

# Release Notes: Junos<sup>®</sup> Space Service Automation Release 15.1R2

**Release 15.1R2**  
**November 2015**

The Junos Space Service Now and Service Insight applications streamline fault management for devices running Junos OS by automating the detection, isolation, and resolution of network faults and incidents.

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## New Features in Junos Space Service Automation Release 15.1R2

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The following feature is new in Junos Space Service Now and Service Insight Release 15.1R2:

- **Support for Proxy Server Enabled With NTLM Authentication:** Service Now Release 15.1R2 supports communication with Juniper Support System or Service Now partner through a proxy server enabled with NTLM authentication.



**NOTE:** Service Now does not support upload of core files from devices to an SFTP server if NTLM authentication is enabled on the proxy server.

**Workaround:** To upload core files using a proxy server enabled with NTLM authentication, configure the core file upload preference in Service Now to use the **Anonymous FTP directly from the device** option or upload the core files manually to the SFTP server. To configure core file upload preference on Service Now, see *Uploading Core Files Generated for Events* topic in the Service Automation Administration guide available at [Service Automation Release 15.1 Documentation](#).

For the list of issues resolved in this release, see “[Resolved Issues in Junos Space Service Automation Release 15.1R2](#)” on page 11.

## New Features in Junos Space Service Automation Release 15.1R1

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The following features are new in Junos Space Service Now and Service Insight Release 15.1R1:

- **New Device Support:** Service Now and Service Insight Release 15.1R1 support the following devices:
  - ACX500 Mobile Backhaul Router
  - Third-generation Input/output (IOC3) line cards (both 40G and 100G variants) on SRX5400 Services Gateway
  - QFX10002 Series Switches—QFX10002-36Q, QFX10002-36Q-DC, QFX10002-72Q, and QFX10002-72Q-DC
  - vMX Virtual Router
- **Support for Red Hat® JBoss® Release 6.3:** Service Now and Service Insight Release 15.1R1 support Red Hat® JBoss® Release 6.3.
- **Product Health Data Collection (PHDC) on Devices:** Service Now Release 15.1R1 supports collecting Product Health Data from managed devices and submitting the data to Juniper Support System (JSS) for analysis. JSS analyzes Product Health Data and provides a health report for the devices.

**NOTE:**

- Product health data can be collected from a device only when AI-Scripts Release 5.0 or later is installed and configured on the device.
- PHDC is not supported on Service Now operating in End Customer mode.
- PHDC is supported only on the following devices:
  - EX Series devices: EX2200, EX2200-C, EX3200, EX4200, EX4500, EX4550, EX8208, EX8216, EX9204, EX9208, EX9214
  - M Series devices: M7i, M10i, M40e, M120, M320
  - MX Series devices: MX80, MX240, MX480, MX960
  - T Series devices: T320, T640, T1600, T4000, TX Matrix, TX Matrix Plus, TX Matrix Plus 3D
  - SRX Series devices: SRX240, SRX550, SRX650, SRX1400, SRX3400, SRX3600, SRX5400

The following changes are made on the Service Now GUI to support the collection of Product Health Data from devices and the submission of Product Health Data to JSS for assessment:

- **Product Health Data Devices** task is included in the Device Analysis task group of the Service Central workspace to help you list the devices from which Product Health Data is collected and the collected Product Health Data.
- **Product Health Data Collection** task group is included in the Administration workspace to help you configure PHDC on devices.
- **Configure Product Health Data Collection** action is included in Service Now devices to help you configure PHDC.
- **Product Health Data Collection Failure** trigger is added to notifications so that users can be notified by e-mail or SNMP traps when Service Now is unable to collect Product Health Data from a device. The trigger can be activated to send notifications at intervals of 1 hour, 6 hours, 12 hours, or 24 hours.
- **Product Health Data Collection Failure** e-mail template is provided to send e-mail notifications when Service Now fails to help you collect Product Health Data from devices.
- **Product Health Data Purge Time (in days)** is added to the Global Settings page to enable you to define the number of days for which Product Health Data collected from a device is to be stored in the Service Now database.

