

# Service Automation Quick Start

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This document describes how to deploy the Juniper Networks® Service Automation solution. For information about configuring the complete Service Automation solution, see the *Service Automation User Guide* at [Service Automation](#).

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## Service Automation Quick Start Description

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This Quick Start contains information you need to install and configure a JA1500 Junos Space Appliance, JA2500 Junos Space Appliance, Junos Space Virtual Appliance, and Service Now. Refer to the *JA1500 Junos Space Appliance Installation Guide*, *JA2500 Junos Space Appliance Installation Guide*, and *Junos Space Virtual Appliance Guide* at [Junos Space Network Management Platform](#) for complete instructions about installing and configuring JA1500 Junos Space Appliance, JA2500 Junos Space Appliance, and Junos Space Virtual Appliance.

Juniper Networks Service Automation is an end-to-end solution designed to streamline operations and enable proactive network management for devices running Junos OS. This solution leverages Junos OS-embedded technology to maximize uptime and minimize downtime while streamlining operations and reducing operational expenses.

All Juniper Networks customers can take advantage of the Service Automation capabilities as a deliverable of the Juniper Care and Juniper Care Plus programs. Juniper Networks partners can take advantage of the Service Automation capabilities through the Operate Specialist program. For more details, see <http://www.juniper.net/us/en/products-services/technical-services/>.

Service Automation comprises the following three components:

- Advanced Insight-Scripts (AI-Scripts):

AI-Scripts are installed on devices running Junos OS. An AI-Script in an AI-Scripts bundle corresponds to a predefined event such as hardware failure, memory leakage, or output voltage overload and is executed when the predefined event occurs on the device in which the script is installed. When executed, the AI-Script collects data about the predefined event and device configuration, bundles the data in a structured format called Juniper Message Bundle (JMB), and stores the JMB at a defined location on the device.

AI-Scripts work in two modes—reactive and proactive. In reactive mode, an AI-Script collects and stores data when a predefined event occurs on the device. In proactive mode, an AI-Script collects and stores data about vital system functions of a device at predefined intervals for monitoring purposes.

- Service Now and Service Insight:

Service Now accesses the JMB generated by an AI-Script from the device, creates an incident for the event in the Service Now database, and notifies the network operator about the event. Service Now can be configured to submit the incident and the associated JMB to Juniper Support Systems (JSS) automatically.

Service Insight receives alerts called proactive bug notifications (PBNs) from JSS and notifies the network operator about impending problems in the network. Service Insight also receives alerts for devices and services nearing End of Life (EOL) from JSS.

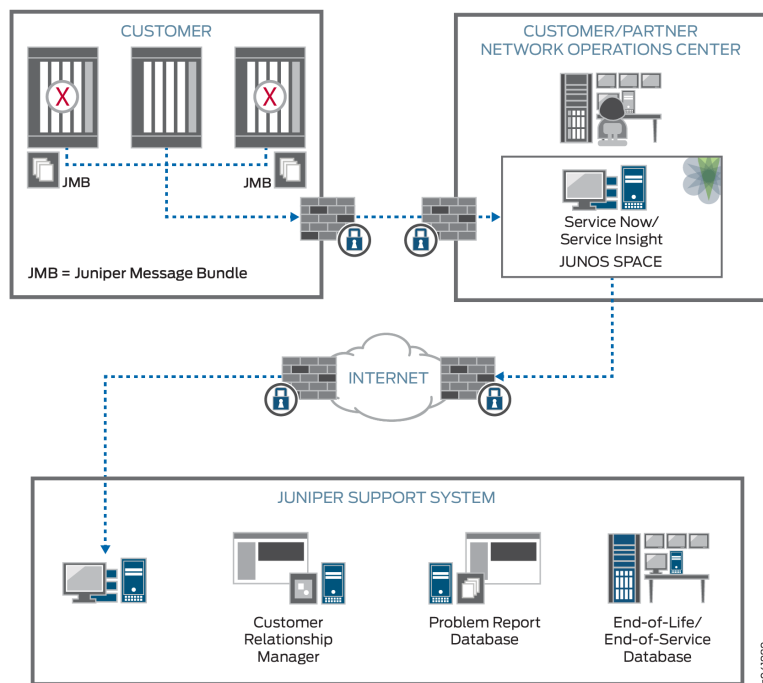
- JSS:

JSS comprises knowledge repositories, such as the End-of-Life (EOL) or End-of-Service (EOS) database, and the Juniper Customer Relationship Manager (CRM), Juniper Contracts systems, and bugs database.

For customers with a Juniper Care Plus Service contract, JSS sends alerts about devices and services nearing EOL agreements. While resolving an issue received from a customer, JSS analyzes the nature of the issue and sends PBNs to warn other customers about similar issues that can impact devices in their network.

Figure 1 on page 3 represents the Service Automation solution.

**Figure 1: Service Automation Solution**



**Related Documentation**

- [Step 1: Installing a Junos Space Virtual Appliance, JA1500 Junos Space Appliance, or JA2500 Junos Space Appliance on page 4](#)
- [Step 2: Configuring a Junos Space Virtual Appliance, JA1500 Junos Space Appliance, or JA2500 Junos Space Appliance on page 5](#)
- [Installing, Upgrading, and Uninstalling Junos Space Service Now and Junos Space Service Insight on page 16](#)
- [Step 4: Configuring Service Now on page 21](#)

## Step 1: Installing a Junos Space Virtual Appliance, JA1500 Junos Space Appliance, or JA2500 Junos Space Appliance

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Service Automation applications run on the Junos Space Network Management Platform. The Junos Space Network Management Platform is preinstalled in the JA1500 Junos Space Appliance and JA2500 Junos Space Appliance. If you are not using a JA1500 or JA2500 appliance, you can create a Junos Space Virtual Appliance by installing and running the Junos Space Network Management Platform on a virtual machine (VM). The Service Now and Service Insight Service Automation components are installed along with the Junos Space Network Management Platform.

This topic provides the steps to install the Junos Space Network Management Platform image on a VM to create a Junos Space Virtual Appliance. If you are using a JA1500 or JA2500 appliance, see [Installing JA1500 Junos Space Appliance](#) or [Installing JA2500 Junos Space Appliance](#) for information about installing the JA1500 Junos Space Appliance or JA2500 Junos Space Appliance.

A host for a VM meant for deploying a Junos Space Network Management Platform image should meet the following requirements:

- 64-bit quad processor with at least 2.66 GHz
- 16-GB memory
- One RJ-45 10/100/1000 network interface card
- 116-GB hard disk (16-GB initial disk resources + 100-GB disk resources to be added)
- VMware ESX Server 4.0 or later or VMware ESXi Server 4.0 or later preinstalled on the host



**NOTE:** To download the installation package for the VMware ESX Server, go to <http://www.vmware.com/download/vi/>.

To view instructions for installing the VMware ESX Server, go to [http://www.vmware.com/support/pubs/vi\\_pubs.html](http://www.vmware.com/support/pubs/vi_pubs.html).

To install the Junos Space Network Management Platform VM image, you must first download the VM image from the Juniper Networks website and then use vSphere Client to deploy the VM image.

- Download the VM Image from <http://www.juniper.net/support/products/space/#sw>.

The Junos Space Network Management Platform is delivered as an VM image (\*.ova file).



