

# Junos Space

Service Now — Administration

Release

# 1.3



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## CHAPTER 1

# Administration Overview

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## Administration Overview

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Service Now allows you to monitor and manage device data with the help of AI-Scripts that are installed on a device. When AI-Scripts are installed on a device, the device is AIS enabled. It can then automatically detect and report incidents and informational JMBs (iJMBs).

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

An organization is defined by a unique site id that is a unique identifier of a customer record in Juniper Networks CRM systems. After creating an organization, you can test its connectivity with JSS and even run it in test mode. JSS provides support for the incidents and iJMBs that you submit depending on your service contract level. J-Care Efficiency, Continuity or Agility levels of service are required to use Service Now.

If you are a Juniper Networks partner or a direct customer with multiple distinct networks, you can use multiple Service Now organizations to keep customers or networks separate. Service Now organizations are defined by the site ID (used when opening support cases) under devices and users. Also, by associating an organization with one or more device groups, you can maintain groups of devices with similar attributes and control a users' access to devices. Device groups also help you automatically install AI-Scripts on many devices at one time.

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

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

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

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

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

**Related  
Documentation**

- Service Now Modes
- Service Now Devices Overview on page 17
- Device Groups Overview on page 13
- AI-Scripts Overview on page 25
- Organizations Overview on page 3
- Configuring Global Settings on page 29
- Service Contract on page 35

## CHAPTER 2

# Organizations

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- Modifying Organization Parameters on page 8
- Deleting an Organization on page 9
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- Running an Organization in Test Mode on page 11

## Organizations Overview

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An organization in Service Now represents a unique Clarify site ID in Juniper Support Systems (JSS). Clarify Site IDs are used by JSS to identify customers when providing technical support. Multiple organizations defined in Service Now, allow you to manage multiple sites (each with its own Clarify site ID) with just one Service Now installation. This is done by dividing the network into multiple logical customer sites. To communicate with JSS, a Service Now organization requires a site ID, login name, and password. The login name must be a contact associated with the site ID.

Device groups are used to group devices within an organization. By associating an organization with one or more device groups, you can maintain groups of devices with similar attributes or uses. Using device groups, you can control the access that users have over devices. See “Device Groups Overview” on page 13.

For more information about creating device groups, see “Creating a Device Group” on page 13.

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

### **Global Organization:**

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

organizations and connected members to it. When you delete a global organization, the organizations associated with the global organization operate as stand alone organizations. After you specify a global organization again, these stand alone organizations are automatically associated to the new global organization. To specify an organization as a global organization modify the organization parameters, see “Modifying Organization Parameters” on page 8.

Service Now organizations are displayed on the **Manage Organizations** page. You can chose to display the organizations either as a table arranged according to name, site ID, submit cases as, username, and connection status, or as icons, as shown in Figure 1 on page 4.

Figure 1: Manage Organizations Page

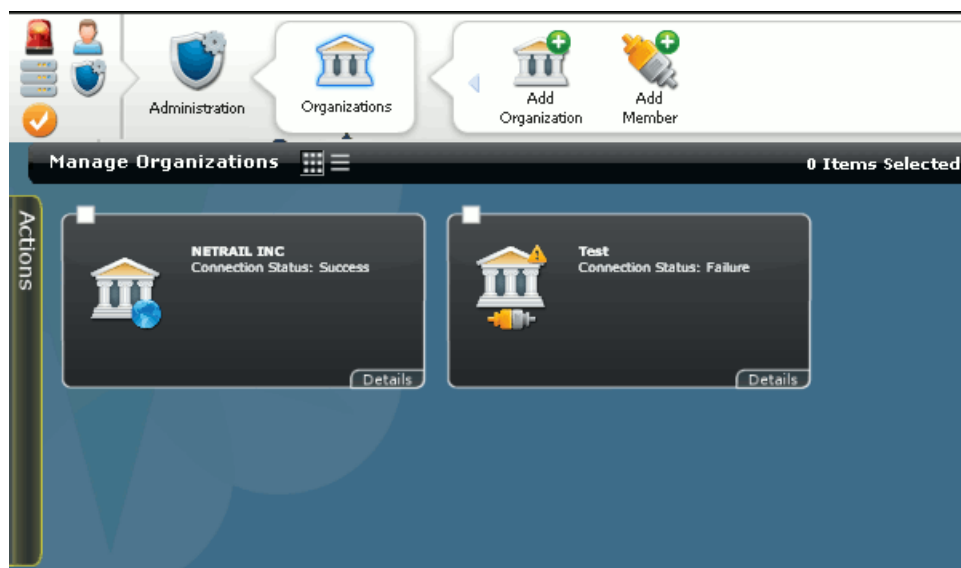


Table 1 on page 4 describes the columns in the **Manage Organizations** page and the **Organization Detail** dialog box.

