Details

When iJMBs are received by Service Now, only selected information is displayed on the **Manage 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 **Manage 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 displays links to the original and the filtered iJMBs as shown in Figure 5 on page 42. The information in the filtered JMB is classified by the settings on your **Global Settings** page.

Figure 5: View JMB Dialog Box



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

Related • Messages Overview on page 37
Documentation

CHAPTER 8

JMB Errors

- JMB Errors on page 45

JMB Errors

Service Now identifies the JMBs with errors and displays them on the **Manage 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 are JMBs that do not comply with the standard data structure that is expected by Service Now or contain unexpected data elements. We recommend that you open a case with JSS for unique error JMBs.

- Downloading JMB Errors on page 45
- Deleting JMB Errors on page 46

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. The **Delete Error JMB** dialog box asks you for a confirmation.
4. Click **Delete**. The selected error JMBs are deleted from the Service Now database and they no longer appear on the **Manage JMB Errors** page.

- Related Documentation**
- Service Central Overview on page 25
 - Messages Overview on page 37

CHAPTER 9

Notifications

- Notification Policies Overview on page 47
- Creating and Editing a Notification Policy on page 48
- Enabling or Disabling a Notification Policy on page 52
- Deleting a Notification Policy on page 53

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 **Manage Notifications** page displays the notification policies chronologically by name, owner, status, and trigger. For more information about the Manage Notifications table columns, see Table 6 on page 47.

Table 6: 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

Table 6: Notification Policies Table Column Descriptions (*continued*)

Element Name	Description	Privilege Required to Modify	Range/Length	Default
Status	Whether the notification policy is running.	N/A	Enabled or Disabled	N/A
Trigger Type	Type of the trigger for which the notification policy is applied.	N/A	<ul style="list-style-type: none"> New Incident Detected Incident Submitted Case ID Assigned Case Status Updated New Intelligence Update 	N/A

- Related Documentation**
- Creating and Editing a Notification Policy on page 48
 - Enabling or Disabling a Notification Policy on page 52
 - Deleting a Notification Policy on page 53

Creating and Editing a Notification Policy

Notification policies specify when you want Service Now to send notifications, and also who the notifications are 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 **Service Central: Create Notifications** page is displayed.

2. Enter a notification policy name and select a trigger.
3. Enter the filter parameters. Different filters are supported for incident and information trigger types.
4. Enter the email IDs of users to whom the notification must be sent.

For more information about the fields in the **Create Notification Policy** dialog box, see Table 7 on page 50.

5. Click **Add**. The notification policy is created and displayed on the **Manage 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 can not edit the **Trigger** field.

1. From the Service Now task ribbon, select **Service Central > Notifications**. The **Manage 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 is displayed.
4. Make your modifications.
5. Click **Make a Copy**. A notification policy is 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 7 on page 50, and for more information see Table 8 on page 52.

Table 7: Create Notification Policy Page Field Descriptions

Field	Description	Range/Length	Default
Name	Name of the policy which must be unique to the policies owned by a 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"> • New Incident Detected • Incident Submitted • Case ID Assigned • Case Status Updated • New Intelligence Update 	N/A

Apply Filters:

Common Filter Parameters:

Table 7: Create Notification Policy Page Field Descriptions (*continued*)

Field	Description	Range/Length	Default
Priority	Select a value in the Priority field. Service Now sends 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 Device Name field. Service Now sends 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 Serial Number field. Service Now sends 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 Has the words field. Service Now sends 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 Doesn't have field. Service Now sends 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
Information Trigger Type Notification Policy Filter Parameters:			
Intelligence Update Type	Enter a value in the Intelligence Update Type field. Service Now sends a notification if the type of information message update matches the entered value.	255 characters	Blank
Products Affected	Enter a value in the Products Affected field. Service Now sends 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 Platform Type field. Service Now sends 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 Keywords field. Service Now sends a notification if the Keyword in information messages matches the entered value	255 characters	Blank
Serial Number	Enter a value in the Serial Number field. Service Now sends 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 Software Version field. Service Now sends a notification if the software version in the information messages matches the entered value	255 characters	Blank
Devices Impacted	Enter a value in the Devices Impacted field. Service Now sends a notification if the devices impacted in the information messages matches the entered value	255 characters	Blank
Has the words	Enter a value in the Has the words field. Service Now sends 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