**NOTE:** Do not change the name of the Junos Space Virtual Appliance image file that you download from the Juniper Networks support site. If you change the name of the image file, the creation of the Junos Space Virtual Appliance can fail.

- Use the VMware vSphere Client to install the VM image.

To install the Junos Space Network Management Platform by using VMware vSphere Client:

1. Launch vSphere Client and log in to the VMware ESX host.
2. On the menu bar, select **File > Deploy OVF Template**.

The Deploy OVF Template page appears.

3. Select the **Deploy from file** option, click **Browse**, and navigate to the OVA file from your storage location.
4. Click **Next** to go to the next step.

The OVF Template details are displayed on the Deploy OVF Template page.

5. Verify the OVF Template details and then click **Next** to go to the next step.
6. Specify a name and location for the deployed template and then click **Next** to go to the next step.

A template name can contain a maximum of 80 characters. Template names are not case-sensitive.

7. Verify your settings and then click **Finish** to create the Junos Space Virtual Appliance.

The Junos Space Virtual Appliance is installed and ready to be configured.

**Related  
Documentation**

- [Step 2: Configuring a Junos Space Virtual Appliance, JA1500 Junos Space Appliance, or JA2500 Junos Space Appliance on page 5](#)
- [Step 4: Configuring Service Now on page 21](#)

## Step 2: Configuring a Junos Space Virtual Appliance, JA1500 Junos Space Appliance, or JA2500 Junos Space Appliance

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You must configure basic network and machine information to make a Junos Space Virtual Appliance, JA1500 Junos Space Appliance, or JA2500 Junos Space Appliance accessible on the network.

To configure a Junos Space Virtual Appliance:

1. Log in to VMware vSphere Client.
2. On the left side of the vSphere Client GUI, right-click your virtual appliance and select **Edit Settings**.

The Virtual Machine Properties dialog box is displayed. Configure the following in the dialog box:

- Set Memory to 16 GB.
- Set CPU to 4.
- Add a hard disk.

3. Click **OK** to close the dialog box.
4. Right-click the virtual appliance and select **Power > Power On** to power on the virtual appliance.
5. On the right side of the vSphere Client GUI, click the **Console** tab.

The VMware vSphere Client console screen that appears displays the Junos Space login prompt.

```
Space release 13.3R1.284061 (284760)
```

```
space-NEWNODE login:
```

```
Password:
```

6. At the Junos Space login prompt, type **admin** as your default login name and press Enter.

```
Welcome to Junos Space
.... Changing admin password
Changing password for user admin
(current) UNIX password:
```

You are prompted to enter the administrator password.

7. Type **abc123** as your default password and press Enter.

Junos Space prompts you to change your default password.

```
Welcome to Junos Space
.... Changing admin password
Changing password for user admin
(current) UNIX password:
```

8. Type the default password again and press Enter.

You are prompted to enter a new password.

```
You can now choose the new password or passphrase.
Enter new password:
```

9. Type a new password and press Enter.



**NOTE:** You can choose a password that is at least eight characters long and contains characters from at least three of the following four character classes: uppercase letters, lowercase letters, numbers (0 through 9), and special characters.

However, if a password satisfies the preceding criteria but contains a single uppercase letter only at the beginning or a single number only at the end, then that password is considered invalid. For example, Abcdwip9, Qc9rdiwt, and bRfjvin9 are invalid passwords, but AAbcdwip99, Qc9rdiwtQ, and bRfjvin99 are valid passwords.

Alternatively, instead of using a string of characters, you can choose a passphrase that is between 16 and 40 characters long and contains at least three dictionary words separated by at least one special character. For example, big#three;fork (14 characters long) and circlefaceglass (no special characters) are invalid passphrases, but @big#three;fork& and circle;face;glass are valid passphrases.

Passwords and passphrases are case-sensitive.

You are prompted to retype the password.

Re-type new password:

10. Retype the new password and press Enter.

You are prompted to enter the new password again.

passwd: all authentication tokens updated successfully.  
Enter current password

11. Enter the current administrator password.

The current administrator password is the one that you entered in step 10.

You are prompted to specify whether you want to install the virtual appliance as a Space platform or an FMPM node.

This Junos Space node can be installed as one of the following:

(S)pace Platform

Full functionality. Every Junos Space Installation requires at least one Space node.

(F)MPM

Specialized to fault and performance monitoring only. This requires at least one Space node.

Choose the type of node to be installed [S/F]

12. Type **S** to install the virtual appliance as a Junos Space node and press Enter.

You are prompted to enter the IP address for the eth0 interface.

Please enter new IP address for interface eth0:

13. Type a new IP address for the eth0 interface in dotted decimal notation and press Enter.

You are prompted to enter the subnet mask for the eth0 interface.

Please enter new subnet mask for interface eth0:



**NOTE:** All nodes that you configure in a cluster (fabric) must be in the same subnet.

To understand how Junos Space uses eth0 and eth3 Ethernet interfaces, see *Ethernet Interfaces in a Junos Space Virtual Appliance Overview*.

14. Type a subnet mask for the eth0 interface in dotted decimal notation and press Enter.

You are prompted to enter the default gateway for the eth0 interface.

Enter the default gateway as a dotted-decimal IP address:

15. Type the default gateway as a dotted decimal IP address and press Enter.

You are prompted to enter the name server address in dotted decimal notation.

Please type the nameserver address in dotted decimal notation:

16. Type the name server address in dotted decimal notation for the eth0 interface and press Enter.

You are prompted to specify whether you want to configure the device management IP interface (eth3).

Configure a separate interface for device management? [y/n]

17. Enter device management IP interface information:

- If you want to configure a separate interface for device management:

- a. Type **y** and press Enter.

You are prompted to enter the IP address for the eth3 interface.

Please enter new IP address for interface eth3:

- b. Type a new IP address for the eth3 interface and press Enter.

You are prompted to enter the subnet mask for the eth3 interface.

Please enter new subnet mask for interface eth3:

- c. Type a new subnet mask for the eth3 interface and press Enter.

You are prompted to specify whether you want the node to be added to an existing cluster.

Will this Junos Space system be added to an existing cluster? [y/n]

- If you do not want to configure a separate interface for device management, type **n** and press Enter.

You are prompted to specify whether you want the node to be added to an existing cluster.

Will this Junos Space system be added to an existing cluster? [y/n]



18. Type **n** when prompted “Will this Junos Space system be added to an existing cluster?” and press Enter.

You are prompted to enter the IP address for Web access.

19. Type the IP address for Web access and press Enter.



**NOTE:** The IP address for Web access must be in the same subnet as the IP address for the eth0 interface, but must be a different IP address.

You are prompted to specify whether you want to configure the Network Time Protocol (NTP) server.

Add NTP Server? [y/n]

20. • To skip configuring the NTP server and configure the time for the Space node:

- a. Type **n** and press Enter.

The current time of the Space node is displayed. You can edit the time or leave it as is.

- b. Press Enter.

You are prompted to enter a display name for the node.

Please enter display name for this node:

- To configure the NTP server:

- a. Type **y** to synchronize the node with an external NTP server and press Enter.

You are prompted to enter the new NTP server.

Please type the new NTP server:

- b. Enter the IP address or the URI of the NTP server.

On successful addition of the NTP server, a message appears as shown in the following example:

Added device.example.com

You are prompted to enter a display name for the node.