Table 1: Organization Column Descriptions

Column Name	Description
Name	Name of the organization
Site ID	An identifier for the Customer Site in the JTAC Clarify system.
Submit Cases As	Describes whether the case that is sent to JSS is a real case or a test case that is sent in a production environment. The synopsis of a test case sent to JSS is appended with [Test Mode].
User Name	The name used to identify the user for communications with the JTAC Clarify system, such as creating cases, and checking for updates to existing cases.
Connection Status	The status of the connection between the organizations and JSS.

From the Organizations page, you can:

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

**Related  
Documentation**

- Adding an Organization on page 5
- Modifying Organization Parameters on page 8
- Running an Organization in Test Mode on page 11

## Adding an Organization

An organization in Service Now represents a unique Clarify site ID in Juniper Support Systems (JSS). Clarify Site IDs identify customers when JSS provides technical support. Multiple organizations defined in Service Now allow you to manage multiple sites (each with its own Clarify site ID) with only one Service Now installation. This is done by dividing the network into multiple logical customer sites. To communicate with JSS, a Service Now organization requires a site ID, login name, and password.

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

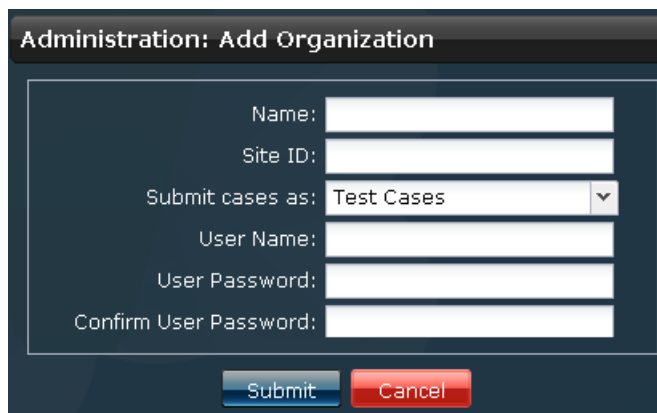
To specify an organization as a global organization, see “Modifying Organization Parameters” on page 8.



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

To add a Service Now organization:

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



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

2. Enter the organization parameters in the provided fields. For a detailed description of these fields, see Table 2 on page 6.
3. Click **Submit**. This action verifies and saves the organization parameters and returns to the **Manage Organization** page.

Table 2 on page 6 defines the **Add Organization** dialog box fields.

**Table 2: Organization Credentials Page Field Descriptions**

Name	Description	Privileges	Range/Length	Default
Name	Name of the organization	Service Now Admin Privileges	64 characters	Blank
Site ID	An identifier for the Customer Site in the JTAC Clarify system.	Service Now Admin Privileges	80 characters	Blank
Submit cases as	Describes whether the case that is sent to JSS is a real case or a test case that is sent in a production environment. The synopsis of a test case sent to JSS is appended with [Test Mode].	Service Now Admin Privileges	<ul style="list-style-type: none"> <li>• Real Cases</li> <li>• Test Cases</li> </ul>	Disabled
User Name	The name used to identify the user for communications with the JTAC Clarify system, such as creating cases, and checking for updates to existing cases.	Service Now Admin Privileges	32 characters	Blank
User Password	The password used to login, for the account with the above user name.	Service Now Admin Privileges	32 characters	Blank
Confirm User Password	The password for confirmation must match the value in User Password field.	Service Now Admin Privileges	32 characters	Blank

- Related Documentation**
- Organizations Overview on page 3
  - Running an Organization in Test Mode on page 11