Table 7: Create Notification Policy Page Field Descriptions (*continued*)

Field	Description	Range/Length	Default
Does not have	Enter a value in the Doesn't have field. Service Now sends 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
Actions:			
Send Email to	Displays the list of e-mail addresses that receive a message if the policy is triggered and passes the specified filter. To add a new e-mail address to the list, click Add Email . Click the Enter Email Id field to enter the e-mail address. The e-mail address should be in the format user@example.com. To delete an e-mail address from the list, select the e-mail address and click Delete	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 86	N/A	N/A

Table 8: 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 Documentation**
- Notification Policies Overview on page 47
 - Enabling or Disabling a Notification Policy on page 52

Enabling or Disabling a Notification Policy

Notification policies specify the events for which Service Now sends notifications, and the actions that Service Now takes in response to these events. They 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 enable a notification policy:

1. From the Service Now task ribbon, select **Service Central > Notifications**. The **Manage 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
Documentation**

- Notification Policies Overview on page 47
- Creating and Editing a Notification Policy on page 48

Deleting a Notification Policy

A notification policy specifies the events for which Service Now sends notifications, and the actions that Service Now takes in response to these events. It defines the events that trigger the notification, the filters that further specified the trigger events, and the actions that Service Now takes after the event is triggered.

To delete a notification policy:

1. From the Service Now task ribbon, select **Service Central > Notifications**. The **Manage 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
Documentation**

- Notification Policies Overview on page 47
- Enabling or Disabling a Notification Policy on page 52

PART 4

Administration

- Administration Overview on page 55
- Organizations on page 57
- Device Groups on page 67
- Devices on page 71
- Script Bundles on page 79
- Global Settings on page 83
- Service Now Contract and User Roles on page 89

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 Informational 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 a users' access to devices. Device groups also help you automatically install AI-Scripts on many devices at one time.

Some administration tasks, such as, adding connected members and viewing messages assigned to them, are enabled only when the Service Now partner proxy mode is activated. For more information on the Service Now modes, see "Service Now Modes" on page 7.

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.
- Add, and delete devices and device groups.
- Install or uninstall AI-Scripts on devices.
- Associate devices to device groups.
- Add, modify, or delete an organization.
- Add connected members and view messages assigned to them (enabled if you are a Service Now partner).
- Run organizations in test mode and 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
Documentation**

- Service Now Modes on page 7
- Service Now Devices Overview on page 71
- Device Groups Overview on page 67
- AI-Scripts Overview on page 79
- Organizations Overview on page 57
- Configuring Global Settings on page 83
- Service Contract on page 89

CHAPTER 10

Organizations

- Organizations Overview on page 57
- Adding an Organization on page 59
- Adding a Connected Member on page 61
- Modifying Organization Parameters on page 62
- Deleting an Organization on page 63
- Test the Connection to JSS on page 63
- Viewing Messages Assigned to a Connected Member on page 64
- Running an Organization in Test Mode on page 65

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 defined in Service Now, allow you to manage multiple sites (each with its own Clarify site ID) with just 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 the access that users have over devices. See “Device Groups Overview” on page 67.

For more information about creating device groups, see “Creating a Device Group” on page 67.

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

Global Organization:

A global organization represents the site ID that JSS uses to open cases created by an end customer. Only a single organization can be specified as a global organization. Once a global organization is specified, Service Now automatically associates all other

organizations and connected members to it. When you delete a global organization, the organizations associated with the global organization operate as stand alone organizations. After you specify a global organization again, these stand alone organizations are automatically associated to the new global organization. To specify an organization as a global organization modify the organization parameters, see “Modifying Organization Parameters” on page 62.

Service Now organizations are displayed on the **Manage Organizations** page. You can chose to display the organizations either as a table arranged according to name, site ID, submit cases as, username, and connection status, or as icons, as shown in Figure 6 on page 58.