Please enter display name for this node:

21. Type a display name for this node and press Enter.

This is the name that Junos Space displays for the first node in a Junos Space cluster. You are prompted to enter the password for cluster maintenance mode.

Enter password for cluster maintenance mode:

22. Type the password for cluster maintenance mode and press Enter.



---

**NOTE:**

- The username for cluster maintenance mode is maintenance.
  - A maintenance mode administrator must specify this password to access maintenance mode and shut down all nodes in the fabric.
- 

You are prompted to retype the password.

Re-enter password:

23. Retype the password for cluster maintenance mode and press Enter.

The Settings Summary is displayed, as shown in the following example:

Settings Summary

```
> IP Change: eth0 is 192.0.2.10 / 255.255.240.0
> Default Gateway - 192.0.2.20 on eth0
> DNS add: 192.0.2.30
> Create as first node or standalone
> Web IP address is 192.0.2.40
> NTP add: device.example.com
> Node display name is "jsnode"
> Password for Junos Space maintenance mode is set.
```

```
A> Apply Settings
C> Change Settings
Q> Quit and set up later
R> Redraw Menu
```

Choice [ACQR]:

24. Check whether the information in the Settings Summary is correct:

- If the summary information is correct, type **A** to apply the settings and press Enter.

The Junos Space Settings Menu is displayed, as shown in the following example:

Junos Space Settings Menu

```
1> Change Password
2> Change Network Settings
3> Change Time Options
4> Retrieve Logs
5> Security
6> Expand VM Drive Size
7> (Debug) run shell
```

```
A> Apply Settings
Q> Quit
R> Redraw Menu
```

Choice [1-7,QR]:

- If the summary information is not correct, type **C** to change the settings and press Enter.

You are prompted to reenter all the basic configuration information up to this point.

25. Type **Q** to quit the configuration setting.

26. Open a browser and enter ***IP address/mainui*** to access the Junos Space Network Management Platform GUI, where *IP Address* is the IP address you provided for Web access.

If you access the Junos Space GUI immediately after configuration, the Junos Space GUI opens in maintenance mode. Wait for five to 10 minutes for Junos Space to open in normal operational mode.

To configure a JA1500 Junos Space Appliance or JA2500 Junos Space Appliance:

1. Use a management console to log in to the JA1500 Junos Space Appliance or JA2500 Junos Space Appliance.

2. At the Junos Space login prompt, type **admin** as your default login name and press Enter.

```
Space release 13.3R1.284061 (284760)
```

```
space-NEWNODE login:admin  
Password:
```

You are prompted to enter the administrator password.

3. Type **abc123** as the default administrator password and press Enter.

Junos Space prompts you to change your default password.

```
Welcome to Junos Space  
.... Changing admin password  
Changing password for user admin  
(current) UNIX password:
```

4. Type the default password again and press Enter.

You are prompted to enter a new password.

```
You can now choose the new password or passphrase.  
Enter new password:
```

5. Type a new password and press Enter.



.....

**NOTE:** You can choose a password that is at least eight characters long and contains characters from at least three of the following four character classes: uppercase letters, lowercase letters, numbers (0 through 9), and special characters.

However, if a password satisfies the preceding criteria but contains a single uppercase letter only at the beginning or a single number only at the end, then that password is considered invalid. For example, Abcdwip9, Qc9rdiwt, and bRfjvin9 are invalid passwords, but AAbcdwip99, Qc9rdiwtQ, and bRfjvin99 are valid passwords.

Alternatively, instead of using a string of characters, you can choose a passphrase that is between 16 and 40 characters long and contains at least three dictionary words separated by at least one special character. For example, big#three;fork (14 characters long) and circlefaceglass (no special characters) are invalid passphrases, but @big#three;fork& and circle;face;glass are valid passphrases.

Passwords and passphrases are case-sensitive.

.....

You are prompted to retype the password.

Re-type new password:

6. Retype the new password and press Enter.

You are prompted to enter the new password again.

```
passwd: all authentication tokens updated successfully.  
Enter current password
```

7. Enter the current administrator password.

The current administrator password is the one that you entered in step 6.

You are prompted to specify whether you want to install the virtual appliance as a Space platform or an FMPM node.

This Junos Space node can be installed as one of the following:

(S)pace Platform

Full functionality. Every Junos Space Installation requires at least one Space node.

(F)MPM

Specialized to fault and performance monitoring only. This requires at least one Space node.

Choose the type of node to be installed [S/F]

8. Type **S** to install the virtual appliance as a Junos Space node.

You are prompted to enter the IP address for the eth0 interface.

Please enter new IP address for interface eth0:

9. Type an IP address for the eth0 interface in dotted decimal notation and press Enter.

You are prompted to enter the subnet mask for the eth0 interface.

Please enter new subnet mask for interface eth0:



**NOTE:** All nodes that you configure in a cluster (fabric) must be in the same subnet.

To understand how Junos Space uses eth0 and eth3 Ethernet interfaces, see *Ethernet Interfaces in a Junos Space Virtual Appliance Overview*.

10. Type a subnet mask for the eth0 interface in dotted decimal notation and press Enter.

You are prompted to enter the default gateway for the eth0 interface.

Enter the default gateway as a dotted-decimal IP address:

11. Type the default gateway as a dotted decimal IP address and press Enter.

You are prompted to enter the name server address in dotted decimal notation.

Please type the nameserver address in dotted decimal notation:

12. Type the name server address in dotted decimal notation for the eth0 interface and press Enter.

You are prompted to specify whether you want to configure the device management IP interface (eth3).

Configure a separate interface for device management? [y/n]

13. Enter device management IP interface information:

- If you want to configure a separate interface for device management:

- a. Type **y** and press Enter.

You are prompted to enter the IP address for the eth3 interface.

Please enter new IP address for interface eth3:

- b. Type a new IP address for the eth3 interface and press Enter.

You are prompted to enter the subnet mask for the eth3 interface.

Please enter new subnet mask for interface eth3:

- c. Type a new subnet mask for the eth3 interface and press Enter.

You are prompted to specify whether you want the node to be added to an existing cluster.

Will this Junos Space system be added to an existing cluster? [y/n]

- If you do not want to configure a separate interface for device management, type **n** and press Enter.

You are prompted to specify whether you want the node to be added to an existing cluster.

Will this Junos Space system be added to an existing cluster? [y/n]

14. Type **n** and press Enter.

You are prompted to enter the IP address for Web access.

15. Type the IP address for Web access and press Enter.



**NOTE:** The IP address for Web access must be in the same subnet as the IP address for the eth0 interface, but must be a different IP address.

You are prompted to specify whether you want to configure the NTP server.

Add NTP Server? [y/n]

16. • To skip configuring the NTP server and configure the time for the Space node:

- a. Type **n** and press Enter.

The current time of the Space node is displayed. You can edit the time or leave it as is.

- b. Press Enter.

You are prompted to enter a display name for the node.

Please enter display name for this node:

- To configure the NTP server:

- a. Type **y** to synchronize the node with an external NTP server and press Enter.

You are prompted to enter the new NTP server.

Please type the new NTP server:

- b. Enter the IP address or the URI of the NTP server.

On successful addition of the NTP server, a message appears as shown in the following example:

Added device.example.com

You are prompted to enter a display name for the node.