The following REST API changes are introduced:

- The PHDC Management service is added in Service Now to help you view, modify, manage, and delete PHDC configurations from devices. The service provides the following APIs:

- **Get All PHDCs** to retrieve all PHDC configurations from Service Now
- **Get PHDC by ID** to retrieve a PHDC configuration by its ID
- **Create PHDC** to create a PHDC configuration
- **Modify PHDC** to modify a specific PHDC configuration
- **Disable Devices in the PHDC** to disable Product Health Data collection on one or more devices assigned to a PHDC configuration
- **Enable Devices in the PHDC** to enable Product Health Data collection on one or more devices assigned to a PHDC configuration
- **Retry Devices in the PHDC** to retry Product Health Data collection on devices assigned to a PHDC configuration on which an earlier attempt to collect Product Health Data failed
- **Abort PHDC** to abort Product Health Data collection on all the devices assigned to a PHDC configuration
- **Delete PHDC** to delete a PHDC configuration
- **Get All Devices in the PHDC** to retrieve information about all devices assigned to a specific PHDC configuration
- **Export All Devices in the PHDC** to export information about all devices assigned to a PHDC configuration to an Excel file
- **Get All Product Health Data by PHDC ID and Product Health Data Configuration ID** to retrieve information about all Product Health Data files collected from a device assigned to a PHDC configuration
- **Export All Product Health Data by Device ID** to export information about all Product Health Data files collected from a specific device to an Excel file
- **Export All Product Health Data by Device ID and Group ID** to export information about all Product Health Data files collected from a device assigned to a PHDC configuration to an Excel file.
- The Device Analysis service is updated to provide the following APIs to retrieve, export, download, and delete Product Health Data collected from devices:
  - **Get All Devices Having Product Health Data** to retrieve information about all devices on Service Now from which Product Health Data is collected
  - **Get Device having Product Health Data by Product Health Data Configuration ID** to retrieve information about a specific device assigned to a PHDC configuration
  - **Export All Devices having Product Health Data** to export information about all devices in Service Now from which Product Health Data is collected to an Excel file
  - **Get All PHDs by Product Health Data Configuration ID** to retrieve information about all Product Health Data files collected from a device by its Product Health Data configuration ID

- **Get Product Health Data by ID** to retrieve information about a specific Product Health Data file
- **Download Product Health Data by ID** to download a specific Product Health Data file
- **Delete Product Health Data by ID** to delete a specific Product Health Data file
- **Export Product Health Data by ID** to export information about a specific Product Health Data file to an Excel file.

- **Ability to Commit AI-Scripts Configuration Without Modifying Device Configuration:** Service Now Release 15.1R1 enables installing or upgrading AI-Scripts from managed devices without modifying the device configuration after an AI-Scripts configuration is committed on the device.

The following changes are made in Service Now to enable committing an AI-Scripts configuration without modifying the device configuration:

- AI-Scripts Release 5.0 and later provide a static AI-Scripts configuration, which when committed on a device once prevents changes to the configuration during subsequent upgrades and installations of AI-Scripts.
- The **Alter device configuration to enable AI-Script events on device** check box is provided on the Install Event Profiles page to allow AI-Scripts to be installed on a device without modifying the device configuration. The device configuration is not modified when AI-Scripts is installed or upgraded if this check box is cleared.

If the static AI-Scripts configuration is not present on the device, a user must push the configuration manually to the device. For more information, see [KB 30464](#).

- The **Partial Un-install of scripts (supported on AI-Script 5.0 and later versions)** check box is provided in the Uninstall Event Profiles dialog box to enable you to uninstall AI-Scripts Release 5.0 and later and install AI-Scripts 5.0 and later without modifying the device configuration.
- **Support for BIOS Validation on Service Now End-Customer Devices:** Service Now Release 15.1R1 supports BIOS validation when operating in End Customer mode. A Service Now partner can choose to accept or reject BIOS validation data from a Service Now end customer.

The following changes are made in Service Now to support BIOS validation when operating in End Customer mode and to accept or reject BIOS validation data from a Service Now end customer:

- The **Accept BIOS Validations** check box is provided on the Add Member page of a Service Now partner to accept or reject BIOS data from a Service Now end customer for validation. If this check box is cleared on the Service Now partner, the **Configure BIOS Validation** action is disabled on the Actions menu of the Service Now end-customer devices.
- The Add Connected Member by ID and Modify Connected Member by ID APIs are updated to include the **acceptBIOSValidations** parameter in the API request.

