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# Service Now and Service Insight REST API Reference

Release

18.1R1



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Modified: 2019-03-28

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*Service Now and Service Insight REST API Reference*

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# Table of Contents

|                  |   |           |
|------------------|---|-----------|
|                  | About the Documentation . . . . .                           | xvii      |
|                  | Documentation and Release Notes . . . . .                   | xvii      |
|                  | Documentation Conventions . . . . .                         | xvii      |
|                  | Documentation Feedback . . . . .                            | xix       |
|                  | Requesting Technical Support . . . . .                      | xx        |
|                  | Self-Help Online Tools and Resources . . . . .              | xx        |
|                  | Creating a Service Request with JTAC . . . . .              | xxi       |
| <b>Chapter 1</b> | <b>Overview . . . . .</b>                                   | <b>23</b> |
|                  | Service Automation REST API Overview . . . . .              | 23        |
|                  | Service Now REST APIs . . . . .                             | 26        |
|                  | Service Insight REST APIs . . . . .                         | 29        |
| <b>Part 1</b>    | <b>Service Insight REST APIs</b>                            |           |
| <b>Chapter 2</b> | <b>Exposure Analyzer APIs . . . . .</b>                     | <b>33</b> |
|                  | Exposure Analyzer REST API Overview . . . . .               | 33        |
|                  | Get All Devices in Service Insight . . . . .                | 34        |
|                  | Get Information about a Device in Service Insight . . . . . | 37        |
|                  | Generate a PBN Report . . . . .                             | 39        |
|                  | Generate an EOL Report . . . . .                            | 42        |
|                  | Show All PBNs for a Device . . . . .                        | 44        |
| <b>Chapter 3</b> | <b>PBN Management APIs . . . . .</b>                        | <b>49</b> |
|                  | PBN Management REST API Overview . . . . .                  | 49        |
|                  | Get All Targeted PBNs . . . . .                             | 50        |
|                  | Get Details of a Targeted PBN . . . . .                     | 52        |
|                  | Assign an Owner for a Targeted PBN . . . . .                | 54        |
|                  | Scan Targeted PBNs for Impact . . . . .                     | 56        |
|                  | Flag a Targeted PBN to Users . . . . .                      | 57        |
|                  | Delete a Targeted PBN . . . . .                             | 59        |
| <b>Chapter 4</b> | <b>PBN Report Management APIs . . . . .</b>                 | <b>61</b> |
|                  | PBN Report Management REST API Overview . . . . .           | 61        |
|                  | Get All PBN Reports in Service Insight . . . . .            | 62        |
|                  | Get Information about a PBN Report . . . . .                | 64        |
|                  | Regenerate a PBN Report . . . . .                           | 66        |
|                  | Export a PBN Report . . . . .                               | 68        |
|                  | Delete a PBN Report . . . . .                               | 69        |

|                  |   |            |
|------------------|---|------------|
| <b>Chapter 5</b> | <b>EOL Report Management APIs</b> . . . . .                           | <b>71</b>  |
|                  | EOL Report Management REST API Overview . . . . .                     | 71         |
|                  | Get All EOL Reports . . . . .   | 72         |
|                  | Get Information about an EOL Report . . . . .                         | 74         |
|                  | Regenerate an EOL Report . . . . .                                    | 75         |
|                  | Export an EOL Report to an Excel File . . . . .                       | 77         |
|                  | Delete an EOL Report . . . . .  | 78         |
| <b>Chapter 6</b> | <b>Service Insight Notification APIs</b> . . . . .                    | <b>81</b>  |
|                  | Service Insight Notification Management REST API Overview . . . . .   | 81         |
|                  | Get All Service Insight Notifications . . . . .                       | 82         |
|                  | Create a Service Insight Notification . . . . .                       | 84         |
|                  | Copy a Service Insight Notification . . . . .                         | 88         |
|                  | Change Status of a Service Insight Notification . . . . .             | 90         |
|                  | Edit Filters and Actions of a Service Insight Notification . . . . .  | 94         |
|                  | Delete a Service Insight Notification . . . . .                       | 97         |
| <b>Part 2</b>    | <b>Service Now REST APIs</b>  |            |
| <b>Chapter 7</b> | <b>Global Setting APIs</b> . . . . .                                  | <b>101</b> |
|                  | Global Settings Management REST API Overview . . . . .                | 102        |
|                  | Get Global Settings Information Link . . . . .                        | 103        |
|                  | Get Global Settings Configuration . . . . .                           | 104        |
|                  | Modify Global Settings . . . . .                                      | 107        |
|                  | Change Service Now Operating Mode to Offline . . . . .                | 109        |
|                  | Change Service Now Operating Mode to End Customer or Direct . . . . . | 111        |
|                  | Test Connection with JSS or Service Now Partner . . . . .             | 112        |
|                  | Get All SNMP Configuration . . . . .                                  | 113        |
|                  | Get SNMP Configuration by ID . . . . .                                | 115        |
|                  | Add an SNMP Configuration . . . . .                                   | 117        |
|                  | Update an SNMP Configuration . . . . .                                | 119        |
|                  | Delete an SNMP Configuration . . . . .                                | 121        |
|                  | Modify SNMP Traps . . . . .   | 122        |
|                  | Get SNMP Trap Attributes . . . . .                                    | 125        |
|                  | Get Details of an SNMP Trap Attribute . . . . .                       | 127        |
|                  | Get Core File Upload Configuration . . . . .                          | 129        |
|                  | Modify a Core File Configuration . . . . .                            | 131        |
|                  | Update Core File Configuration in End Customer Mode . . . . .         | 133        |
|                  | Check SFTP Connection Status . . . . .                                | 134        |
|                  | Get Directive File Details . . . . .                                  | 135        |
|                  | Upload the Directive File . . . . .                                   | 136        |
|                  | Refresh the Directive File . . . . .                                  | 137        |
|                  | Restore the Directive File . . . . .                                  | 138        |
|                  | Download the Directive File . . . . .                                 | 139        |
|                  | Get Advanced Global Settings Configuration . . . . .                  | 139        |
|                  | Update Advanced Global Settings Configuration . . . . .               | 142        |