Please enter display name for this node:

17. Type a display name for this node and press Enter.

This is the name that Junos Space displays for the first node in a Junos Space cluster. You are prompted to enter the password for cluster maintenance mode.

Enter password for cluster maintenance mode:

18. Type the password for cluster maintenance mode and press Enter.



**NOTE:**

- The username for cluster maintenance mode is maintenance.
- A maintenance mode administrator must specify this password to access maintenance mode and shut down all nodes in the fabric.

You are prompted to retype the password.

Re-enter password:

19. Retype the password for cluster maintenance mode and press Enter.

The Settings Summary is displayed, as shown in the following example:

#### Settings Summary

```
> IP Change: eth0 is 192.0.2.10/ 255.255.240.0
> Default Gateway - 192.0.2.20 on eth0
> DNS add: 192.0.2.30
> Create as first node or standalone
> Web IP address is 192.0.2.59
> NTP add: device.example.com
> Node display name is "jsnode"
> Password for Junos Space maintenance mode is set.
```

```
A> Apply Settings
C> Change Settings
Q> Quit and set up later
R> Redraw Menu
```

Choice [ACQR]:

20. Check whether the information in the Settings Summary is correct:

- If the summary information is correct, type **A** to apply the settings and press Enter.

The Junos Space Settings Menu is displayed, as shown in the following example:

#### Junos Space Settings Menu

```
1> Change Password
2> Change Network Settings
3> Change Time Options
4> Retrieve Logs
5> Security
6> (Debug) run shell
```

```
A> Apply Settings
Q> Quit
R> Redraw Menu
```

Choice [1-6,QR]:

- If the summary information is not correct, type **C** to change the settings and press Enter.

You are prompted to reenter all the basic configuration information up to this point.

21. Type **Q** to quit the configuration setting.
22. Open a browser and enter ***IP address/mainui*** to access the Junos Space Network Management Platform GUI, where *IP Address* is the IP address you provided for Web access.

If you access the Junos Space GUI immediately after configuration, Junos Space opens in maintenance mode. You can either enter maintenance mode using the maintenance

username and password or wait for five to 10 minutes for Junos Space to open in normal operational mode.

The maintenance username and password are as follows:

- username: **maintenance** (default)
- Password: Password that you configured while configuring the Junos Space Virtual Appliance

If you want to open the GUI in maintenance mode, click the **If you have the privileges to manage maintenance mode, click here to log in** link. The Maintenance Mode Actions page is displayed listing the following options:

- Log Out and Remain in Maintenance Mode.

Click this link to log out the current user and allow another user to log in and operate the Junos Space Network Management Platform in maintenance mode.

- Log Out and Exit from Maintenance Mode.

Click this link to log the current user out of maintenance mode and display normal operational mode. Enter your credentials and log in to configure the Junos Space Network Management Platform.

- Reboot Junos Space.

Click this link to upgrade to Junos Space Network Management Platform.

#### Related Documentation

- [Step 1: Installing a Junos Space Virtual Appliance, JA1500 Junos Space Appliance, or JA2500 Junos Space Appliance on page 4](#)
- [Installing, Upgrading, and Uninstalling Junos Space Service Now and Junos Space Service Insight on page 16](#)
- [Step 4: Configuring Service Now on page 21](#)

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## Installing, Upgrading, and Uninstalling Junos Space Service Now and Junos Space Service Insight

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From Release 14.1 of Junos Space Network Management Platform, Junos Space Service Now, and Junos Space Service Insight, Junos Space Service Now and Junos Space Service Insight are available as hot-pluggable applications. This makes it possible for you to install, upgrade, and uninstall Service Now and Service Insight independently of the Junos Space Platform.



**CAUTION:** If Service Now and Service Insight are already installed on a Junos Space server, do not uninstall them to install or upgrade them to a later version. Uninstalling deletes all the Service Now and Service Insight data from the Junos Space server.

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This topic contains the following sections:

- [Uploading a Service Now Image File to Junos Space server on page 17](#)
- [Installing Junos Space Service Now and Junos Space Service Insight on page 18](#)
- [Upgrading Junos Space Service Now and Junos Space Service Insight on page 19](#)
- [Uninstalling Junos Space Service Now and Junos Space Service Insight on page 20](#)

## Uploading a Service Now Image File to Junos Space server

Before you upgrade or install Service Now and Service Insight, you must upload the required Service Now image file to a Junos Space server.

To upload a Service Now image file to a Junos Space server:

1. Download the Service Now image file from the Juniper Networks support site at <http://www.juniper.net/support/downloads/space.html> to your local file system.
2. Log in to the Junos Space Platform with the default username and password (**super/juniper123**).
3. From the navigation tree, select **Administration > Applications**.

The Applications page appears.

4. On the top-left corner of the Applications page, click the **Add Applications** icon:



The Add Application page appears.

5. On the Add Application page, perform one of the following tasks:

- Upload the Service Now image file by using HTTP.

- a. Click **Upload via HTTP**.

The Upload Software via HTTP dialog box appears.

- b. Type the name of the Service Now image file or click **Browse** to navigate to the location where the Service Now image file is located on the local file system.

- c. Click **Upload**.



**NOTE:** Upload the Service Now image file by using SCP if you receive the following message:

**File size is too big, use scp to upload this file.**

- Upload the Service Now image file by using SCP.

- a. Click the **Upload via SCP** button.

The Upload Software via SCP dialog box appears.

- b. Enter the following details for the image file to be uploaded by using SCP:

- Username: Enter your username for the local file system.
- Password: Enter your password for the local file system.
- Confirm Password: Retype your password.
- Machine IP: Enter the host IP address of the local file system.
- Software File Path: Specify the file path to access the Service Now image file on the local file system.

c. Click **Upload**.

The process of uploading the Service Now image file to the Junos Space server begins and the Upload Application Job Information dialog box appears.

6. In the Upload Application Job Information dialog box, click the *Job ID* link.

The Job Management page is displayed. This page displays the progress of the upload job.

7. After the upload job is complete, go to **Administration > Applications** on the navigation tree to verify the upload.

The Applications page appears.

8. Click the **Add Application** icon.

The Add Application page appears. The uploaded Service Now image file should be listed on this page.

## Installing Junos Space Service Now and Junos Space Service Insight

Before you install Junos Space Service Now and Junos Space Service Insight:

- Ensure that the versions of Service Now and Service Insight that you want to install are compatible with the version of the Junos Space Network Management Platform installed on the Junos Space Server. For information about the compatibility of the Service Now and Service Insight with Junos Space Platform, refer to <http://kb.juniper.net/InfoCenter/index?page=content&id=KB27572>.

If the installed Junos Space Platform version is earlier than the compatible version, upgrade the Junos Space Platform to a compatible version first and then upgrade the Service Now and Service Insight applications. For information about upgrading the Junos Space Platform, refer to *How Do I Upgrade Junos Space?*

- Upload the Service Now image file to a Junos Space server. See “[Uploading a Service Now Image File to Junos Space server](#)” on page 17 for information about uploading an image file to the Junos Space server.



**CAUTION:** If Service Now and Service Insight are already installed on the Junos Space server, do not uninstall them to install another version of Service Now and Service Insight. Uninstalling the applications deletes all Service Now and Service Insight data from the Junos Space server.