Figure 6: Manage Organizations Page



Table 9 on page 58 describes the columns in the **Manage Organizations** page and the **Organization Detail** dialog box.

Table 9: Organization Column Descriptions

Column Name	Description
Name	Name of the organization
Site ID	An identifier for the Customer Site in the JTAC Clarify system.
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].
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.
Connection Status	The status of the connection between the organizations and JSS.

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
Documentation**

- Adding an Organization on page 59
- Modifying Organization Parameters on page 62
- Running an Organization in Test Mode on page 65

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 defined in Service Now allow you to manage multiple sites (each with its own Clarify site ID) with only 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.

If you are a Service Now partner managing multiple end customer Service Now applications, you can specify a global organization that represents the site ID used by JSS to open cases that you create for an end customer.

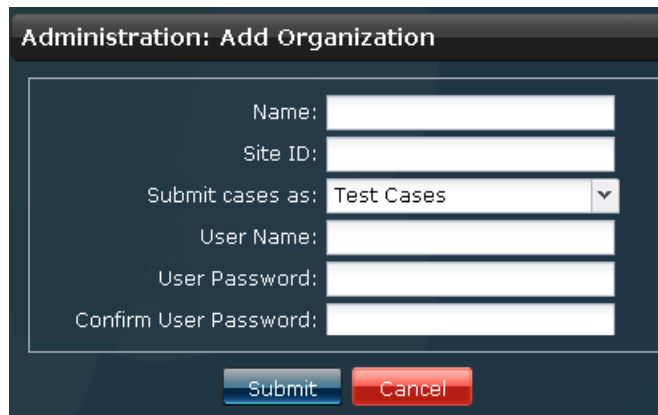
To specify an organization as a global organization, see “Modifying Organization Parameters” on page 62.



NOTE: In the End Customer mode, you can add only one organization.

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.



The image shows a dialog box titled "Administration: Add Organization". It contains several input fields: "Name:", "Site ID:", "Submit cases as:" (a dropdown menu currently showing "Test Cases"), "User Name:", "User Password:", and "Confirm User Password:". At the bottom of the dialog are two buttons: "Submit" (blue) and "Cancel" (red).

2. Enter the organization parameters in the provided fields. For a detailed description of these fields, see Table 10 on page 60.
3. Click **Submit**. This action verifies and saves the organization parameters and returns to the **Manage Organization** page.

Table 10 on page 60 defines the **Add Organization** dialog box fields.

Table 10: Organization Credentials Page Field Descriptions

Name	Description	Privileges	Range/Length	Default
Name	Name of the organization	Service Now Admin Privileges	64 characters	Blank
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"> • Real Cases • Test Cases 	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 Documentation**
- Organizations Overview on page 57
 - Running an Organization in Test Mode on page 65

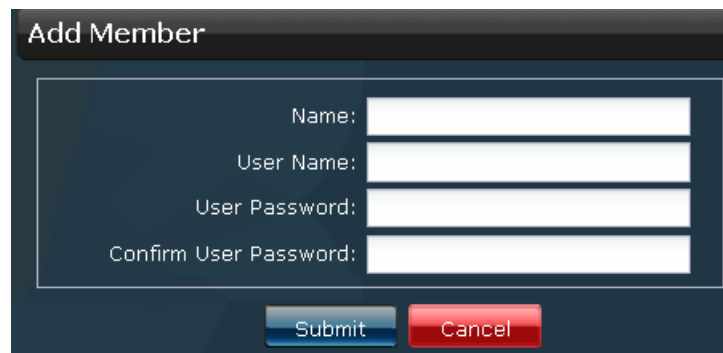
Adding a Connected Member

After you configure Service Now to run in the partner proxy mode, you can add multiple end customers and manage the end customer Service Now applications over a secure https connection. The end customer organizations are associated to the global organization of a partner proxy Service Now application. The partner proxy can communicate with the end customer only after the Service Now application of an end customers is activated. For more information about the partner, and end customer modes, see “Service Now Modes” on page 7.