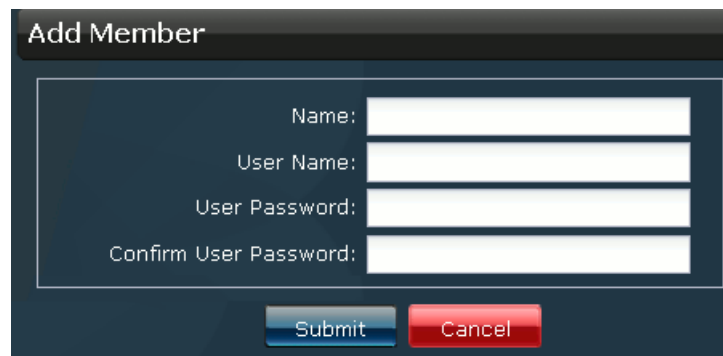
## Adding a Connected Member

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

To add a connected member to Service Now:

1. From the Service Now task ribbon select, **Administration > Organization > Add Connected Member**. The **Add Member** dialog box is displayed as shown in Figure 2 on page 7.

Figure 2: Add Member Dialog Box

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

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

- Related Documentation**
- Adding an Organization on page 5
  - Organizations Overview on page 3

## Modifying Organization Parameters

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

### Global Organization:

A global organization represents the site ID that JSS uses to open cases created by an end customer. Only a single organization can be specified as a global organization. Once a global organization is specified, Service Now automatically associates the connected members to it. See “Adding a Connected Member” on page 7.

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

To modify the parameters of an organization:

1. From the Service Now task ribbon, select **Administration > Organizations**. The **Manage Organizations** page is displayed.
2. Select the organization whose parameters you wish to modify.
3. Click **Modify Organization** from the Actions panel. The **Organizations** dialog box displays the name, site ID, submit cases as, user name, and password of the selected organization.

When Service Now operates in the partner proxy mode, the **This is a Global Organization** check box is displayed. See Figure 3 on page 8. Only a single organization can be specified as a global organization, and to specify a different organization as a global organization you must first delete the current global organization.

Figure 3: Modify Organization Dialog Box

**Modify Organization**

This is a Global ☒ Organization:

Name: ABC INC

Site ID: W14145424

Submit Cases as: Real Cases

User Name: sample@sampleuser1.net

User Password: .....

Confirm User Password: .....

Submit Cancel

4. Make your changes to these parameters.
5. Click **Submit**. The changes are saved in the Service Now database. To view these changes, view the details of the organization in the **Manage Organizations** page.

**Related  
Documentation**

- Organizations Overview on page 3
- Running an Organization in Test Mode on page 11

## Deleting an Organization

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

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

To delete an organization:

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



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

**Related  
Documentation**

- Organizations Overview on page 3
- Running an Organization in Test Mode on page 11

## Test the Connection to JSS

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

To test an organization's connectivity with JSS:

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



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

**Related  
Documentation**

- Organizations Overview on page 3
- Running an Organization in Test Mode on page 11

---

## Viewing Messages Assigned to a Connected Member

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

To view the messages assigned to a connected member:

1. From the Service Now task ribbon, select **Administration > Organizations**. The **Manage Organizations** page displays the list of organizations and connected members.
2. Select the connected member whose list of assigned messages you want to view.
3. Right click your selection or use the **Actions** panel and select **View Messages**. As shown in Figure 4 on page 11, the **Messages assigned to Connected Member** page displays the list of messages assigned to the selected connected member.

Figure 4: Messages Assigned to Connected Member page

Messages assigned to Connected Member		
<a href="#">Return to Organization</a>		
Title ▲	Status	Sent
<a href="#">abc</a>	Delivered	2010/05/07 01:36
<a href="#">final1</a>	Delivered	2010/05/07 01:36

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

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

- Related Documentation**
- Assigning a Message to a Connected Member
  - Messages Overview

## Running an Organization in Test Mode

While configuring an organization, you can enable the test mode to submit cases as test cases to avoid the processing of production incident cases. In this mode, the synopsis of the incident that is being submitted to JTAC is appended with [Test ].

To run an organization in test mode:

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

- Related Documentation**
- Organizations Overview on page 3
  - Modifying Organization Parameters on page 8



## CHAPTER 3

# Device Groups

- Device Groups Overview on page 13
- Creating a Device Group on page 13
- Modifying Device Groups on page 14
- Deleting Device Groups on page 15

### Device Groups Overview

---

Device groups are used to group devices within an organization. By associating an organization with one or more device groups, you can maintain groups of devices with similar attributes or uses. One or more devices can be associated to every device group

Only users with Service Now admin privileges can configure device groups.