---

To install Service Now and Service Insight applications:

1. Log in to the Junos Space Platform with the default username and password (**super/juniper123**).

2. From the navigation tree, select **Administration > Applications**.

The Applications page appears.

3. On the top-left corner of the Applications page, click the **Add Applications** icon:



The Add Application page appears.

4. On the Add Application page, perform one of the following tasks:

- If Service Now Release 14.1 is listed, select **Service Now Release 14.1** and then click **Install**.
- If Service Now Release 14.1 is not listed, upload the Service Now Release 14.1 image file to the Junos Space server.

To upload the Service Now Release 14.1 image file to the Junos Space server, see [“Uploading a Service Now Image File to Junos Space server” on page 17](#).

A job is created for the installation process and the Application Management Job Information dialog box appears.

5. In the Application Management Job Information dialog box, click the *Job ID* link. The Job Management page is displayed. This page displays the progress of the upload job.
6. After the installation job is complete, log out of Junos Space and log in to access Service Now or Service Insight.

## Upgrading Junos Space Service Now and Junos Space Service Insight

You can upgrade Junos Space Service Now and Junos Space Service Insight to up to two releases later than the currently installed release. For example, you can upgrade to Service Now Release 14.1 and Service Insight Release 14.1 from the following releases:

- Service Now Release 13.3 and Service Insight Release 13.3
- Service Now Release 13.1 and Service Insight Release 13.1

Service Insight is bundled with the Service Now image file and is upgraded along with Service Now.



**CAUTION:** Do not uninstall the installed versions of Service Now and Service Insight for upgrading to later versions. Uninstalling the applications deletes all Service Now and Service Insight data from the Junos Space server.

Before you upgrade Junos Space Service Now and Junos Space Service Insight:

- Ensure that versions of Service Now and Service Insight to which you want to upgrade are compatible with the Junos Space Platform version installed on the Junos Space server. For information about compatibility of Service Now and Service Insight with Junos Space Platform, refer to

<http://kb.juniper.net/InfoCenter/index?page=content&id=KB27572>.

If the installed Junos Space Platform version is earlier than the compatible version, upgrade the Junos Space Platform to a compatible release first and then upgrade the Service Now and Service Insight applications. For information about upgrading the Junos Space Platform, refer to *How Do I Upgrade Junos Space?*

- Upload the Service Now image file to the Junos Space server. See “[Uploading a Service Now Image File to Junos Space server](#)” on page 17 for information about uploading a Service Now image file to a Junos Space server.

To upgrade Junos Space Service Now and Junos Space Service Insight applications:

1. Log in to the Junos Space Platform with the default username and password (**super/juniper123**).

2. From the navigation tree, select **Administration > Applications**.

The Applications page appears.

3. On the Applications page, click **Service Now** and select **Actions > Upgrade Application**. Alternatively, right-click **Service Now** and select **Upgrade Application**.

The Upgrade Application page appears displaying all the previously uploaded versions of Service Now.

4. On the Upgrade Application page, perform one of the following tasks:

- If the Service Now release to which you want to upgrade is listed, select the **Service Now release** to which you want to upgrade and click **Upgrade**.
- If the Service Now release to which you want to upgrade is not listed, upload the Service Now image file to the Junos Space server and then click **Upgrade**.

To upload a Service Now image file to the Junos Space server, see “[Uploading a Service Now Image File to Junos Space server](#)” on page 17.

A job is created for the upgrade process and the Application Management Job Information dialog box appears.

5. In the Application Management Job Information dialog box, click the **Job ID** link. The Job Management page is displayed. This page displays the progress of the upload job.

6. After the upgrade job is complete, navigate to **Administration > Applications**.

The Applications page lists the upgraded releases of Service Now and Service Insight.

## Uninstalling Junos Space Service Now and Junos Space Service Insight

When you uninstall Junos Space Service Now operating in end customer mode, the corresponding connected member in the Service Now partner is deactivated—that is, the connection status of the connected member appears as **Deactivated** on the Organization Details page of the Service Now partner.

When you uninstall Service Now, Junos Space Service Insight is uninstalled along with Service Now; Service Insight is uninstalled first followed by Service Now.



**NOTE:** Before uninstalling the Service Now and Service Insight applications, ensure that you remove devices that have AI-Scripts installed on them from Service Now. Otherwise, the uninstallation of Service Now and Service Insight fails.

To uninstall Service Now and Service Insight applications:

1. Log in to the Junos Space Platform with the default username and password (**super/juniper123**).
2. From the navigation tree, select **Administration > Applications**.

The Applications page appears.

3. On the Applications page, click **Service Now** and select **Actions > Uninstall Application**. Alternatively, right-click Service Now and select **Uninstall Application**.

The progress of the uninstallation process is displayed. After the uninstallation is complete, Service Now and Service Insight applications are not listed on the Applications page.

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## Step 4: Configuring Service Now

Configuring Service Now involves the following tasks:

- [Configuring an SMTP Server on page 22](#)
- [Configuring Service Now to Operate in Different Modes on page 22](#)
- [Configuring an Organization on page 27](#)
- [Creating a Connected Member on page 29](#)
- [Adding Devices to Junos Space on page 30](#)
- [Testing the Service Now Connection on page 31](#)
- [Creating Device Groups on page 32](#)
- [Installing AI-Scripts on a Device on page 32](#)
- [Generating Test Cases on page 35](#)

## Configuring an SMTP Server

An SMTP server must be configured on the Junos Space Network Management Platform to submit incidents to Juniper Support System (JSS) or a Juniper Networks partner and receive responses for the incident from JSS or the Juniper Networks partner.

To configure an SMTP server:

1. From the drop-down list in the Applications navigation section of the Junos Space GUI, select **Network Management Platform > Administration > SMTP Servers**.

The SMTP Servers page appears.

2. Click the **Add** icon.

The Create SMTP Server dialog box appears.

3. In the **Server Name** field, enter a name for the SMTP server.

The name should contain alphanumeric characters and can include a hyphen (-), underscore (\_), and period (.). The maximum number of characters allowed is 128.

4. In the **Host Address** field, enter the IP address of the mail server.

5. From the **Port Number** drop-down list, select a port number.

The default value is 587.

6. In the **From Email Address** field, enter the sender's e-mail address.

7. (Optional) Select **Use SMTP Authentication** if you want the credentials of an e-mail to be checked before it is sent.

If you select Use SMTP Authentication, you must configure user credentials as follows:

- a. In the **User Name** field, enter a username for authentication.

There are no restrictions on the username.

- b. In the **Password** field, enter a password for the username.

There are no restrictions on the password.

- c. In the **Confirm Password** field, reenter the password for confirmation.

- d. From the **Security** drop-down list, select a protocol for encrypting e-mails sent through this server. The available options are Transport Layer Security (TLS) and Secure Sockets Layer (SSL).

For more information about configuring an SMTP server, see the *Junos Space Platform User Guide*.

## Configuring Service Now to Operate in Different Modes

The mode in which you can operate Service Now depends on your service contract with Juniper Networks. The option to choose the operating mode of Service Now is presented on the Global Settings page of the Administration workspace when you access the Junos

Space GUI for the first time after installing Junos Space Network Management Platform; see [Figure 2 on page 23](#).