|                   |   |            |
|-------------------|---|------------|
| <b>Chapter 8</b>  | <b>Organization APIs</b>                                  | <b>147</b> |
|                   | Organization Management REST API Overview                 | 147        |
|                   | Get All Organizations in Service Now                      | 149        |
|                   | Get an Organization by Specifying its Site Name           | 151        |
|                   | Get an Organization by Specifying a Partial Site Name     | 152        |
|                   | Get information about an Organization                     | 153        |
|                   | Add an Organization                                       | 156        |
|                   | Check Organization Status                                 | 160        |
|                   | Get Information About Sites                               | 161        |
|                   | Get JMB Filter Levels Info                                | 164        |
|                   | Get Case Submission Values                                | 166        |
|                   | Modify an Organization                                    | 167        |
|                   | Associate an Address Group with an Organization           | 170        |
|                   | Delete an Organization by Organization ID                 | 173        |
|                   | Add an End Customer Organization in Partner Proxy Mode    | 174        |
|                   | Modify an End-Customer Organization in Partner Proxy Mode | 177        |
|                   | Update Core File Information for an End Customer          | 181        |
|                   | View Organization Messages                                | 184        |
| <b>Chapter 9</b>  | <b>Device Group Management APIs</b>                       | <b>187</b> |
|                   | Device Group Management REST API Overview                 | 187        |
|                   | Create a Device Group                                     | 188        |
|                   | Get All Device Groups                                     | 192        |
|                   | Get Information About a Device Group                      | 194        |
|                   | Modify a Device Group                                     | 198        |
|                   | Associate a Device Group with Devices                     | 201        |
|                   | Delete a Device Group                                     | 204        |
| <b>Chapter 10</b> | <b>Device Management APIs</b>                             | <b>207</b> |
|                   | Device Management REST API Overview                       | 207        |
|                   | Device Management REST API                                | 207        |
|                   | Get All Devices in Service Now                            | 210        |
|                   | Get Information About a Device                            | 213        |
|                   | Export all Devices  | 219        |
|                   | Export Device Inventory                                   | 220        |
|                   | Add a Device to Service Now                               | 222        |
|                   | Associate a Device with a Device Group                    | 225        |
|                   | Create On-Demand Incident                                 | 227        |
|                   | Install an Event Profile on a Device                      | 232        |
|                   | Uninstall an Event Profile from a Device                  | 235        |
|                   | Request RMA Incident                                      | 237        |
|                   | Create an On-Demand Device Snapshot                       | 241        |
|                   | Configure Advanced Parameter Settings                     | 244        |
|                   | Get Create On-Demand incident Job Results                 | 246        |
|                   | Get Create On-Demand Device Snapshot Job Results          | 250        |
|                   | Get Request RMA Job Results                               | 252        |
|                   | Configure Maintenance Mode                                | 255        |
|                   | View Exposure of a Device                                 | 257        |
|                   | View Contract Information for a Service Now Device        | 259        |