- **Ability to Move Devices to Maintenance Mode:** Service Now Release 15.1R1 allows managed devices to be moved to maintenance mode.

The following changes are made in Service Now to allow managed devices to be moved to maintenance mode:

- The **Maintenance Mode** action is provided on the Actions menu of Service Now devices to help you move a device to maintenance mode.
- The Get Devices and Get Devices by ID APIs of the Device Management service are modified to include the **maintenanceMode** parameter of the API response to indicate whether a device is in maintenance mode or not.
- Configure Maintenance Mode REST API is introduced in the Device Management service to move a device to maintenance mode from Service Now.



**NOTE:** AI-Scripts do not generate Juniper Message Bundles when a device is in maintenance mode.

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- **New Attributes in the JMB Manifest Section:** The following attributes are added to the Manifest section of a JMB to indicate the configuration for collecting RSI information, BIOS data, Product Health Data, and log files on a device:
  - RSI Collection—Specifies whether RSI collection is enabled or disabled on the device and the interval for collecting RSI
  - BIOS Validation—Specifies whether BIOS validation is enabled or disabled on the device
  - Log Collection—Specifies whether log collection is enabled or disabled on the device
  - Junos Software Version—Specifies the version of the Junos OS running on the device
  - Junos Space Version—Specifies the version of Junos Space Network Management Platform managing the device
  - Service Now Version—Specifies the version of Service Now managing the device
  - Product Health Data Collection—Specifies whether Product Health Data collection is enabled or disabled on the device
  - Product Health Data Collection Command File—Specifies the file that contains the commands to collect Product Health Data from the device
  - JMB Cleanup Interval—Specifies, in seconds, the interval after which the JMBs generated are deleted from the device
- **Ability to Generate PBN Reports Based on the PBN Issue Date:** Service Now Release 15.1R1 provides the Start Date and time and End Date and time options on the Generate PBN Reports and Regenerate PBN Reports pages to enable generating and regenerating PBN reports based on PBN issue dates.

The Generate a PBN Report and Regenerate a PBN Report REST APIs are updated to include the **startDate** and **endDate** as request parameters for generating a PBN report.

- **Ability to Filter Technical Support Cases by Using the Site ID:** Service Now Release 15.1R1 introduces the following changes to allow filtering technical support cases based on site ID and device name:
  - Site ID and Device Name columns are provided on the View Technical Support Cases page when Service Now is operating in Partner Proxy and Direct modes.
  - The Device Name column is provided on the View End Customer Cases page when Service Now is operating in Partner Proxy mode.
  - The following REST APIs are updated to include **siteID**, **deviceID**, and **deviceName** in their response:
    - Get All Tech Support Cases
    - Get Tech Support Case Information by Case ID
    - Get All End Customer Cases
    - Get End Customer Case Information by Case ID
- **New REST APIs:** Service Now and Service Insight Release 15.1R1 introduces the following REST API changes:
  - New services—The following services are introduced:
    - global-settings-management,
    - emailTemplate-management
    - Information-management
    - notification-management (Service Now)
    - notification-management (Service Insight)
  - Updated services—The following services are updated with new methods:
    - organization-management
    - device-group-management
    - device-management
    - event-profile-management
    - scriptBundle-management
    - autosubmit-policy-management
    - incident-management
    - eccase-management
    - devicesnapshot-management
    - exposureanalyzer
    - eol-report-management
    - pbn-report-management
    - pbn-management

Refer [“Appendix” on page 13](#) for details about methods added to the new and updated services.

## Installation and Upgrade of Service Now and Service Insight

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### Prerequisites for Installing Service Now and Service Insight Release 15.1R2

You can download and install Service Now and Service Insight Release 15.1R2 on Junos Space Network Management Platform Release 15.1 or later. Alternatively, if you have an earlier release of Service Now and Service Insight already installed, upgrade them to Service Now and Service Insight Release 15.1R2. For information about compatibility of Service Now and Service Insight with Junos Space Network Management Platform, see [Junos Space Application Compatibility](#).

