

Release Notes: Junos Space Service Now and Service Insight Release 18.1R2

21 August, 2019
Revision 1

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Release Notes for Junos Space Service Now and Junos Space Service Insight

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Supported Platforms

For the list of platforms supported by Service Now Release 18.1R2 and Service Insight Release 18.1R2, see [Juniper Networks Devices Supported by Service Now and Service Insight](#).

Installation and Upgrade Instructions

This section discusses the prerequisites for installing and the upgrade path for Junos Space Service Now and Junos Space Service Insight applications.

- [Prerequisites for Installing Junos Space Service Now Release 18.1R2 and Junos Space Service Insight Release 18.1R2 on page 2](#)
- [Upgrade Path to Service Now Release 18.1R2 and Service Insight Release 18.1R2 on page 2](#)

[Prerequisites for Installing Junos Space Service Now Release 18.1R2 and Junos Space Service Insight Release 18.1R2](#)

You can install Service Now Release 18.1R2 and Service Insight Release 18.1R2 on Junos Space Network Management Platform Release 18.4R1.

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* in the [Junos Space Service Automation Administration Guide](#).

[Upgrade Path to Service Now Release 18.1R2 and Service Insight Release 18.1R2](#)

To upgrade to Service Now Release 18.1R2 and Service Insight Release 18.1R2, use one of the following paths:



NOTE: The release numbers such as SN/SI 17.2R1/18.1R2 (Platform 18.3R1/18.4R1) indicate Service Now Release 17.2R1 and Service Insight Release 18.1R2 or installed on Junos Space Network Management Platform Release 18.3R1 or Junos Space Network Management Platform Release 18.4R1.

- SN/SI 17.1R1 (Platform 17.1R1) > SN/SI 17.2R1 (Platform 17.2R1) > SN/SI 18.1R2 (Platform 18.3R1/18.4R1)
- SN/SI 17.2R1 (Platform 17.2R1) > SN/SI 18.1R2 (Platform 18.3R1/18.4R1)

Operational Recommendation

We recommend the following for operating Junos Space Service Now Release 18.1R2 and Junos Space Service Insight Release 18.1R2:

- 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 supported platforms.
- Behavior of AI-Scripts differs from one product family to another. Before you install or upgrade AI-Scripts on a device, we recommend that you see <https://kb.juniper.net/InfoCenter/index?page=content&id=KB29188> for information about behavior of AI-Scripts on specific product families.
- 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, <https://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.

New and Changed Features

There are no new features in the Junos Space Service Now Release 18.1R2 and Junos Space Service Insight Release 18.1R2.

Known Issues

The following are the known issues in Junos Space Service Now 18.1R2 and Junos Space Service Insight Release 18.1R2:

- While using the RSI interval, there is a discrepancy between the default RSI interval configured on the device and in Service Now. [PR1345017]

Workaround: Configure RSI collection at least once (even if you want to configure the default value) by using Service Now to ensure proper generation of the RSI attachment for a JMB.

- Service Now and Service Insight REST APIs do not function when Service Now and Service Insight are installed on Junos Space Network Management Platform Releases 15.1R1, 15.1R2, and 15.1R3.

Workaround: Upgrade Junos Space Network Management Platform to Release 15.12R1 or later.

- When Junos OS installed on a device is upgraded to Release 15.0R1 or later, AI-Scripts needs to be reinstalled on the device by using Service Now.

Workaround: Reinstall AI-Scripts on the device by using Service Now.

- Installation of releases earlier than Service Now 15.1R1 and Service Insight 15.1R1 fails on a new installation of Junos Space Network Management Platform. [PR1110182]

- Devices installed with AI-Scripts and managed by Service Now should not be directly deleted from the Junos Space Network Management Platform. [PR1006201]

Workaround: Delete the devices from Service Now and then delete the devices from the Junos Space Network Management Platform.

- 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. [PR786972]

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. [PR564827]

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

- AI-Scripts cannot be installed (both when installed manually or by using Service Now) on the following devices when GRES is enabled—EX9200 VC, MX240-VC, MX480-VC, MX960-VC, EX6200, and EX8200. [PR543035]

Workaround: You must disable GRES if you want to install AI-Scripts on the listed devices.

- Service Now cannot uninstall AI-Scripts from the backup Routing Engine of a device with dual Routing Engines. [PR555657]



NOTE: This issue is applicable for devices that are managed by Service Now and on which AI-Scripts Release 4.0 or AI-Scripts Release 4.1 is installed.