To add a connected member to Service Now:

1. From the Service Now task ribbon select, **Administration > Organization > Add Connected Member**. The **Add Member** dialog box is displayed as shown in Figure 7 on page 61.

Figure 7: Add Member Dialog Box

The image shows a dialog box titled "Add Member". It has a dark blue header bar with the title in white. The main area is white and contains four text input fields stacked vertically. The labels for the fields are "Name:", "User Name:", "User Password:", and "Confirm User Password:". At the bottom of the dialog box, there are two buttons: a blue "Submit" button and a red "Cancel" button.

2. Enter a name for the connected member. The name must begin with an alphanumeric (a-z, 0-9), and can contain underscores (_), spaces and hyphens (-).
3. Enter a username for the connected member. The username must be in the format user@example.com.
4. Enter the password that can be used to login with the user name you have entered.
5. Enter the same password again to confirm.
6. Click **Submit**. The connected member is created and displayed on the **Manage Organizations** page.

- Related Documentation**
- Adding an Organization on page 59
 - Organizations Overview on page 57

Modifying Organization Parameters

Using Service Now, you can modify the parameters of an organization. When you modify an organization in the Service Now partner proxy mode, you can specify a global organization.

Global Organization:

A global organization represents the site ID that JSS uses to open cases created by an end customer. Only a single organization can be specified as a global organization. Once a global organization is specified, Service Now automatically associates the connected members to it. See “Adding a Connected Member” on page 61.

To specify another organization as a global organization, you must delete the current global organization and then specify a another organization as a global organization.

To modify the parameters of an organization:

1. From the Service Now task ribbon, select **Administration > Organizations**. The **Manage 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.

When Service Now operates in the partner proxy mode, the **This is a Global Organization** check box is displayed. See Figure 8 on page 62. Only a single organization can be specified as a global organization, and to specify a different organization as a global organization you must first delete the current global organization.

Figure 8: Modify Organization Dialog Box

Modify Organization

This is a Global ☒ Organization:

Name: ABC INC

Site ID: W14145424

Submit Cases as: Real Cases

User Name: sample@sampleuser1.net

User Password:

Confirm User Password:

Submit Cancel

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 **Manage Organizations** page.

**Related
Documentation**

- Organizations Overview on page 57
- Running an Organization in Test Mode on page 65

Deleting an Organization

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

In the Service Now partner proxy mode, you are enabled to specify a global organization. When you delete a global organization, the organizations and connected members associated with the global organization operate as stand alone organizations. After you specify a global organization again, these stand alone organizations are automatically associated to the new global organization.

To delete an organization:

1. From the Service Now task ribbon, select **Administration > Organizations**. The **Manage 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 **Manage Organizations** page.



NOTE: Deleting an organization also removes associated device groups.

**Related
Documentation**

- Organizations Overview on page 57
- Running an Organization in Test Mode on page 65

Test the Connection to JSS

From the **Manage 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 **Manage 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 **Manage Organizations** page.

**Related
Documentation**

- Organizations Overview on page 57
- Running an Organization in Test Mode on page 65

Viewing Messages Assigned to a Connected Member

Using Service Now, you can view the list of messages that are assigned to a connected member. This action is available only when Service Now operates in the partner proxy mode and when you select a connected member in the **Manage Organizations** page.

To view the messages assigned to a connected member:

1. From the Service Now task ribbon, select **Administration > Organizations**. The **Manage Organizations** page displays the list of organizations and connected members.
2. Select the connected member whose list of assigned messages you want to view.
3. Right click your selection or use the **Actions** panel and select **View Messages**. As shown in Figure 9 on page 65, the **Messages assigned to Connected Member** page displays the list of messages assigned to the selected connected member.

Figure 9: Messages Assigned to Connected Member page

Messages assigned to Connected Member		
Return to Organization		
Title ▲	Status	Sent
abc	Delivered	2010/05/07 01:36
final1	Delivered	2010/05/07 01:36

- To view the details of the messages, click the title of the message. The **Message Details** dialog box displays information such as the organization that the message is sent to, site ID, title, issue date, summary, instructions, keywords, relevance, owner, and the users that the message was flagged to.