**Figure 2: Setting Service Now Mode**

The screenshot shows the 'Global Settings' dialog box. It contains the following fields and options:

- Outbound Email Address:** A text input field containing 'servicenow@juniper.net'.
- Device Snapshot Purge Time (in days):** A dropdown menu set to '180'.
- Incident Purge Time (in days):** A dropdown menu set to '365'.
- Repeat Incident Dampening Period:** A dropdown menu set to 'None'.
- Share Service Now Profile Information:** A checked checkbox.
- Connection Status:** Displays 'OK'.
- Mode Selection:** Three radio buttons: 'Online Mode' (selected), 'End Customer', and 'Offline Mode'.
- Buttons:** 'Submit', 'Test Connection', and 'Cancel' buttons at the bottom.

Service Now can be operated in the following modes:

- **Demo mode**—Service Now operates in demo mode until you create a Service Now organization and validate the organization's connection with JSS.

In this mode, Service Now supports a single organization and up to five devices. The connection between Service Now and JSS is disabled, preventing incidents from being submitted for creating technical support cases.

- **Offline mode**—You can accept a standalone or partner-proxy license file and activate the Junos Space Network Management Platform and Service Now application without having to connect to JSS.

In this mode, you can perform all Service Now tasks except submit incidents, create autosubmit policies, view exposure, or view cases in Case Manager. You cannot operate Service Now in offline mode if Service Now is already in end customer mode.

- **Online mode**—Service Now can be operated in the following online modes:
  - **Partner proxy mode**—If you are a qualified Juniper Networks partner, you can use Service Now in partner proxy mode to manage multiple end-customer Service Now applications. The Service Now partner receives JMBs from several end customers and either submits the incidents to JSS on behalf of the end customer or handles the incidents by itself.

In this mode, you can add multiple organizations and device groups.

- Standalone mode—In standalone mode, you can add multiple Service Now organizations and devices. Service Now is connected to JSS, which enables JSS to provide support for the incidents and JMBs that you submit.
- End customer mode—In this mode, Service Now and JSS communicate through the partner Service Now application. You can add only one organization.

For more information about Service Now modes, see the Service Now Modes section of the *Service Automation User Guide*.

To configure Service Now operating mode:

1. Log in to the Junos Space GUI.

Open an Internet browser and enter **<https://xxx.xxx.xxx.xxx/mainui/>**, where **xxx.xxx.xxx.xxx** is the IP address assigned for the Junos Space GUI while configuring the Junos Space Virtual Appliance, JA1500 Junos Space Appliance, or JA2500 Junos Space Appliance.

Log in to the Junos Space GUI using the default username (**super**) and password (**juniper123**).

The Junos Space GUI displays the Network Management Platform dashboard on the right pane and the Network Management Platform navigation tree on the left pane.

2. On the left pane of the Junos Space GUI, select **Service Now > Administration > Global Settings**.

The Global Settings page appears. See [Figure 2 on page 23](#).

3. Click one of the modes in which you want to operate Service Now.

- Offline mode

The Global Settings page for configuring offline mode is shown in [Figure 3 on page 25](#).



Figure 3: Offline Mode

The screenshot shows the 'Global Settings' window with the following fields and options:

- Outbound Email Address:**
- Device Snapshot Purge Time (in days):**
- Incident Purge Time (in days):**
- Repeat Incident Dampening Period:**
- Mode Selection:**
  - ☐ Online Mode
  - ☐ End Customer
  - ☒ Offline Mode
- Offline License:**
- 
- 

To operate Service Now in offline mode:

- a. On the Global Settings page, click **Offline Mode**.
- b. Click the **Browse** button to browse for the partner-proxy or the standalone license file that you obtained from Juniper Networks and click **Upload**.

The license file is imported into Junos Space.

- c. Click **Submit**.

A message indicating that Service Now is successfully configured in partner proxy or standalone mode is displayed. You must now configure an organization. See [“Configuring an Organization” on page 27](#) for information about configuring an organization.

- Online mode

This mode is selected by default. [Figure 4 on page 26](#) displays the Global Settings page for configuring Service Now in online mode.

Figure 4: Online Mode

The screenshot shows the 'Global Settings' dialog box with the 'Online Mode' radio button selected. The settings are as follows:

Field	Value
Outbound Email Address:	servicenow@juniper.net
Device Snapshot Purge Time (in days):	180
Incident Purge Time (in days):	365
Repeat Incident Dampening Period:	None
Share Service Now Profile Information	<input checked="" type="checkbox"/>
Connection Status:	OK

At the bottom, there are three radio buttons: 'Online Mode' (selected), 'End Customer', and 'Offline Mode'. Below these are three buttons: 'Submit', 'Test Connection', and 'Cancel'.

To configure Service Now in online mode, click **Submit** and configure organizations using the credentials obtained from Juniper Networks. For information about configuring an organization, see [“Configuring an Organization” on page 27](#).

- End Customer mode

The Global Settings page changes as shown in [Figure 5 on page 27](#).

Figure 5: End Customer Mode

Global Settings ⓘ

Outbound Email Address:

Device Snapshot Purge Time (in days):

Incident Purge Time (in days):

Repeat Incident Dampening Period:

☒ Share Service Now Profile Information

Connection Status: OK

☐ Online Mode
 ☒ End Customer
 ☐ Offline Mode

Enter IP or Hostname:

To configure Service Now to operate in end customer mode:

- On the Global Settings page, click **End Customer**.
- In the **Enter IP or Hostname** field, enter the IP address or hostname of the partner Service Now and click **Submit**.
- Configure an organization by using the username and password obtained from Juniper Networks or the Juniper Networks partner. For information about configuring an organization, see [“Configuring an Organization” on page 27](#).

If the organization is created successfully, a message is displayed indicating that an organization is successfully created and is connected to the partner Service Now. In the partner Service Now, a connected member is created and listed on the Organizations page to represent the end-customer organization.

## Configuring an Organization

An organization represents the site ID of a customer in the ticketing system of JSS. The number of organizations that you can create depends on the mode that you operate Service Now in and on your service contract with Juniper Networks. For information about Service Now operating modes, see [“Configuring Service Now to Operate in Different Modes” on page 22](#).

To configure an organization:

1. On the Junos Space Network Management Platform GUI, from the Service Now navigation tree, select **Administration > Organizations > Add Organization**.

The Add Organization dialog box appears.

2. In the **Name** field, enter a name for the organization.

The name should contain alphanumeric characters. Underscore(\_), hyphen (-), and period (.) are allowed. The maximum number of characters allowed is 64.

3. From the **Submit Cases as** drop-down list, select Test Cases to submit incidents for testing purposes.



**NOTE:** Test Cases should be changed to Real Cases after you complete testing. Otherwise, real incidents are submitted as test cases and ignored.

4. In the **User Name** and **User Password** fields, enter a username and password to log in to JSS to obtain a site ID.

The username and password are provided by Juniper Networks. If you do not have them, contact your sales representative for the username and password.

5. Click the **Get Sites** button to obtain your site ID.

6. Select a filter level from the JMB Filter Level drop-down list.

The filter level determines what information in the JMB is shared with JSS or a Juniper Networks partner. The following filter levels are available:

- Do not send: The JMB is not sent.
- Send all information except configuration: The JMB is sent without any device configuration information.
- Send all information with IP addresses overwritten: The JMB is sent with IP addresses overwritten by asterisks (\*). This is the default value.
- Send all information: The JMB is sent as obtained from the device without any filtering.
- Only send list of features used: The JMB is sent with configured parameters. The values configured for the parameters are not shared.