For instructions about installing, upgrading, or uninstalling Junos Space Service Now and Service Insight, see *Installing Junos Space Service Now and Junos Space Service Insight Applications*, *Upgrading Junos Space Service Now and Junos Space Service Insight Applications*, and *Uninstalling Junos Space Service Now and Junos Space Service Insight Applications* respectively in the [Service Automation Administration Guide](#).

### Upgrade Path to Service Now and Service Insight Release 15.1R2

You can upgrade to Service Now and Service Insight Release 15.1R2 from Service Now and Service Insight Release 14.1R1 and later releases.

To upgrade to Service Now and Service Insight Release 15.1R2, use one of the following paths:



**NOTE:** The release numbers such as SN/SI 15.1R2 (Platform 14.1R1/14.1R2/14.1R3) in the following list indicate Service Now and Service Insight Release 15.1R2 installed on Junos Space Platform Release 14.1R1, Junos Space Platform Release 14.1R2, Junos Space Platform Release 14.1R3, or Junos Space Platform Release 15.1R1.

- SN/SI 13.3R1 (Platform 13.3R1) > SN/SI 13.3R1 (Platform 15.1R1) > SN/SI 15.1R2 (Platform 15.1R1)
- SN/SI 13.3R2 (Platform 13.3R2) > SN/SI 13.3R2 (Platform 15.1R1) > SN/SI 15.5R2 (Platform 15.5R1)
- SN/SI 13.3R4 (Platform 13.3R4) > SN/SI 13.3R4 (Platform 15.1R1) > SN/SI 15.5R2 (Platform 15.5R1)
- SN/SI 14.1R1 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R2 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R3 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R4 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 15.1R2 (Platform 15.1R1)
- SN/SI 14.1R1 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R2 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R4 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 15.1R2 (Platform 15.1R1)

- SN/SI 14.1R1 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R3 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R4 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 15.1R2 (Platform 15.1R1)
- SN/SI 14.1R1 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R4 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 15.1R2 (Platform 15.1R1)
- SN/SI 14.1R2 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R3 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R4 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 15.1R2 (Platform 14.1R1/14.1R2/14.1R3)
- SN/SI 14.1R2 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R4 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 15.1R2 (Platform 15.1R1)
- SN/SI 14.1R3 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 14.1R4 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 15.1R2 (Platform 15.1R1)
- SN/SI 14.1R4 (Platform 14.1R1/14.1R2/14.1R3) > SN/SI 15.1R2 (Platform 15.1R1)
- SN/SI 15.1R1 (Platform 15.1R1) > SN/SI 15.1R2 (Platform 15.1R1)



**NOTE:** Installation of releases earlier than Service Now and Service Insight Release 15.1R2 fails on a fresh installation of Junos Space Network Management Platform Release 15.1R1. Therefore, on a fresh installation of Junos Space Network management Platform Release 15.1R1, we recommend that you install Service Now and Service Insight Release 15.1R2.

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## AI-Scripts Release Bundled with Service Now

Service Now Release 15.1R2 is bundled with AI-Scripts Release 5.0R2.

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## Operational Recommendation

We recommend the following for operating Junos Space Service Now and Service Insight Release 15.1R2:

- AI-Scripts must be installed on devices running Junos OS to generate event-based incidents in Service Now. AI-Scripts are designed to minimize the processing time and memory required to generate Service Now incidents. Therefore, AI-Scripts can be effectively used with a large number of devices running Junos OS. Nonetheless, AI-Scripts consume system resources when installed and activated on devices running Junos OS. Therefore, we recommend that you test and qualify Service Automation before you deploy it in a production environment. Refer to the [Devices Supported by Junos Space Network management Platform](#) for a list of platforms supported by AI-Scripts.
- When you upgrade Service Now operating in End Customer or Partner Proxy mode, ensure that the Service Now partner is of the same version as its end-customer Service Now application or up to two versions newer than the version of the end-customer Service Now application.

