

Junos[®] Space Service Now 12.2 Release Notes

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Service Now Release Notes

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

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New Features

The Junos Space Service Now application presents the following new features:

- **Share information with Juniper about Service Now Incidents and Service Now Devices**—Juniper uses information about how you are using Service Now to improve the product and assure real customer use cases are considered during product development. Sharing this information with Juniper is optional.
- **Editing synopsis and problem description when submitting On-Demand Incidents**—You can now edit default content in the Synopsis and Problem Description fields before Submitting an On-Demand Incident to Juniper or Partner Proxy (**Administration > Service Now Devices**).
- **Alerts sent for repetitive events**—A new mechanism in Service Now for dampening alerts (as per notification policy) sent when repetitive events are received for the same device.
- **PBN Report in Service Insight**—A new feature called PBN Reports have been added under **Insight Central > Exposure analyzer**. This feature is similar to the feature of EOL reports.
- **Changes in the Notification Screen**—Under **Service Now > Service Central > Notification > Create Notification** you can now see new options **Organization** and **Device Group** in the screen when you click on **Apply Filters**. This ensures better partner support.
- **Changes in Organization Creation Page**—When creating the Organization or Connected Member, the default selection for the JMB filter level is **Send all information with IP Addresses Overwritten**
- **Supporting RBAC functionality**—Enhancement made in Service Now to support RBAC functionality:
 - Changes in Network application platform - new object type **Service Now End Customer Devices** is added in **Network Application Platform > Administration > Manage Perm Label > Attach/Detach Permission label**. Only devices of connected members Service Now will be displayed here. This functionality is supported for Partner.
 - Changes in Service Now Devices - **Service Now > Administration > Service Now Devices** page displays only the devices that are mapped to the specific user.

- Changes in Service Now Incidents - **Service Now** > **Service Central** > **Incidents** page displays the incidents of only those devices that are mapped to the specific user.
- Changes in Service Now JMB Errors - **Service Now** > **Service Central** > **JMB Errors** page displays only the error JMB of the devices that are mapped to the specific user.
- Changes in Service Insight Exposure Analyzer - **Service Insight** > **Insight Central** > **Exposure Analyzer** page will display only the devices that are mapped to the specific user.
- **Managing E-mail Templates**—Service Now has default e-mail templates whose contents can be modified. From the e-mail Templates page in Service Now, you can view e-mail templates and modify e-mail templates.
- **Displaying KB articles in event profile**—Added new column called KB Article to the View Event profiles table under **Service Now** > **Administration** > **Event Profiles** > **Add Event Profile** and added new item called Clone to the Actions drawer.
- **Enabling Express RMA case creation to Juniper CRM**—Changes in Service Now that enables Express RMA case creation to Juniper CRM with least manual intervention. All Scripts running on the device captures an RMA event and creates a JMB with relevant RMA related information.
- **Off-box JMB Processing**—Off box JMB processing is used for on-demand JMBs when Service Now Event Profiles are not installed on the device.
- **Setting a Device Group for Service Now**—In Service Now, a Device Group will automatically be created when users create a Service Now Organization. This saves users time in manually creating the Device Group. When in Partner Proxy mode, the automatically created Device Group will also be the default target for all end customer devices that are added by end customer Service Now users. This means no action will be needed in Partner Proxy to accommodate new devices added by end customers.
- **Enable Service Insight for J-Care customers**—For Juniper Care and Juniper Care PLUS customers, Service Now enables Service Insight application in Standalone or Partner mode.
- **Manage SNMP Traps**—In **Service Now** > **Administration** > **Global Settings** > **SNMP Configuration**, a new item called Manage SNMP Traps is available. In addition, a new parameter (IP Address) is added to SNMP trap messages.
- **Scheduling repetitive EOL and PBN report**—Service Insight has been modified with the option of scheduling EOL and PBN reports such that they are generated on a set schedule. Generated reports are available on the **Service Insight** > **Insight Central** page and (if applicable) e-mailed to users.

Operational Recommendation

- Using Service Now and Service Insight without deploying AI Scripts on Junos OS devices: In Junos Space 12.2, you can generate On-demand Incidents without first installing AI Scripts. In this case, select the **Use Service Now to Generate Incident** check box when creating the On-demand Incident. Service Now will issue commands over the existing Device Management Interface (DMI) connection and collect information needed to construct the incident. If the check box is not selected, AI Scripts must be installed on the device; otherwise the On-Demand Incident will not be generated.