7. Click **Submit**.

The organization is created and listed on the Organizations page.

## Creating a Connected Member

If you operate Service Now in partner proxy mode, you must configure connected members to represent the end-customer Service Now that connects with your partner Service Now.

To create a connected member:

1. From the Service Now navigation tree, select **Administration > Organization > Add Member**.

The Add Member dialog box is displayed.

2. In the **Name** field, enter a name for the connected member.

The name must contain only alphanumeric characters (a–z, A–Z, 0–9). The maximum number of characters allowed is 64.

3. In the **User Name** field, enter a username for the connected member.

The customer should use this username when submitting incidents for resolution to the Juniper Networks partner. The username must be in the user@example.com format.

4. In the **User Password** field, enter a password for the username.

There are no restrictions on the password.

5. In the **Confirm User Password** field, reenter the password.

6. From the **JMB Filter Level** drop-down list, select the JMB filter level.

The filter level determines the information in JMB that can be shared with JSS.

7. Select **Override Address** if you want Return Materials Authorization (RMA) incidents from end customers to be submitted to JSS with your location or ship-to address.

If you do not select this check box, an RMA incident from a customer is submitted to JSS with the customer's location or ship-to address.

8. Click **Submit**.

The connected member is created and listed on the Organizations page.

## Adding Devices to Junos Space

You must discover devices in a managed network so that the Junos Space Network Management Platform database is updated with the inventory and configuration of the devices in the managed network.

The device discovery method involves the following tasks:

- Specifying device targets
- Specifying probes
- Specifying credentials

Refer to the Discovering Devices section of the *Junos Space Network Management Platform User Guide* for the detailed procedure.

To discover devices in a managed network:

1. Log in to the Junos Space Network Management Platform GUI.
2. From the Network Management Platform navigation tree, select **Devices > Device Discovery > Discover Targets**.

The Discover Targets page appears.

3. Click the **CSV Upload** button or the **Add** icon to add device targets.

Add devices by specifying any one of the following—IP address, IP address range, IP subnet, or hostname.

4. Click **Next** to specify probes to discover devices.

The Specify Probes page appears.

5. Specify the method that Junos Space Network Management Platform should use to discover devices.

- **SNMP**: Use this option if SNMP is configured on the devices.
- **Ping**: Use this option if SNMP is not configured on the devices. This is the default option.
- **Use both SNMP and Ping** to discover devices. The discovery process is quicker when you use both SNMP and Ping.

If using SNMP, click **Add** to add SNMP settings; otherwise, go to the next step.

6. Click **Next**.

The Specify Credentials page is displayed.

7. Click the **Add** icon to add credentials to log in to the devices in the managed network.

The Add Device Login Credentials dialog box is displayed.

8. In the **Username** and **Password** fields, enter the administrator username and password for a device in the managed network.

The name and password must match the name and password configured on the device. The username should be between two and 64 characters long. The username should contain alphanumeric characters. Hyphen (-) and underscore (\_) are allowed, but the username should not start with a hyphen. The user@domain.com format can also be used for the username.

There are no restrictions on the password.

9. (Optional) If you want to enter the administrator username and password for other devices in the managed network, click **Add More**.
10. Click **Add** to add usernames and passwords to the Device Login Credentials list.
11. Click **Discover** to discover devices.

The Discovery Status report appears. It shows the progress of device discovery in real time. Click a bar in the chart to view information about the devices currently managed or discovered.

12. To view device discovery details, click **View Detailed Report**.

The report displays the IP address, hostname, and discovery status of the discovered devices.

If the discovery operation fails, the Description column in the Detailed Report table indicates the cause of failure.

## Testing the Service Now Connection

You can test whether Service Now is connected to JSS or partner Service Now.

- If Service Now operates in standalone or partner proxy mode, Service Now connects to JSS and submits incidents to JSS.
- If Service Now operates in end customer mode, Service Now connects to the partner Service Now from where incidents are submitted to JSS on behalf of the customer.

To test the connection of Service Now with JSS or partner Service Now:

1. From the Service Now navigation tree, select **Administration > Organizations**.

The Organizations page appears.

2. Select the organization whose connection you want to test and select **Check Status** from the Actions menu. Alternatively, right-click the organization and select **Check Status**.

The Test Connection dialog box displays the result of the test connection. The **Connection was successful** message appears when the connection is successful.

3. Navigate to **Administration > Global Settings** and check whether the Connection Status is OK.

Service Now is connected to JSS or partner Service Now.

## Creating Device Groups

Device groups help manage devices as a single entity. You can group devices based on their functions or their attributes.

- If Service Now is operating in standalone mode, when you create an organization, a default device group is automatically created and associated with the organization.
- If Service Now is operating in partner proxy mode:
  - When you create an organization, a default device group is automatically created and associated with the organization.
  - A default device group is also added for the first organization created by a customer. Devices added to Junos Space by the customer are automatically added to the default device group. You can add or remove devices to or from the default device group, but cannot delete the default device group.

To create a device group:

1. From the Service Now navigation tree, select **Administration > Device Groups > Create Device Group**.

The Create Device Group page appears.

2. In the **Name** field, enter a name for the device group.

The name must contain only alphanumeric characters (a–z, A–Z, 0–9). The maximum number of characters allowed is 64.

3. From the **Organizations** list, select an organization to which you want to add the device group.
4. In the **Select Devices to add them to the Device Group** section, select the devices to be added to the device group.
5. Click **Add**.

The selected devices are added to the device group. To verify that the devices are added to the device group, double-click the device group on the Device Groups page to view the details of the device group.

## Installing AI-Scripts on a Device

AI-Scripts provide the intelligence to a device running Junos OS to detect hardware or software failures.



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**NOTE:** AI-Scripts Install Package 4.0R1 is compatible with Junos Space Service Now 13.3R1 and Junos OS 10.4R1 and later.

For a complete compatibility matrix, refer to  
<https://www.juniper.net/support/products/serviceautomation/>.

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Service Now is shipped with a default AI-Scripts bundle. If needed, you can download other versions of the AI-Scripts bundle from the Juniper Networks website and add them to Service Now.

You select event scripts from the AI-Scripts bundle to create and install an event profile on a device running Junos OS. Only events present in the event profile can generate Juniper Message Bundles (JMBs) on the device.

Before you begin, ensure that you have the following:

- Valid service contract with Juniper Networks
- User account to access Juniper Networks tools and resources

If you do not have a user account, fill up the registration form at <https://www.juniper.net/registration/Register.jsp> to create a user account.

Installing AI-Scripts on a device involves the following tasks—adding the AI-Scripts bundle to Service Now, creating an event profile using an AI-Scripts bundle, and installing the event profile on a device.