From the **Manage Device Groups** page in Service Now, you can perform the following tasks:

- Creating and Adding Devices to a Device Group
- Modifying Device Groups
- Deleting Device Groups

#### Related Documentation

- Creating a Device Group on page 13
- Modifying Device Groups on page 14
- Deleting Device Groups on page 15

### Creating a Device Group

---

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

To create a device group:

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

2. Enter a name for the device group within the **Name** field. The name must begin with a letter and can have only alphanumeric (a-z, 0-9), underscores(\_), and hyphens (-).
3. In the **Organizations** drop-down list, select an organization for this device group.  
If you want to add a new organization, click **New Organization**. See “Adding an Organization” on page 5.
4. Select the devices that you want to add to this device group.
5. Click **Finish**. The selected devices are added to the device group. To verify that the devices have been added, you can view the details of the device group in the **Manage Device Groups** page.

- Related Documentation**
- Device Groups Overview on page 13
  - Modifying Device Groups on page 14

## Modifying Device Groups

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

To modify a device group:

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

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

- Related Documentation**
- Device Groups Overview on page 13
  - Deleting Device Groups on page 15
  - Creating a Device Group on page 13

---

## Deleting Device Groups

If you have Service Now admin privileges, you can delete device groups.

To delete a device group:

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

- Related Documentation**
- Device Groups Overview on page 13
  - Modifying Device Groups on page 14



## CHAPTER 4

# Devices

- Service Now Devices Overview on page 17
- Adding Devices from the Platform on page 19
- Installing AI-Scripts on Devices Using Service Now on page 20
- Installing AI-Scripts Manually on Devices on page 21
- Uninstalling AI-Scripts from Devices on page 23
- Exporting Device Data in CSV and Excel Format on page 23
- Deleting a Device on page 24
- Associating Devices to a Device Group on page 24

### Service Now Devices Overview

---

Service Now allows you to group network elements and manage multiple devices in a single entity called a device group. Service Now lists the devices that are already a part of the Junos Space platform and allows you to import them to Service Now. These devices periodically send device information to Service Now for monitoring purposes. The devices that do not send device information (device snapshots) for more than 2 weeks are detected and displayed by Service Now.

After you add devices and create device groups, you can perform various operations on them, such as installing and uninstalling AI-Scripts individually on every device or on all the devices in a device group at once, and also deleting them from the Service Now database. Service Now devices are displayed on the **Service Now Devices** page. You can choose to display the devices either as a table arranged according to organization, device group, hostname, serial number, platform, version, and script bundle, or as icons, as shown in Figure 5 on page 18. Table 3 on page 18 describes the columns in the **Service Now Devices** page and the **Device Detail** dialog box.

Figure 5: Service Now Devices Page



Table 3: Service Now Devices Column Descriptions

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

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

- Add devices from the platform
- Install AI-Script on devices
- Uninstall AI-Script from devices
- Export device data into CSV and Excel format

- Modify device parameters
- Delete devices
- Associate devices to a device group

#### Related Documentation

- Adding Devices from the Platform on page 19
- Installing AI-Scripts on Devices Using Service Now on page 20
- Uninstalling AI-Scripts from Devices on page 23
- Exporting Device Data in CSV and Excel Format
- Modifying Device Groups on page 14
- Deleting a Device on page 24
- Associating Devices to a Device Group on page 24

## Adding Devices from the Platform

You can add devices that are a part of the Junos Space platform to the Service Now application. While you add these devices, you can assign them to a device group, and also install AI-Scripts on them.



**NOTE:** Devices that are discovered and added to the Junos Space platform are automatically added to the Service Now application. However, if Service Now is in demo mode, only the first five devices are considered.

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

1. From the Service Now task ribbon, select **Administration > Service Now Devices > Add Devices**. The **Select Devices to Add to Service Now and Click Next or Finish** page displays the devices that have not been added to Service Now.