Click **Return to Organization** to return to the **Manage Organizations** page.

- Related Documentation**
- Assigning a Message to a Connected Member on page 39
 - Messages Overview on page 37

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 run an organization in test mode:

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

- Related Documentation**
- Organizations Overview on page 57
 - Modifying Organization Parameters on page 62

CHAPTER 11

Device Groups

- Device Groups Overview on page 67
- Creating a Device Group on page 67
- Modifying Device Groups on page 68
- Deleting Device Groups on page 69

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 **Manage 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 Documentation

- Creating a Device Group on page 67
- Modifying Device Groups on page 68
- Deleting Device Groups on page 69

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 **Administration: 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 59.
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 **Manage Device Groups** page.

- Related Documentation**
- Device Groups Overview on page 67
 - Modifying Device Groups on page 68

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 **Manage 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 **Manage Device Group** page.

**Related
Documentation**

- Device Groups Overview on page 67
- Deleting Device Groups on page 69
- Creating a Device Group on page 67

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 **Manage Device Group** 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 **Manage Device Group** page.

**Related
Documentation**

- Device Groups Overview on page 67
- Modifying Device Groups on page 68

CHAPTER 12

Devices

- Service Now Devices Overview on page 71
- Adding Devices from the Platform on page 73
- Installing AI-Scripts on Devices Using Service Now on page 74
- Installing AI-Scripts Manually on Devices on page 75
- Uninstalling AI-Scripts from Devices on page 77
- Exporting Device Data in CSV and Excel Format on page 77
- Deleting a Device on page 78
- Associating Devices to a Device Group on page 78

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 installing and uninstalling AI-Scripts individually on every device or on all the devices in a device group at once, and also deleting them from the Service Now database. Service Now devices are displayed on the **Service Now Devices** page. You can choose to display the devices either as a table arranged according to organization, device group, hostname, serial number, platform, version, and script bundle, or as icons, as shown in Figure 10 on page 72. Table 11 on page 72 describes the columns in the **Service Now Devices** page and the **Device Detail** dialog box.