- To add an AI-Scripts bundle to Service Now:
  1. Access <http://www.juniper.net/support/downloads/?p=serviceautomation> .  
The Service Automation – Download Software page appears.
  2. On the Service Automation – Download Software page, click the **Software** tab and click the latest release of the AI-Scripts Install package.  
The LOGIN page appears.
  3. Log in to the Juniper Networks authentication system with the username and password provided by Juniper Networks.
  4. Click the **AI-Scripts Install Package** link to download the AI-Scripts Install package to your local file system.
  5. From the Service Now navigation tree, select **Administration > Event Profiles > Script Bundles > Add Script Bundle**.  
The Add Script Bundle page appears.
  6. Click **Browse**. The file upload dialog box of your Web browser appears.
  7. Locate the AI-Scripts bundle in your local file system and click **Upload**.  
The AI-Scripts bundle is uploaded to Service Now and appears on the Script Bundles page.
- To create an event profile from an AI-Scripts bundle:

1. From the Service Now navigation tree, select **Administration > Event Profiles > Add Event Profile**.

The Add Event Profile page appears.

2. In the **Profile Name** field, enter a name for the event profile.

The name should contain alphanumeric characters. Underscore (\_), hyphen (-), and space are allowed. The maximum number of characters allowed is 255.

3. In the **Description** field, enter a description for the event profile.

The maximum number of characters allowed is 255.

4. From the **Script Bundle** drop-down list, select the AI-Scripts bundle from which you want to select event scripts to be included in the event profile.

5. Select the check box next to Event Synopsis to include all the events present in the selected AI-Scripts bundle in the event profile.

Alternatively, you can include the events that you want by selecting the check boxes provided next to each event.

6. (Optional) Click the **Show Selected Events** link to view and verify the event scripts included in the event profile.

Then, click **Close** in the Selected Events dialog box to return to the Add Event Profile page.

7. Click **Submit**.

The Save Event Profile dialog box appears. The dialog box displays a link to apply the event profile to devices manually and another link to return to the Profiles page.

8. Click **Apply this profile to devices manually** to install the event scripts on the devices or click **Return to the Profiles page** to return to the event profiles page.

If you click **Apply this profile to devices manually**, the Push to Devices page appears. See [“Step-by-Step Procedure” on page 34](#) for information about installing event profiles on the devices.

After an event profile is created, it must be installed on a device running Junos OS.

- To install event profiles on devices running Junos OS:

1. From the Service Now navigation tree, select **Administration > Event Profiles**.

The event profiles page appears.

2. Select the event profile that you want to install on the devices and select **Push to devices** from the Actions menu. Alternatively, right-click the event profile and select **Push to devices**.

The Push to Devices page appears.

3. Select the devices on which you want to install the event profile.

When the event profile is installed, a copy of the AI-Scripts bundle from which the event profile is created is stored on the device.

4. (Optional) If you do not want to save a copy of the AI-Scripts bundle on the device, select the **Never store Script Bundle files on device (if selected roll-back option will not be available)** check box.

By default, this check box is not selected and the AI-Scripts bundle is stored in the device in which it is installed.

5. (Optional) If you want to remove the AI-Scripts bundle from the device after it is installed, select the **Remove Script Bundle files after successful install** check box.

By default, this check box is not selected and the AI-Scripts bundle is stored in the device in which it is installed.

6. Click **Submit**.

The Potential Exposure when Event Profile is installed on Devices page appears. An ! icon is placed next to the devices that are susceptible to the events in the event profile.

7. Click **Continue**.

The Install Event Profile dialog box appears. With this dialog box, you can remove devices from the list by clearing their respective check boxes.

8. Click **Install**.

The Job Information dialog box displaying the job ID appears. To view the status of this task, click the job ID link. The Jobs page displays the status of the job.

If you have installed the event profile on a dual Routing Engine, the results displayed on the Jobs page shows the status for both the primary Routing Engine and the backup Routing Engine. A Failed status indicates that the installation failed on either of the Routing Engines.

9. Click **OK**.

The View Event Profiles page appears.

## Generating Test Cases

You can confirm that incidents are created in Service Now when events occur on the devices. Generate an on-demand incident on the device and submit a test case to JSS or the partner Service Now if you are operating Service Now in end customer mode.

To distinguish a test case, ensure that the Submit Cases attribute of an organization is set to Test Cases.

To generate an on-demand incident:

1. From the Service Now navigation tree, select **Administration > Service Now Devices**.

The Service Now Devices page is displayed.

2. Click a device and select **Create On-demand Incident** from the Actions menu.  
Alternatively, right-click the device and select **Create On-demand Incident**.

The On-demand Incident dialog box is displayed.

3. Select the **Automatically Submit Case** check box to submit the on-demand incident.
4. Select the **Use Service Now to Generate Incident** check box to generate a JMB by executing predefined commands on the device.
5. Select the priority of the incident from the **Priority** list.

The available options are:

- Critical
- High
- Medium
- Low

By default, Low is selected.

6. In the **Synopsis** field, enter a synopsis for the on-demand incident.

The maximum number of characters allowed is 155.

7. In the **Problem Description** field, enter a description for the on-demand incident.

The maximum number of characters allowed is 15,000.

8. Click **Submit**.

A Job Information dialog box displaying the job ID appears. You can click the job ID to go to the Create On-demand Incident job on the Jobs page. Double-click the job to open the Create On-demand Incident Status dialog box (see [Figure 6 on page 37](#)), which displays information about the job such as the profile used in the incident, hostname, job status, and reason for the incident.

Figure 6: Create an On-demand Incident Status Dialog Box

Profile Name	Host Name	Status	Reason
General	ex-4200-sn4	Failed	OP Script execution failed on device 688250. Src File: on-demand.slax Please verify that the AI Script with version 3.2R1 or higher is installed on device.

Message from device : Details: Operational RPC Command Results  
Failed to open netconf channel domainid=0 deviceid=688250

9. Navigate to **Service Central > Incidents**.

The Incidents page appears. If the incident is created successfully, it is listed on the Incidents page.

#### Related Documentation

- [Service Automation Quick Start Description on page 2](#)
- [Step 1: Installing a Junos Space Virtual Appliance, JA1500 Junos Space Appliance, or JA2500 Junos Space Appliance on page 4](#)
- [Step 2: Configuring a Junos Space Virtual Appliance, JA1500 Junos Space Appliance, or JA2500 Junos Space Appliance on page 5](#)
- [Installing, Upgrading, and Uninstalling Junos Space Service Now and Junos Space Service Insight on page 16](#)

## Junos OS Documentation and Release Notes

For a list of related Junos OS documentation, see <http://www.juniper.net/techpubs/software/junos/>.

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

To obtain the most current version of all Juniper Networks® technical documentation, see the product documentation page on the Juniper Networks website at <http://www.juniper.net/techpubs/>.

## 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 Partner Support Service support contract, or are covered under warranty, and need postsales technical support, you can access our tools and resources online or open a case with JTAC.

- JTAC policies—For a complete understanding of our JTAC procedures and policies, review the *JTAC User Guide* located at <http://www.juniper.net/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/>
- Find product documentation: <http://www.juniper.net/techpubs/>
- Find solutions and answer questions using our Knowledge Base: <http://kb.juniper.net/>
- Download the latest versions of software and review release notes: <http://www.juniper.net/customers/csc/software/>
- Search technical bulletins for relevant hardware and software notifications: <http://kb.juniper.net/InfoCenter/>
- Join and participate in the Juniper Networks Community Forum: <http://www.juniper.net/company/communities/>
- Open a case online in the CSC Case Management tool: <http://www.juniper.net/cm/>

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

## Opening a Case with JTAC

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

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

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

## Revision History

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