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

2. Select the devices that you want to add.
3. (Optional) To install script bundles on the selected devices, click **Install AI Scripts** or click **Next**, and check the **Install AI Scripts on new Devices** check box. For more information about installing AI-Scripts on devices, see “Installing AI-Scripts on Devices Using Service Now” on page 20. If you are unable to install AI-Scripts, ensure that the device has proper login credentials and belongs to a device group.
4. Click **Finish**. The devices are added to Service Now and displayed on the **Service Now Devices** page. The device **Status** column displays **Imported**.

- Related Documentation**
- Service Now Devices Overview on page 17

## Installing AI-Scripts on Devices Using Service Now

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



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

To install AI-Scripts on devices:

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



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

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

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

If you want to add a new script bundle, click **Add Script Bundle**. For more information about how to add a script bundle, see “Adding a Script Bundle to Service Now” on page 26.

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



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

#### Related Documentation

- AI-Scripts Overview on page 25
- Installing AI-Scripts Manually on Devices on page 21
- Adding a Script Bundle to Service Now on page 26

## Installing AI-Scripts Manually on Devices

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

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



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

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

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

To install AI-Scripts manually:



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

1. Copy the AI-Script bundle (example: jais-2.1R2.0-signed.tgz) to the JUNOS device using SCP or FTP.
2. In the configuration mode, execute the following commands:  
**set groups juniper-ais system scripts commit allow-transients**  
**set groups juniper-ais system scripts commit file jais-activate-scripts.slax optional**  
**set groups juniper-ais interfaces lo0 unit 0 family inet address 127.0.0.1/32**  
**set groups juniper-ais event-options destinations juniper-aim archive-sites**  
**"scp://<user>@127.0.0.1://var/tmp" password <password for user>**
3. Install the AI-Script bundle in the CLI mode using the command  
**request system scripts add <full-path>/jais-2.1R2.0-signed.tgz**

The AI-Script is installed on the device.

**Related  
Documentation**

- Installing AI-Scripts on Devices Using Service Now on page 20
- Adding a Script Bundle to Service Now on page 26

## Uninstalling AI-Scripts from Devices

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



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

To uninstall AI-Script from devices:

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

### Related Documentation

- AI-Scripts Overview on page 25
- Installing AI-Scripts on Devices Using Service Now on page 20

## Exporting Device Data in CSV and Excel Format

You can export Service Now device data in CSV and Excel file formats. A CSV file is a plain text file that stores each data record separated by a comma. The XML file contains the hardware components installed in the selected device.

To export the device data in CSV and Excel format:

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

### Related Documentation

- Service Now Devices Overview on page 17
- Deleting a Device on page 24

## Deleting a Device

---

When you delete a device, the device is deleted from Service Now, but it is not deleted from the Junos Space Platform. The incidents and JMBs related to the device are also deleted.

To delete a device from Service Now:

1. From the Service Now task ribbon, select **Administration > Service Now Devices**. The **Service Now Devices** page lists the Service Now devices.

2. Select the device that you want to delete.

To select more than one device, use the **Multiple** tab.

3. Click **Delete** from the Actions panel. The **Delete** dialog box asks you for a confirmation.

To delete more than one device, use the **Multiple** tab.

4. Click **Delete**. The selected device is deleted from the Service Now database and is no longer displayed on the **Service Now Devices** page.

### Related Documentation

- Service Now Devices Overview on page 17
- Modifying Device Groups on page 14

## Associating Devices to a Device Group

---

Service Now allows you to associate devices to device groups.

To associate devices to device group:

1. From the Service Now task ribbon, select **Administration > Service Now Devices**. The **Service Now Devices** page lists the Service Now devices.

2. Select the device that you want to associate with a device group.

To associate more than one device, use the **Multiple** tab.

3. Click **Associate Device Groups** from the Actions panel. The **Associate Device Groups** dialog box is displayed.

4. In the Device Group drop-down list, select the device group that you want to associate with the selected device.

5. Click **Submit**. The device are associated to the selected device group. You can verify the changes on the **Service Now Devices** page, in the Device Group column.