Figure 10: Service Now Devices Page

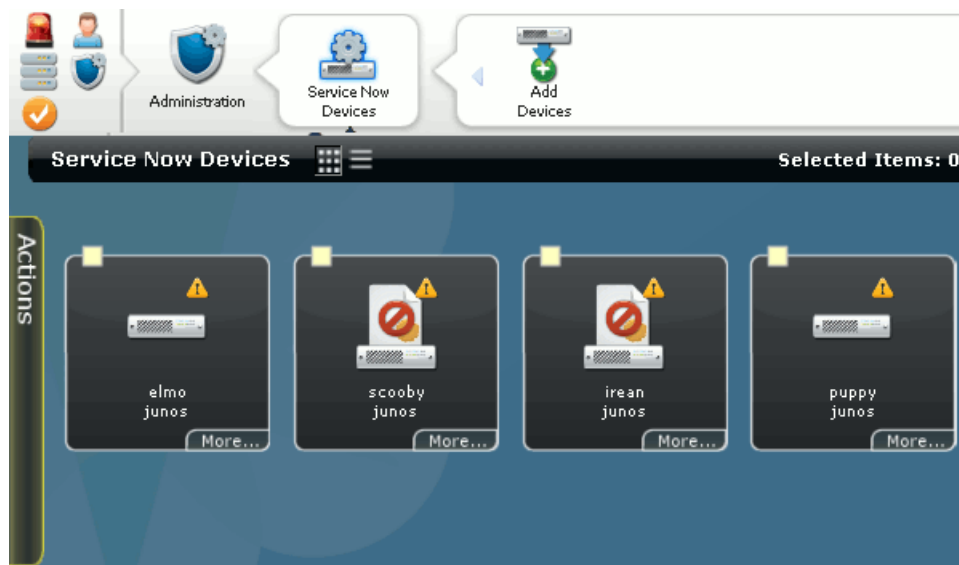


Table 11: Service Now Devices Column Descriptions

Field Name	Description
HostName	Displays the unique name by which the device is known on a network.
Serial Number	Displays the serial number of device.
Platform	Displays the type of device (routing platform).
OS Version	Displays the version of the Junos operating system that is running on the device.
Organization	Displays the name of the organization to which this device belongs.
Device Group	Displays the name of the device group to which this device belongs.
Script Bundle	Displays the name and version of the script bundle installed on the device.
Connection Status	Displays the status of connection from the device to Service Now.
Device Snapshot Status	Displays the status of iJMB upload.
Service SKU	Displays the code that identifies the name of the Service Now contract purchased.

From the Service Now Devices page 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 Documentation

- Adding Devices from the Platform on page 73
- Installing AI-Scripts on Devices Using Service Now on page 74
- Uninstalling AI-Scripts from Devices on page 77
- Exporting Device Data in CSV and Excel Format
- Modifying Device Groups on page 68
- Deleting a Device on page 78
- Associating Devices to a Device Group on page 78

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 are considered.

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

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 about installing AI-Scripts on devices, see “Installing AI-Scripts on Devices Using Service Now” on page 74. 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 and displayed on the **Service Now Devices** page. The device **Status** column displays **Imported**.

- Related Documentation**
- Service Now Devices Overview on page 71

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 Device Management Interface (DMI) to install and uninstall AI-Scripts on devices. DMI is an extension to the NETCONF network management protocol.



NOTE: While operating in the Partner Proxy mode, you can not install AI-Scripts on a connected members' device.

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.



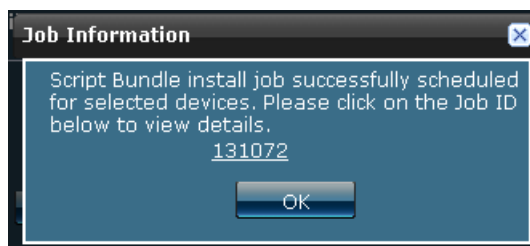
NOTE: You can install AI-Scripts only on devices that have proper login credentials and belong to a device group.

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 displays the script bundles managed by Service Now.

If you want to add a new script bundle, click **Add Script Bundle**. For more information about how to add a script bundle, see “Adding a Script Bundle to Service Now” on page 80.

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 from the device, after the installation, select the **Remove Script Bundle files after successful installation** check box.
7. If you want to schedule a time for installation, select the **Schedule a Later Time** check box, and specify the **Start Date and Time** for the installation. The installation process begins automatically at the time you specify.
8. Click **Submit**. The AI-Script installation task is 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 Documentation

- AI-Scripts Overview on page 79
- Installing AI-Scripts Manually on Devices on page 75
- Adding a Script Bundle to Service Now on page 80

Installing AI-Scripts Manually on Devices

AI-Scripts can be installed on JUNOS devices manually using the CLI mode. Service Now also uses the loopback interface on the JUNOS device for collecting the Juniper Message Bundle (JMB) when an event occurs.

To enable communication using the loopback address, add the following firewall rules:



NOTE: If you do not want to use loopback address, you can use the management IP address for collecting JMBs in the archive-sites [/var/tmp].

```
set firewall family inet filter scp-block term ais-scp from source-address
127.0.0.1/32
set firewall family inet filter scp-block term ais-scp from destination-address
127.0.0.1/32
set firewall family inet filter scp-block term ais-scp from protocol tcp
set firewall family inet filter scp-block term ais-scp from port 22
set firewall family inet filter scp-block term ais-scp then accept
Rouer001# show firewall family inet filter scp-block term ais-scp
from { source-address {
```

```
127.0.0.1/32;  
}  
destination-address {  
127.0.0.1/32;  
} protocol tcp;  
port 22;  
}  
then accept;
```

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 is installed on the device.

**Related
Documentation**

- Installing AI-Scripts on Devices Using Service Now on page 74
- Adding a Script Bundle to Service Now on page 80

Uninstalling AI-Scripts from Devices

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



NOTE: While operating in the Partner Proxy mode, you can not uninstall AI-Scripts from a connected members' device.