- Read the KB article, <http://kb.juniper.net/KB19155>, before installing AI-Scripts on devices running Junos OS to know about issues that can occur when AI-Scripts are installed on them.
- Device snapshots, Product Health Data files, incidents, and system log files consume considerable disk space in the Service Now database. We recommend that you configure a purge time for device snapshots, Product Health Data files, incidents, and system log files on the Global Settings page of the Service Now GUI to prevent the Service Now database from running out of disk space. The number of days for the purge interval should be lesser if the number of devices managed by Service Now is large.

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## Known Issues

The following are known issues in Junos Space Service Now and Service Insight Release 15.1R2:

- Upload of core files from a device using SFTP fails when NTLM authentication is used in the proxy server. [PR 1138684]

Workaround: Upload core files using FTP when NTLM authentication is used in the proxy server.

- The Show All PBNs for a Device API returns **Could not find resource** message. [PR 1130428]
- The Scan Targeted PBNs for Impact API returns **Internal Server Error** message. [PR 1130429]
- The Change Dampening Status of an Auto Submit Policy API returns **Unknown Parameter** message. [PR 1130421]
- Service Now does not check for the presence of the AI-Scripts static configuration for AI-Scripts releases in the 4.0 (4.0R1 through 4.0R3) and 4.1 (4.1R3 through 4.1R10) series before beginning the installation of AI-Scripts Release 5.0R1 and later. [PR 1118990]
- Service Now does not support creating BIOS incidents on MX104, XRE200 external Routing Engine. [PR 1029546]
- Devices installed with AI-Scripts and managed by Service Now should not be directly deleted from the Junos Space Platform. [PR 1006201]  
  
Workaround: Delete the devices from Service Now and then delete the devices from the Junos Space Platform.
- The device inventory information, when exported in Excel format, is not displayed clearly in Excel 2013. [PR 975701]  
  
Workaround: Use Excel 2007 or earlier to view the exported device inventory information.
- If the device configuration contains the **load-scripts-from-flash** command, then events are not enabled on the device after AI-Scripts installation from Service Now. [PR 786972]

Workaround: Manually copy the **jais-SN-activate-scripts.slax** file from the **/var/db/scripts/commit** directory to the **/config/scripts/commit** directory.

- The connection between the Service Now partner proxy and its end customers fails when a user changes the IP address of a Service Now partner proxy. [PR 564827]

Workaround: Manually update the IP address of the Service Now partner proxy in your Service Now application.

- AI-Scripts is not installed on EX8200 devices when GRES is enabled. [PR 543035]

Workaround: GRES needs to be disabled if AI-Scripts is intended to be installed through Service Now.

- Service Now cannot uninstall AI-Scripts from the backup Routing Engine of a device with dual Routing Engines. [PR 555657]

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## Known Issues in QFabric

The following are known issues in QFabric:

- Service Now does not support the installation of AI-Scripts Release 5.0 and later on QFabric devices. [PR 1177154]
- Service Now does not support creating BIOS incidents on QFabric devices. [PR 1029546]
- Service Now does not support collecting on-demand iJMBs and eJMBs (both on-box and off-box) from QFabric devices. [PR 1014935]
- Service Now does not support configuring intervals for RSI collection on QFabric devices. [PR 1014932]
- Service Now does not collect log files from QFabric devices. [PR 968658]
- Service Now does not support the core file upload feature on QFabric devices. [PR 887123]
- Service Now does not support the Request RMA feature on QFabric devices. [PR 883404]

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## Resolved Issues in Junos Space Service Automation Release 15.1R2

The following issues are resolved in Junos Space Service Now and Service Insight Release 15.1R2:

- Service Now does not check for the presence of the AI-Scripts static configuration for AI-Scripts releases in the 4.0 (4.0R1 through 4.0R3) and 4.1 (4.1R3 through 4.1R10) series before beginning the installation of AI-Scripts Release 5.0R1 and later. [PR 1118990]
- Unable to add an organization in Service Now when NT LAN Manager (NTLM) authentication is used in the proxy server. [PR 1123113]
- `idx_file_id` and `idx_file_data_id` indexes are missing in the `SN_PHD_CHUNK_INFO` table of Service Now database. [PR 1135449]

- Service Now is not generating off box on-demand event JMBs and device snapshots on vSRX devices. [PR 1136662]
- The RPC command that adds **jais-activate-scripts.slax** to a device should be removed from the static configuration when AI-Scripts is pushed from Service Now. [PR 1137301]