### Related Documentation

- Service Now Devices Overview on page 17
- Modifying Device Groups on page 14

## CHAPTER 5

# Script Bundles

- AI-Scripts Overview on page 25
- Adding a Script Bundle to Service Now on page 26
- Deleting a Script Bundle from Service Now on page 27

### AI-Scripts Overview

---

When AI-Scripts are installed on a device, the device is AIS enabled. It can then automatically detect and report incidents and informational JMBs. This helps to ensure maximum network uptime. This section contains the following topics:

- What AI-Scripts Do on page 25
- Events Detected by AI-Scripts on page 25
- JMB Contents on page 26

#### What AI-Scripts Do

AI-Scripts perform the following functions:

- React to specific incident events that occur on devices and provide relevant information about the problems for analysis
- Periodically collect data on events that can be used to predict and prevent risks in the future.
- Package all incident and information event data into a structured format called a Juniper Message Bundle (JMB) and send it to Service Now. Service Now can be configured to send event data to Juniper Support Systems (JSS). JSS collects incident and device snapshots from Service Now and sends information messages back to Service Now specifically for your network.

AI-Scripts operate in a reactive (incident-driven) mode. When a trigger event occurs and is detected on a device, an AI-Script is executed. The AI-Script builds a Juniper Message Bundle (JMB) with event and router data, and sends it to Service Now. Each AI-Script corresponds to a specific device event. The list of device events that can be detected and reported evolve over time.

#### Events Detected by AI-Scripts

AI-Scripts detect the following types of events:

- Common software events, including daemon and Packet Forwarding Engine crashes
- Common hardware events, such as PIC alarms
- Hardware platform-specific events, such ASIC issues

### JMB Contents

The JMB for incidents and informational JMBs contains the following:

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

#### Related Documentation

- Adding a Script Bundle to Service Now on page 26
- Deleting a Script Bundle from Service Now on page 27

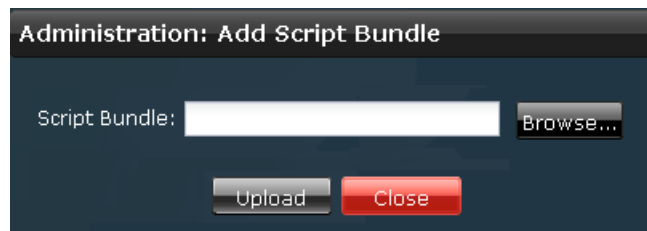
---

## Adding a Script Bundle to Service Now

The **Manage Script Bundles** page provides a central point for managing script bundles (also known as AI-Script install packages) that have been downloaded from the Juniper Networks software download site. The script bundles must be located locally to the system running the Service Now application. You need Service Now Admin privileges to add a script bundle.

To add a script bundle:

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



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

#### Related Documentation

- AI-Scripts Overview on page 25
- Deleting a Script Bundle from Service Now on page 27

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## Deleting a Script Bundle from Service Now

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



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

To delete a script bundle:

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

**Related  
Documentation**

- AI-Scripts Overview on page 25
- Adding a Script Bundle to Service Now on page 26



## CHAPTER 6

# Global Settings

- Configuring Global Settings on page 29
- Adding an SNMP Server on page 32
- Editing and Deleting an SNMP Server on page 33
- Configuring Proxy Server Settings on page 34

### Configuring Global Settings

---

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

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

Using the Service Now **Global Settings** page, a Service Now end customer can also connect to a partners' Service Now application. When an end customer connects to a partner, Junos Space uses a self signed security certificate. Although this method of identification is not trusted, Junos Space automatically accepts this certificate to ensure that the communication between the partner and the end customer is encrypted. Once you connect to the partner proxys' Service Now application, you enter the end customer mode and you can not revert back to the standard or partner proxy modes. After you connect to the partner you can add an organization using the credentials provided by the partner. See "Adding an Organization" on page 5. After the connection of the organization is validated, you can submit incidents and iJMBs to, and open cases with the Service Now partner.

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

To configure Service Now Global settings:

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

2. Add your Service Now settings. For a description of the **Global Setting** page fields see Table 5 on page 31.
3. Click **Test Connection**. The connection to JSS is tested and the result is displayed as **JSS Connection Status**.
4. Click **Submit**. This action saves the Service Now settings that you specified and updates the Service Now service with these new settings.

Table 4 on page 30 describes the **Global Setting** page command buttons.