|                   |   |            |
|-------------------|---|------------|
|                   | Delete a Device from Service Now . . . . .                  | 261        |
| <b>Chapter 11</b> | <b>Event Profile APIs . . . . .</b>                         | <b>263</b> |
|                   | Event Profile Management REST API Overview . . . . .        | 263        |
|                   | Get All Event Profiles . . . . .                            | 265        |
|                   | Get Information About an Event Profile . . . . .            | 267        |
|                   | Create an Event Profile . . . . .                           | 272        |
|                   | Install Event Profile on Devices . . . . .                  | 277        |
|                   | Export All Event Profiles by Type . . . . .                 | 280        |
|                   | Export Event Profiles by ID and Type . . . . .              | 282        |
|                   | Import Event Profiles from a File . . . . .                 | 284        |
|                   | Get Import Event Profiles Job Details . . . . .             | 287        |
|                   | Get Event Profiles Import Job Results . . . . .             | 290        |
|                   | Clone an Event Profile . . . . .                            | 293        |
|                   | Set an Event Profile as the Default Event Profile . . . . . | 295        |
| <b>Chapter 12</b> | <b>Script Bundle APIs . . . . .</b>                         | <b>297</b> |
|                   | Script Bundle Management REST API Overview . . . . .        | 297        |
|                   | Get All Script Bundles . . . . .                            | 298        |
|                   | Get Information About a Script Bundle . . . . .             | 300        |
|                   | Get All Event Scripts in a Script Bundle . . . . .          | 304        |
|                   | Add a Script Bundle to Service Now . . . . .                | 306        |
|                   | Set a Script Bundle as the Default Script Bundle . . . . .  | 308        |
|                   | Install Script Bundle on a Device . . . . .                 | 309        |
|                   | Uninstall Script Bundle from a Device . . . . .             | 313        |
|                   | Delete a Script Bundle . . . . .                            | 316        |
| <b>Chapter 13</b> | <b>Incident Management APIs . . . . .</b>                   | <b>319</b> |
|                   | Incident Management REST API Overview . . . . .             | 320        |
|                   | Get All Incidents in Service Now . . . . .                  | 321        |
|                   | Get an Incident by Incident ID . . . . .                    | 325        |
|                   | Get Incident by Customer Tracking Number . . . . .          | 339        |
|                   | Delete an Incident by Incident ID . . . . .                 | 342        |
|                   | Export a JMB in the HTML or XML Format . . . . .            | 344        |
|                   | Save a Case . . . . .                                       | 345        |
|                   | Submit a Case . . . . .                                     | 350        |
|                   | Get the Location of a Case in Case Manager . . . . .        | 356        |
|                   | Assign an Owner to an incident . . . . .                    | 358        |
|                   | Flag an Incident to Users . . . . .                         | 360        |
|                   | Export the Summary of an Incident to Excel . . . . .        | 362        |
|                   | Create a Case for an End-Customer Incident . . . . .        | 363        |
|                   | Upload Core Files for an Incident . . . . .                 | 365        |
|                   | Get Attachment Details by Incident ID . . . . .             | 367        |
|                   | Close an End-Customer Case . . . . .                        | 369        |
|                   | Update an End-Customer Case . . . . .                       | 371        |
|                   | Upload Attachment to Incident by Using SCP . . . . .        | 372        |
|                   | Upload Attachment to Incident by Using HTTP . . . . .       | 374        |
|                   | Download Log Files and JMB of an Incident . . . . .         | 375        |
|                   | Download all Attachments of an Incident . . . . .           | 376        |
|                   | Download an Attachment of an Incident . . . . .             | 377        |