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 are 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 Documentation

- AI-Scripts Overview on page 79
- Installing AI-Scripts on Devices Using Service Now on page 74

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 Documentation

- Service Now Devices Overview on page 71
- Deleting a Device on page 78

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 **Service Now 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** from the Actions panel. The **Delete** 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 is no longer displayed on the **Service Now Devices** page.

Related Documentation

- Service Now Devices Overview on page 71
- Modifying Device Groups on page 68

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 **Service Now 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 **Service Now Devices** page, in the Device Group column.

Related Documentation

- Service Now Devices Overview on page 71
- Modifying Device Groups on page 68

CHAPTER 13

Script Bundles

- AI-Scripts Overview on page 79
- Adding a Script Bundle to Service Now on page 80
- Deleting a Script Bundle from Service Now on page 81

AI-Scripts Overview

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 79
- Events Detected by AI-Scripts on page 79
- JMB Contents on page 80

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 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 Documentation

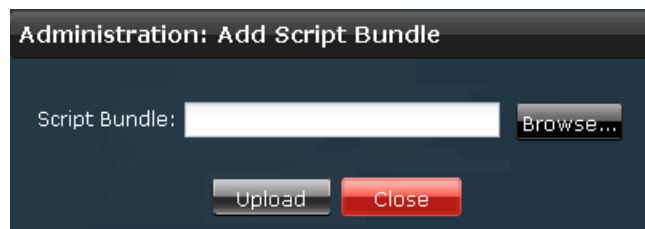
- Adding a Script Bundle to Service Now on page 80
- Deleting a Script Bundle from Service Now on page 81

Adding a Script Bundle to Service Now

The **Manage 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 **Manage Script Bundles** page.

Related Documentation

- AI-Scripts Overview on page 79
- Deleting a Script Bundle from Service Now on page 81

Deleting a Script Bundle from Service Now

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



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

To delete a script bundle:

1. From the Service Now task ribbon, select **Administration > Script Bundles**. The **Manage 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 **Manage Script Bundles** page.

**Related
Documentation**

- AI-Scripts Overview on page 79
- Adding a Script Bundle to Service Now on page 80

CHAPTER 14

Global Settings

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- Configuring Proxy Server Settings on page 88

Configuring Global Settings

Service Now global settings allow you to perform the following tasks:

- 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 or Service Now to partner proxy (in the end customer mode) connection status.
- Connect the end customers' Service Now application to the partner proxy.

Using the Service Now **Global Settings** page, a Service Now end customer can also connect to a partners' Service Now application. When an end customer connects to a partner, Junos Space uses a self signed security certificate. Although this method of identification is not trusted, Junos Space automatically accepts this certificate to ensure that the communication between the partner and the end customer is encrypted. Once you connect to the partner proxys' Service Now application, you enter the end customer mode and you can not revert back to the standard or partner proxy modes. After you connect to the partner you can add an organization using the credentials provided by the partner. See "Adding an Organization" on page 59. After the connection of the organization is validated, you can submit incidents and iJMBs to, and open cases with the Service Now partner.

For more information about the standard, partner, and end customer modes, see "Service Now Modes" on page 7.

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 13 on page 85.
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 12 on page 84 describes the **Global Setting** page command buttons.

Table 12: 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.
Test Connection	<ul style="list-style-type: none"> In the standard or partner proxy mode, the organization connectivity with JSS is verified. In the end-customer mode, the organization connectivity with the partners' Service Now application is verified. 	Service Now Admin Settings	Enabled if you have admin privileges	Displays the Connection Status as Success or Failed.
Cancel	Withdraws the submission of modified settings.	Service Now Admin Settings	N/A	Navigates back to the Global Settings page without saving the entries.

Table 13 on page 85 describes the **Global Setting** page fields.