**Table 4: Global Settings Command Button**

Button Name	Description	Privileges	Enabled/Disabled	Results
Submit	Saves any modified Service Now global settings and updates the Service Now service with these new settings.	Service Now Admin Settings	Enabled if you have admin privileges	Saves settings that were modified.
Test Connection	<ul style="list-style-type: none"> <li>• In the standard or partner proxy mode, the organization connectivity with JSS is verified.</li> <li>• In the end-customer mode, the organization connectivity with the partners' Service Now application is verified.</li> </ul>	Service Now Admin Settings	Enabled if you have admin privileges	Displays the Connection Status as Success or Failed.
Cancel	Withdraws the submission of modified settings.	Service Now Admin Settings	N/A	Navigates back to the <b>Global Settings</b> page without saving the entries.

Table 5 on page 31 describes the **Global Setting** page fields.

**Table 5: Global Settings Parameters**

Name	Description	Privileges	Range/Length	Default
JMB Filter Level	<p>Specifies the amount of device configuration information in JMBs to be shared with JSS:</p> <ul style="list-style-type: none"> <li>Do not send—Sends no configuration information.</li> <li>Send all information except configuration—Sends all device information except the configuration.</li> <li>Send only list of features used—Sends only the device configuration information.</li> <li>Send all information with IP Addresses overwritten—Sends all device information, except IP addresses</li> <li>Send all information—Sends all device information.</li> </ul>	Service Now Admin privileges	N/A	Do not send
Upload Informational JMB	<p>Specifies the interval when a newly detected Informational JMB is sent to JSS:</p> <ul style="list-style-type: none"> <li>On Receipt</li> <li>Daily</li> <li>Weekly</li> </ul>	Service Now Admin privileges	N/A	On Receipt
SMTP Server	<ul style="list-style-type: none"> <li>IP Address: IP address of network management station where Service Now trap destination are sent.</li> <li>Hostname: Identifier used for network communication between Service Now and JUNOS device. For example, it can be a hostname (host-name.juniper.net) or an IP address.</li> </ul>	Service Now Admin privileges	255 characters	Blank
Connection Status	<p>Displays the status of connection from Service Now to JSS.</p> <p>If Service Now is operating in the end customer mode, the connection status between Service Now and the partner proxy is displayed.</p>	Service Now Partner	<ul style="list-style-type: none"> <li>Success — URL is responsive</li> <li>No route to host</li> <li>Connection refused</li> <li>The Home Base server is temporarily unable to service your request</li> </ul>	Blank

Table 5: Global Settings Parameters (*continued*)

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

- Related Documentation**
- Organizations Overview on page 3
  - Configuring Proxy Server Settings on page 34

## Adding an SNMP Server

You can specify a destination for SNMP traps to be sent when a Service Now notification policy is triggered. SNMP traps are sent to these destinations only when the notification policy specifies this action. In **Service Now > Administration > Global Settings > SNMP Configuration**, the specified trap destinations are displayed.

To add and manage SNMP servers, you must have Service Now administration privileges.

To add an SNMP server:

1. From the Service Now task ribbon, select **Administration > Global Settings > SNMP Configuration**. The **SNMP Servers** page is displayed.
2. Click **Add**. The **Add SNMP Server** dialog box is displayed.

3. Enter a name for the SNMP server, using alphanumeric values.
4. Enter the SNMP server that is the IP address or hostname of network management station where Service Now SNMP traps are sent. Do not use special characters.
5. Enter the UDP port. The User Data Protocol (UDP) port is a mechanism that allows a computer to simultaneously support multiple communication sessions with other

computers and programs on the network. A port directs the request to a particular service that can be found at that IP address. The default UDP Port number is 162.

6. Enter a community string using only alphanumeric characters. A community string is a password that allows access to a network device. It defines the community of people that can access the SNMP information on the device.
7. Select the protocol version from the drop-down list box that specifies the SNMP versions.
8. Click **Add**. The specified SNMP server is added to the Service Now database.

### Loading MIBs

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

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

### Related Documentation

- Configuring Global Settings on page 29
- Configuring Proxy Server Settings on page 34

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## Editing and Deleting an SNMP Server

SNMP servers are the destination for SNMP traps to be sent when a Service Now notification policy is triggered. You can modify the parameters of these SNMP servers and also delete them.

### Editing an SNMP Server

To edit an SNMP server:

1. From the Service Now task ribbon, select **Administration > Global Settings > SNMP Configuration**. The **SNMP Servers** page is displayed.
2. Select the SNMP server whose parameters you want to modify.
3. Click **Edit**. The **Edit SNMP** dialog box is displayed.
4. Make the desired changes to the parameters.
5. Click **Save**. The changes are saved in the Service Now database. To verify, you can view the changes on the **SNMP Servers** page.