- Fresh installation of Service Now and Service Insight 18.1R1 is not supported on Junos Space Network Management Platform 18.3R1.

Workaround: Add the value 18.1 to the **aim** and **si** lines in the **appVersionListFile.txt** file present at **/var/cache/jboss/jmp** before fresh installation Service Now Release 18.1R1 on Junos Space Network Management Platform 18.3R1.

The following is a sample of the **appVersionListFile.txt** file after adding 18.1R1.

```
aim=17.2,18.1...
si=17.2,18.1...
```

Known Issues in QFabric

The following are known issues in QFabric in Junos Space Service Now and Service Insight Release 18.1R2:

- Service Now does not support the installation of AI-Scripts Release 5.0 and later on QFabric devices. [PR1177154]
- Service Now does not support creating BIOS incidents on QFabric devices. [PR1029546]
- Service Now does not support collecting on-demand iJMBs and eJMBs (both on-box and off-box) from QFabric devices. [PR1014935]
- Service Now does not support configuring intervals for RSI collection on QFabric devices. [PR1014932]
- Service Now does not collect log files from QFabric devices. [PR968658]
- Service Now does not support the core file upload feature on QFabric devices. [PR887123]
- Service Now does not support the Request RMA feature on QFabric devices. [PR883404]

Resolved Issues

This section lists the issues fixed in Junos Space Service Now and Service Insight Release 18.1R2:

- Unable to update a case created using Service Now after selecting and right-clicking the case (the Option tab does not open). [PR1430356]
- Incident details are missing in the Quick View page. [PR1423646]
- Unable to delete incidents in Service Now. [PR1415275]
- The JBoss process has very high CPU utilization. [PR1414076]
- QFabric node details should be populated correctly in the Device Details page and in email templates. [PR1434950]

Finding More Information

For the latest, most complete information about known and resolved issues with Junos Space Network Management and Junos Space Management Applications, see the Juniper Networks Problem Report Search application at: <https://prsearch.juniper.net>.

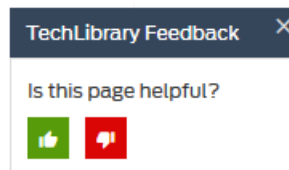
Juniper Networks Feature Explorer is a Web-based application that helps you to explore and compare Junos Space Network Management Platform and Junos Space Management Applications feature information to find the correct software release and hardware platform for your network. Find Feature Explorer at:
<https://pathfinder.juniper.net/feature-explorer/>.

Juniper Networks Content Explorer is a Web-based application that helps you explore Juniper Networks technical documentation by product, task, and software release, and download documentation in PDF format. Find Content Explorer at:
<https://www.juniper.net/documentation/content-applications/content-explorer/>.

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 system—Click TechLibrary Feedback, on the lower right of any page on the [Juniper Networks TechLibrary](#) site, and do one of the following:



- Click the thumbs-up icon if the information on the page was helpful to you.
- Click the thumbs-down icon if the information on the page was not helpful to you or if you have suggestions for improvement, and use the pop-up form to provide feedback.
- E-mail—Send your comments to techpubs-comments@juniper.net. Include the document or topic name, URL or page number, and software 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 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 <https://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: <https://www.juniper.net/customers/support/>
- Search for known bugs: <https://prsearch.juniper.net/>
- Find product documentation: <https://www.juniper.net/documentation/>
- Find solutions and answer questions using our Knowledge Base: <https://kb.juniper.net/>
- Download the latest versions of software and review release notes: <https://www.juniper.net/customers/csc/software/>
- Search technical bulletins for relevant hardware and software notifications: <https://kb.juniper.net/InfoCenter/>
- Join and participate in the Juniper Networks Community Forum: <https://www.juniper.net/company/communities/>
- Create a service request online: <https://myjuniper.juniper.net>

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

Creating a Service Request with JTAC

You can create a service request with JTAC on the Web or by telephone.

- Visit <https://myjuniper.juniper.net>.
- 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 <https://support.juniper.net/support/requesting-support/>.

Revision History

August, 2019—Junos Space Service Now and Service Insight Release Notes 18.1R2

20 December, 2018—Junos Space Service Now and Service Insight Release Notes 18.1R1

22 June, 2018—Included support for Platform Releases 18.1R1 and 18.2R1

20 March, 2018—Included PR 1345017 in the Known Issues section.

1 March, 2018—Included operational recommendation for referring to KB29188

1 February, 2018—Junos Space Service Now and Service Insight Release Notes 17.2R1

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