## Resolved Issues in Junos Space Service Automation Release 15.1R1

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The following issues are resolved in Junos Space Service Now and Service Insight Release 15.1R1:

- EOL report shows incorrect device parts and EOL announce date. [PR 1054266]
- Improve the presentation of PBNs so that a PBN can be viewed in a single window on the Service Insight GUI. [PR 1055736]
- Improve PBN notifications sent by Service Insight to include the PBN ID and PBN title in the subject of the notification and to include the contents of the notification in tabular format. [PR 1055743]
- Improve the presentation of message details in Service Now to display complete instructions in the **Instructions** field. [PR 1061205]
- On an EX8208 Virtual Chassis with an external Routing Engine, Service Now should not check whether AI-Scripts is installed on the external Routing Engine. [PR 1067514]
- Batch installation of AI-Scripts fails. [PR 1092695]
- The RSI attachment file is empty in an on-demand JMB. [PR 1095665]
- REST API call for retrieving uploaded device snapshots is returning empty results. [PR 1098985]
- Unable to read logs attached to incidents submitted by Service Now. [PR 1098995]
- Service Now is downloading JMBs from devices in the \*.zip format instead of the \*.gz format. [PR 1098997]
- Service Now 14.1R4 upgrade takes excessively long to complete with customer database. [PR 1101158, PR 1116855]
- On an SRX Series cluster, upgrade of AI-Scripts 4.1R8 and earlier to AI-Scripts Release 5.0 is failing. [PR 1117179]

**Resolution:** Before upgrading AI-Scripts bundle to 5.0R1 release in SRX Series cluster, the older versions of AI-Scripts bundle installed on the SRX Series cluster must be uninstalled from both the nodes of the cluster. To uninstall AI-Scripts from an SRX Series cluster:

1. Uninstall AI-Scripts bundle from the primary node of the SRX Series cluster.
2. Once the uninstallation of AI-Scripts from the primary node is complete, uninstall AI-Scripts bundle from the secondary node.

For information about uninstalling AI-Scripts from an SRX Series cluster, see [Upgrading AI-Scripts from an Older Version to AI-Scripts 5.0R1 and Later on an SRX Cluster](#).

AI-Scripts must be uninstalled separately from both the nodes of an SRX Series cluster. If uninstallation of AI-Scripts is initiated at the same time on both the nodes, the operation might fail on one of the nodes. If the uninstallation operation fails on one of the nodes, use the **Retry on failed devices** option from the Junos Space Job Management page to try uninstalling AI-Scripts again from the failed node.

- When AI-Scripts is upgraded from older versions (Release 4.1R8 and earlier) to AI-Scripts Release 5.0 on a device where the older version of AI-Scripts is not present but, the AI-Scripts configuration is present, then the configuration information for both the old and new releases are getting merged [PR 1118990]]

**Resolution:** Delete the older AI-Scripts configuration manually, if present, before upgrading to AI-Scripts Release 5.0 and later.

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## Appendix

- [New Services and Methods Introduced in Junos Space Service Now and Service Insight Release 15.1R1 on page 13](#)
- [Services and Methods Modified in Service Now and Service Insight Release 15.1R1 on page 16](#)

### New Services and Methods Introduced in Junos Space Service Now and Service Insight Release 15.1R1

[Table 1 on page 14](#) lists new services added in Service Now and Service Insight Release 15.1R1 and the methods included in the services.