Without deploying AI Scripts on target devices, event-based incident cannot be generated. Only On-demand incidents can be generated.

- Using Service Now and Service Insight with AI Scripts installed on devices: AI Scripts must be installed on devices to generate event-based incidents in Service Now. Optimizations introduced in AI Scripts 3.4R1 substantially reduce the processing and memory required to generate Service Now incidents. Therefore, AI Scripts can be effectively used with a larger number of Junos platforms. Although improvements were made, system resources are still consumed when Service Automation is active on devices. As a result, Juniper recommends that Service Automation be tested and qualified before being deployed in a production environment. Refer AI Scripts Release Notes for the list of supported platforms.
- The processing time slows down when there are too many JMBs. To reduce the processing time, upgrade your RAM size to 3 GB when you restart JBOSS.
- When you upgrade Service Now operating in end-customer or partner proxy mode, ensure that the Service Now partner proxy is of the same version as its end-customer Service Now applications or up to 2 versions higher than the versions of the end-customer Service Now applications that it connects to.
- Read the KB article, <http://kb.juniper.net/KB19155>, before installing AI scripts on devices.

Known Issues

- RBAC is not supported for TORs of DCF devices. [PR 82462]
- When using the scan for impact feature in Service Insight, PBNs marked with a dependency on a Junos configuration option may show devices without this configuration option. Service Insight does not include configuration option matching when linking devices to PBNs. The result is that scan for impact may show more devices than actually match the PBN.
- If the device configuration contains the command **load-scripts-from-flash**, then events are not enabled in the device after AIScript installation from Service Now. [PR 786972]

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

- The feature Add Support for Service Now/Service Insight to leverage RBAC features from platform will not be supported for SDK APIs [PR 816765].
- AIS scripts are not installed on EX-8200 devices when GRES is enabled. [PR 543035]

Workaround: GRES needs to be disabled if AIS scripts are intended to be installed through Service Now.

- Service Now does not support installation of AI Scripts for dual routing engine virtual chassis devices. [PR 614683]
- The status of a technical support case is not updated when the case is associated to a site ID that is not present in Service Now. [PR 575240]
- Junos OS devices may not provide specific time zones for incidents, and hence Service Now may display an incorrect time of occurrence for incidents. For example, when the time zone is EST, Service Now uses US EST by default, while the time zone can also be AEST (Australian EST). [PR 544087]

Workaround: See [Setting a Custom Time Zone on Routers or Switches Running Junos OS](#) for information on how to configure a custom time zone.

- 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.

Workaround: Manually update the IP address of the Service Now partner proxy in your Service Now application. [PR 564827]

- Service Now cannot uninstall AI-Scripts from the back up RE of a device with dual REs. [PR 555657]

Resolved Issues

- Unable to add an e-mail address beginning with an underscore, to Service Now notification policies [PR 783169].
- Service Now Notification Policy Error [PR 807386].
- Escript.log is not created after AI-scripts installation and activation configuration commit [PR 801873-1].

Related Documentation

- [Junos Space Frequently Asked Questions](#)

Junos Space Documentation and Release Notes

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

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

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Documentation Feedback

We encourage you to provide feedback, comments, and suggestions so that we can improve the documentation. You can send your comments to techpubs-comments@juniper.net, or fill out the documentation feedback form at <https://www.juniper.net/cgi-bin/docbugreport/>. If you are using e-mail, be sure to include the following information with your comments:

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

Requesting Technical Support

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

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

Self-Help Online Tools and Resources

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

- Find CSC offerings: <http://www.juniper.net/customers/support/>
- Search for known bugs: <http://www2.juniper.net/kb/>
- Find product documentation: <http://www.juniper.net/techpubs/>

- Find solutions and answer questions using our Knowledge Base: <http://kb.juniper.net/>
- Download the latest versions of software and review release notes: <http://www.juniper.net/customers/csc/software/>
- Search technical bulletins for relevant hardware and software notifications: <https://www.juniper.net/alerts/>
- Join and participate in the Juniper Networks Community Forum: <http://www.juniper.net/company/communities/>
- Open a case online in the CSC Case Management tool: <http://www.juniper.net/cm/>

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

Opening a Case with JTAC

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

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

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

Revision History

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