Table 13: 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"> Do not send—Sends no configuration information. Send all information except configuration—Sends all device information except the configuration. Send only list of features used—Sends only the device configuration information. Send all information with IP Addresses overwritten—Sends all device information, except IP addresses Send all information—Sends all device information. 	Service Now Admin privileges	N/A	Do not send
Upload Informational JMB	<p>Specifies the interval when a newly detected Informational JMB is sent to JSS:</p> <ul style="list-style-type: none"> On Receipt Daily Weekly 	Service Now Admin privileges	N/A	On Receipt
SMTP Server	<ul style="list-style-type: none"> IP Address: IP address of network management station where Service Now trap destination are sent. Hostname: 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. 	Service Now Admin privileges	255 characters	Blank
Connection Status	<p>Displays the status of connection from Service Now to JSS.</p> <p>If Service Now is operating in the end customer mode, the connection status between Service Now and the partner proxy is displayed.</p>	Service Now Partner	<ul style="list-style-type: none"> Success — URL is responsive No route to host Connection refused The Home Base server is temporarily unable to service your request 	Blank

Table 13: Global Settings Parameters (*continued*)

Name	Description	Privileges	Range/Length	Default
Connect to Another Junos Space	<p>The IP address or hostname of the Service Now partner proxy that can be used to send and receive information from the partner proxy.</p> <p>This field is not displayed when Service Now operates in the standard and partner proxy mode.</p>	Service Now End Customer	NA	Blank

- Related Documentation**
- Organizations Overview on page 57
 - Configuring Proxy Server Settings on page 88

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.

The screenshot shows a dialog box titled "Add SNMP Server". It contains the following fields and values:

- Name: [Empty text box]
- SNMP Server: [Empty text box]
- UDP Port: 162
- Community String: [Empty text box]
- Protocol Version: v1 (with a dropdown arrow)

At the bottom of the dialog are two buttons: "Add" and "Cancel".

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 Documentation

- Configuring Global Settings on page 83
- Configuring Proxy Server Settings on page 88

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 is no longer displayed on the **SNMP Servers** page.

- Related Documentation**
- Configuring Global Settings on page 83
 - Configuring Proxy Server Settings on page 88

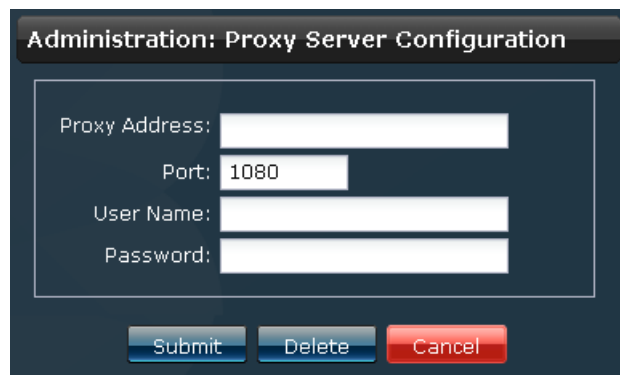
Configuring Proxy Server Settings

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 text input fields: "Proxy Address:", "Port:", "User Name:", and "Password:". The "Port:" field has the value "1080" entered. 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 can 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.

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- Configuring Global Settings on page 83
 - Adding an SNMP Server on page 86

Service Now Contract and User Roles

- Service Contract on page 89
- Service Now User Roles on page 90

Service Contract

The **Service Contract** task in Service Now displays the details of the Technical Support Contract you purchase 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. Until you create a Service Now organization and validate the organizations' connection with JSS, Service Now operates in the demo mode. In the demo mode, Service Now supports a single organization and up to five devices. The connection between Service Now and Juniper Support Services (JSS) is disabled, allowing no technical support cases to be created.

When you have a valid contract, the Service Now dashboard notifies you of when your contract will expire. With 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 can continue to use Service Now normally, but the processing of JMBs by JSS fails.

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

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

After the grace period expires, information messages are not processed in JSS. However, incidents are processed.

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 14 on page 90 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 14: 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 when the contract was verified.

Related Documentation

- Administration Overview on page 55

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 15 on page 91 describes the tasks that different users have access to, based on the roles assigned to them.

Table 15: User Roles and Permissions

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

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 Documentation

- Administration Overview on page 55

PART 5

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