|                   |   |            |
|-------------------|---|------------|
|                   | Get User-Uploaded Attachments by Incident ID . . . . .  | 378        |
|                   | Download an User-Uploaded Attachment of an Incident . . . . .                                     | 379        |
|                   | Collect Additional Information for an Incident . . . . .  | 380        |
|                   | Modify Configuration for Collecting Additional Information for an Incident . . . . .              | 382        |
|                   | View Commands Used for Collecting Additional Information for an Incident . . . . .                | 384        |
|                   | Get All Additional Information Attachments of an Incident . . . . .                               | 386        |
|                   | Download an Attachment Containing Additional Information for an Incident . . . . .                | 388        |
|                   | Download All Attachments Containing Additional Information for an Incident . . . . .              | 388        |
|                   | Get Details About Collect Additional Information Job for an Incident . . . . .                    | 389        |
|                   | Associate an Incident to an Existing Case . . . . .   | 391        |
| <b>Chapter 14</b> | <b>Incident Filter Management APIs . . . . .</b>  | <b>395</b> |
|                   | Incident Filter Management REST API Overview . . . . .  | 395        |
|                   | Get All Incident Filters . . . . .  | 397        |
|                   | Get Information About an Incident Filter . . . . .  | 400        |
|                   | Create a Basic Incident Filter . . . . .  | 406        |
|                   | Creating an Advanced Incident Filter . . . . .  | 411        |
|                   | Encoding PERL File of an Incident Filter . . . . .  | 411        |
|                   | Creating the Advanced Incident Filter . . . . .   | 412        |
|                   | Decoding Perl File . . . . .  | 415        |
|                   | Modify a Basic Incident Filter . . . . .  | 416        |
|                   | Modify an Advanced Incident Filter . . . . .  | 421        |
|                   | Delete All or Selected Incident Filters . . . . .   | 425        |
|                   | Delete an Incident Filter . . . . .   | 427        |
|                   | Enable All or Selected Incident Filters . . . . .   | 428        |
|                   | Enable an Incident Filter . . . . .   | 430        |
|                   | Disable All or Selected Incident Filters . . . . .  | 431        |
|                   | Disable an Incident Filter . . . . .  | 433        |
|                   | Reorder Incident Filters . . . . .  | 434        |
|                   | Export All or Selected Incident Filters . . . . .   | 436        |
|                   | Import Incident Filters . . . . .   | 438        |
|                   | Suppressed Event Management REST API Overview . . . . .   | 439        |
|                   | Get All Suppressed Events . . . . .   | 440        |
|                   | Get a Suppressed Event . . . . .  | 444        |
|                   | Delete Suppressed Events . . . . .  | 447        |
|                   | Create Incident for Suppressed Events . . . . .   | 449        |
|                   | Export a Suppressed Event JMB . . . . .   | 451        |
| <b>Chapter 15</b> | <b>Tech Support Case APIs . . . . .</b>   | <b>453</b> |
|                   | Tech Support Case Management REST API Overview . . . . .  | 453        |
|                   | Get All Tech Support Cases . . . . .  | 454        |
|                   | Get Information About a Technical Support Case . . . . .  | 457        |
|                   | Update a Technical Support Case by Case ID . . . . .  | 460        |
|                   | Upload Attachment to Case by Using SCP . . . . .  | 462        |
|                   | Upload Attachment to Case by Using HTTP . . . . .   | 464        |
|                   | View a Tech Support Case in Case Manager . . . . .  | 466        |
|                   | Collect Additional Information for a Technical Support Case . . . . .                             | 467        |
|                   | Modify Configuration for Collecting Additional Information for a Technical Support Case . . . . . | 469        |

|                   |   |            |
|-------------------|---|------------|
|                   | View Commands Used for Collecting Additional Information for a Technical Support Case . . . . .   | 471        |
|                   | Get All Additional Information Attachments for a Technical Support Case . . . .                   | 473        |
|                   | Download an Attachment Containing Additional Information for a Technical Support Case . . . . .   | 475        |
|                   | Download All Attachments Containing Additional Information for a Technical Support Case . . . . . | 475        |
|                   | Get Details About Collect Additional Information Job for a Technical Support Case . . . . .       | 476        |
| <b>Chapter 16</b> | <b>End Customer Case APIs . . . . .</b>   | <b>479</b> |
|                   | Service Now End Customer Case Management REST API Overview . . . . .                              | 479        |
|                   | Get All End-customer Cases . . . . .  | 480        |
|                   | Get Information About an End-Customer Case . . . . .  | 482        |
|                   | View an End-Customer Case in Case Manager . . . . .   | 486        |
|                   | Get All Attachments for an End Customer Case . . . . .  | 487        |
|                   | Download a Specific Attachment for an End Customer Case . . . . .                                 | 489        |
|                   | Download All Attachments for an End Customer Case . . . . .                                       | 489        |
| <b>Chapter 17</b> | <b>Device Snapshot APIs . . . . .</b>   | <b>491</b> |
|                   | Device Snapshot Management REST API Overview . . . . .  | 491        |
|                   | Get All Device Snapshots in Service Now . . . . .   | 492        |
|                   | Get Device Snapshot Information by Device ID . . . . .  | 495        |
|                   | Export Device Snapshot Information by Device ID . . . . .   | 499        |
|                   | Get Attachment Details by Device Snapshot ID . . . . .  | 500        |
|                   | Download All Attachments of a Device Snapshot . . . . .   | 501        |
|                   | Download Device Snapshot Attachment by ID . . . . .   | 502        |
|                   | Delete Device Snapshot by Device Snapshot ID . . . . .  | 503        |
|                   | Get Upload Status of Device Snapshot Attachments . . . . .  | 504        |
|                   | View Device Snapshots in Original or Filtered Format . . . . .                                    | 511        |
|                   | Get User-Uploaded Attachments for a Tech Support Case by ID . . . . .                             | 512        |
|                   | Download an User-Uploaded Attachment of an Technical Support Case . . . .                         | 514        |
| <b>Chapter 18</b> | <b>Auto Submit Policy APIs . . . . .</b>  | <b>515</b> |
|                   | Auto Submit Policy Management REST API Overview . . . . .   | 515        |
|                   | Get All Auto Submit Policies in Service Now . . . . .   | 517        |
|                   | Get Information About an Auto Submit Policy . . . . .   | 521        |
|                   | Create an Auto Submit Policy . . . . .  | 526        |
|                   | Modify an Auto Submit Policy . . . . .  | 531        |
|                   | Assign an Auto Submit Policy to Devices . . . . .   | 536        |
|                   | Get Devices Associated With an Auto Submit Policy . . . . .                                       | 538        |
|                   | Get Events Associated with an Auto Submit Policy . . . . .  | 540        |
|                   | Change Status of an Auto Submit Policy . . . . .  | 544        |
|                   | Change the Dampening Status of an Auto Submit Policy . . . . .                                    | 545        |
|                   | Export Incident Report of Auto Submit Policies . . . . .  | 546        |
|                   | Delete an Auto Submit Policy . . . . .  | 547        |
| <b>Chapter 19</b> | <b>Auto Submit Filter APIs . . . . .</b>  | <b>549</b> |
|                   | Auto Submit Filter Management REST API Overview . . . . .   | 549        |
|                   | Get All Auto Submit Filters . . . . .   | 551        |