### Deleting an SNMP Server

To delete an SNMP server:

1. From the Service Now task ribbon, select **Administration > Global Settings > SNMP Configuration**. The **SNMP Servers** page is displayed.
2. Select the SNMP server that you want to delete.

3. Click **Delete**. The selected SNMP server is deleted from the Service Now database and is no longer displayed on the **SNMP Servers** page.

- Related Documentation**
- Configuring Global Settings on page 29
  - Configuring Proxy Server Settings on page 34

## Configuring Proxy Server Settings

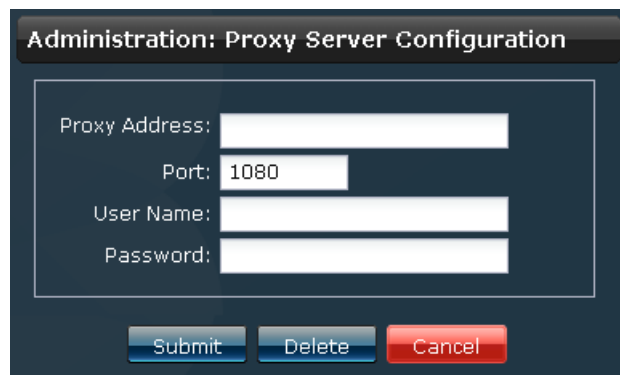
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You can configure Service Now to work with a proxy server. When you connect to a proxy server, all communication to and from JSS happens through the proxy server. Both SOCKS and HTTP proxies are supported in Service Now.

The proxy server evaluates the request according to the filters specified. For example, it may filter traffic by IP address or protocol. When the request is validated, the proxy provides the resource by connecting to the relevant server and requesting the service on behalf of the client.

To configure the proxy server settings:

1. From the Service Now task ribbon, select **Administration > Global Settings > Proxy Server Configuration**. The **Administration: Proxy Server Configuration** dialog box is displayed.

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

2. Enter the proxy address as a valid IP address or a valid hostname.
3. Specify the port on which the proxy server communicates with JSS. The default port number is 1080.
4. Enter the login user name for authentication.
5. Enter the password that can be used to login, for the account with the above user name.
6. Click **Submit**. The proxy server settings are saved in the Service Now database.

- Related Documentation**
- Configuring Global Settings on page 29
  - Adding an SNMP Server on page 32

## CHAPTER 7

# Service Now Contract and User Roles

- Service Contract on page 35
- Service Now User Roles on page 36

### Service Contract

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The **Service Contract** task in Service Now displays the details of the Technical Support Contract you purchase from Juniper Networks. When you log in to Service Now, the Service Now Notices gadget on the dashboard shows the status and provides updates about your contract. Until you create a Service Now organization and validate the organizations' connection with JSS, Service Now operates in the demo mode. In the demo mode, Service Now supports a single organization and up to five devices. The connection between Service Now and Juniper Support Services (JSS) is disabled, allowing no technical support cases to be created.

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



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

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

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

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

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

1. From the Service Now task ribbon, select **Administration > Service Contract**. The **Service Contract** page displays the details of the contract. See Table 6 on page 36 for a description of the **Service Contract** page fields.

**Administration: Service Contract**

**Organization:** TEST

**Service Level:** CONTINUITY\_SERVICES

**Service Type:** PARTNER\_SERVICES

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

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

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

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

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

**Table 6: Service Contract Page Field Description**

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

**Related Documentation**

- Administration Overview on page 1

## Service Now User Roles

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

You can create users and manage them on the **Manage Users** page, if you have User Administrator permissions. To create and manage these users, select **Application Switcher > Network Application Platform > Users > Manage Users**. The **Manage Users** page lists the existing users. Use this page to create and assign roles to Service Now users.

You can also navigate to the **Manage Users** page by selecting **Application Switcher > Jump to Users**.

Table 7 on page 37 describes the tasks that different users have access to, based on the roles assigned to them.

**Table 7: User Roles and Permissions**

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

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

**Related Documentation**

- Administration Overview on page 1



## CHAPTER 8

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- Index on page 41



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