**Table 1: New Services Introduced in Service Now and Service Insight Release 15.1R1**

Service	Methods	Description
global-settings-management	Get Global Setting Configuration	Use this API to retrieve global settings in a Service Now application.
	Get Global Settings Information Link	Use this API to retrieve the link to retrieve information about configuring global settings in Service Now.
	Modify Global Settings	Use this API to modify global settings configured in Service Now.
	Change Service Now Mode to End Customer or Online	Use this API to change the operating mode of Service Now to End Customer mode or Online mode.
	Change Service Now Mode to Offline	Use this API to change the operating mode of Service Now to Offline mode.
	Test Connection using Configured Global Settings.	Use this API to test the connection of Service Now with JSS or a Service Now partner.
	Get All SNMP Configuration	Use this API to retrieve all SNMP configurations in Service Now.
	Get SNMP Configuration by ID	Use this API to get a SNMP configuration.
	Create an SNMP Configuration	Use this API to add an SNMP configuration to Service Now.
	Update an SNMP Configuration	Use this API to update an SNMP configuration.
	Delete an SNMP Configuration	Use this API to delete an SNMP configuration.
	Get SNMP Trap Attributes	Use this API to retrieve all attributes of SNMP traps configured in Service Now.
	Get SNMP Trap Attributes by ID	Use this API to retrieve attributes of a specific SNMP trap.
	Modify SNMP Trap	Use this API to enable or disable attributes of an SNMP trap.
	Configure Core File Upload	Use this API to configure the settings for core file upload.
	Modify Core File Upload Configuration	Use this API to modify core file upload configuration.

Table 1: New Services Introduced in Service Now and Service Insight Release 15.1R1 (*continued*)

Service	Methods	Description
	Check SFTP Status	Use this API to check SFTP connection status of a device with the FTP server.
	Update Core File Configuration in End Customer Mode	Use this API to update core file upload configuration when Junos Space Service Now is configured to operate in End Customer mode.
emailTemplate-management	Get All Email Templates	Use this API to retrieve all e-mail templates in Service Now.
	Get Email Template Details	Use this API to get details of an e-mail template.
	Modify an Email Template	Use this API to modify an e-mail template.
	Restore an Email Template to Default Content	Use this API to restore an e-mail template to its default content.
Information-management	Get All Information messages	Use this API to retrieve all information messages in Service Now.
	Get Information Message Details	Use this API to retrieve details of an information message.
	Assign Ownership to an Information Message	Use this API to assign an information message to a user for ownership.
	Flag an Information Message to Users	Use this API to flag an information message to users.
	Delete an Information Message	Use this API to delete an information message in Service Now.
	Assign an Information Message to End Customers	Use this API to assign an information message to Service Now end customers.

**Table 1: New Services Introduced in Service Now and Service Insight Release 15.1R1 (*continued*)**

Service	Methods	Description
notification-management (Service Now)	Get Service Now Notifications	Use this API to retrieve all notifications in Service Now
	Create a Service Now Notification	Use this API to create a Service Now notification.
	Change the Status of a Service Now Notification	Use this API to enable or disable a Service Now notification.
	Delete a Service Now Notification	Use this API to delete a specific Service Now notification.
	Edit Filter and Action of a Service Now Notification	Use this API to edit the filters and action of a Service Now notification.
	Copy a Service Now Notification	Use this API to copy a specific notification.
notification-management (Service Insight)	Get Details of a Service Insight Notification	Use this API to get details of all notifications in Service Insight.
	Create a Service Insight Notification	Use this API to create Service Insight notifications.
	Change Status of a Service Insight Notification	Use this API to enable or disable a Service Insight notification.
	Delete a Service Insight Notification	Use this API to delete a Service Insight Notification.
	Edit Filter and Action of a Service Insight Notification	Use this API to edit the filters and action of a Service Insight notification.
	Copy a Service Insight Notification	Use this API to copy a Service Insight notification.

## Services and Methods Modified in Service Now and Service Insight Release 15.1R1

[Table 2 on page 17](#) lists the new APIs introduced in existing Service Now services.

Table 2: New APIs Introduced in Existing Services of Service Now and Service Insight

Service	Methods	Description
organization-management	Check Status of an Organization	Use this API to check the connection status of an organization with JSS or a Service Now partner.
	View Messages of an Organization	Use this API to view the messages received for an organization.
	Associate Address Group with an Organization	Use this API to associate an address group with an organization.
	Update Core File Information for End Customers	Use this API to upload core file configuration information for an end customer to JSS.
device-group-management	Modify a Device Group	Use this API to modify a device group.
device-management	View Exposure of a Service Now Device to Know Issues	Use this API to view impact of known issues on a device.
	Check Availability of an FTP Server for Service Now Devices	Use this API to check the connection of Service Now devices with an FTP server.
	View Contract Information for a Service Now Device	Use this API to view the contract information for a device.
event-profile-management	Clone an Event Profile	Use this API to clone an event-profile
	Set an Event Profile as the Default Event Profile	Use this API to set an event profile as the default event profile.
scriptBundle-management	Add a Script Bundle	Use this API to add a script bundle to Service Now.
	Delete a Script Bundle	Use this API to delete a script bundle from Service Now.
	Set a Script Bundle as the Default Script Bundle	Use this API to set a script bundle as the default script bundle.
autosubmit-policy-management	Create an Auto Submit Policy	Use this API to create an auto submit policy.
	Delete an Auto Submit Policy by ID	Use this API to delete an auto submit policy.
	Export Incident Report	Use this API to export information about incidents for which the auto submit policy was applied.
	Change Status of an Auto Submit Policy	Use this API to enable or disable an auto submit policy.
	Change Dampening Status of an Auto Submit Policy by ID	Use this API to change the dampening status of an auto submit policy.

Table 2: New APIs Introduced in Existing Services of Service Now and Service Insight (*continued*)

Service	Methods	Description
incident-management	Get Incident Details	Use this API to retrieve details of an incident.
	Get Case Manager location to view a Case	Use this API to retrieve the link to view the case associated with an incident in Case Manager.
	Assign Ownership for an Incident	Use this API to assign an incident to a user for ownership.
	Flag an Incident to Users	Use this API to flag an incident to users.
	Export incident Summary to Excel	Use this API to export a summary of incidents created in Service Now to Excel.
	Create an End Customer Case	Use this API to create a case for an end-customer incident.
	Update an End Customer Incident	Use this API to update an end-customer case.
	Close an End Customer Case	Use this API to close an end-customer case.
	Upload Core Files for an Incident	Use this API to upload one or more core files for an incident to JSS.
	Download all Attachments of an Incident	Use this API to download all the attachments of an incident.
	Download Log Files and JMB of an Incident	Use this API to download log files and JMB of an incident.
case-management	View Tech Support Case in Case Manager	Use this API to view the details of a technical support case in Case Manager.
eccase-management	View End-Customer Case Details in Case Manager Link	Use this API to view the details of an end-customer case in Case Manager.
devicesnapshot-management	Get All Attachments and Upload Status of a Device Snapshot	Use this API to retrieve all attachments in a device snapshot and upload status of the attachments.
	View Original or Filtered iJMB	Use this API to view an iJMB in its original and filtered form.
	Download All Attachments of a Device Snapshot	Use this API to download all attachments of a device snapshot.
exposureanalyzer	Show Matching PBNs for a Device	Use this API to retrieve the PBNs that impact a specific device.
eol-report-management	Regenerate an EOL Report	Use this API to regenerate an EOL report.

Table 2: New APIs Introduced in Existing Services of Service Now and Service Insight (*continued*)

Service	Methods	Description
pbn-report-management	Regenerate a PBN Report	Use this API to regenerate a PBN report.
pbn-management	Get All Targeted PBNs	Use this API to list all targeted PBNs in received by Service Insight.
	Scan a Targeted PBN for Impact	Use this API to scan a targeted PBN for impact on a device.
	Flag a Targeted PBN to Users	Use this API to flag a targeted PBN to users.
	Assign Ownership for a Targeted PBN	Use this API to assign a targeted PBN to a user for ownership.
	Delete a Targeted PBN	Use this API to delete a targeted PBN.
	Get Details of a Targeted PBN	Use this API to view details of a targeted PBN.

## Documentation Feedback

We encourage you to provide feedback, comments, and suggestions so that we can improve the documentation. You can provide feedback by using either of the following methods:

- Online feedback rating system—On any page of the Juniper Networks TechLibrary site at <http://www.juniper.net/techpubs/index.html>, simply click the stars to rate the content, and use the pop-up form to provide us with information about your experience. Alternately, you can use the online feedback form at <http://www.juniper.net/techpubs/feedback/>.
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## 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 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: <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, see <http://www.juniper.net/support/requesting-support.html>.

## Revision History

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31 August, 2016—Reworded PR 1118990 in the Resolved Sssues section of 15.1R2 release

22 April, 2016—Included PR 1177154 in the Known Issues in QFabric section

24 November, 2015—Junos Space Service Automation Release 15.1R2 Release

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