|                   |   |            |
|-------------------|---|------------|
|                   | Get Information About an Auto Submit Filter . . . . . | 554        |
|                   | Create a Basic Auto Submit Filter . . . . .           | 560        |
|                   | Create an Advanced Auto Submit Filter . . . . .       | 566        |
|                   | Encoding PERL File of an Auto Submit Filter . . . . . | 566        |
|                   | Creating an Advanced Auto Submit Filter . . . . .     | 567        |
|                   | Decoding Perl File . . . . .                          | 571        |
|                   | Modify a Basic Auto Submit Filter . . . . .           | 572        |
|                   | Modify an Advanced Auto Submit Filter . . . . .       | 577        |
|                   | Delete an Auto Submit Filter . . . . .                | 581        |
|                   | Delete All or Selected Auto Submit Filters . . . . .  | 582        |
|                   | Enable All or Selected Auto Submit Filters . . . . .  | 584        |
|                   | Enable an Auto Submit Filter . . . . .                | 586        |
|                   | Disable All or Selected Auto Submit Filters . . . . . | 587        |
|                   | Disable an Auto Submit Filter . . . . .               | 589        |
|                   | Reorder Auto Submit Filters . . . . .                 | 590        |
|                   | Export All or Selected Auto Submit Filters . . . . .  | 592        |
|                   | Import Auto Submit Filters . . . . .                  | 594        |
| <b>Chapter 20</b> | <b>Certificate APIs . . . . .</b>                     | <b>597</b> |
|                   | Certificate Management REST API Overview . . . . .    | 597        |
|                   | Get All Certificates . . . . .                        | 598        |
|                   | Get a Certificate by Certificate ID . . . . .         | 600        |
|                   | Add a Certificate to Service Now . . . . .            | 602        |
|                   | Delete Certificate by ID . . . . .                    | 604        |
| <b>Chapter 21</b> | <b>Address Group APIs . . . . .</b>                   | <b>607</b> |
|                   | Address Group Management REST API Overview . . . . .  | 607        |
|                   | Get All Address Groups . . . . .                      | 609        |
|                   | Get an Address Group by Address Group ID . . . . .    | 611        |
|                   | Create an Address Group . . . . .                     | 614        |
|                   | Modify an Address Group . . . . .                     | 618        |
|                   | Associate Devices to an Address Group . . . . .       | 621        |
|                   | Remove Devices from an Address Group . . . . .        | 625        |
|                   | Get All End Customer Address Groups . . . . .         | 630        |
|                   | Get End Customer Address Groups by ID . . . . .       | 633        |
| <b>Chapter 22</b> | <b>JMB Error Management APIs . . . . .</b>            | <b>637</b> |
|                   | JMB Error Management REST API Overview . . . . .      | 637        |
|                   | Get All JMBs with Errors . . . . .                    | 638        |
|                   | Get a JMB with Error Information by JMB ID . . . . .  | 640        |
|                   | Delete a JMB with Errors . . . . .                    | 641        |
|                   | Export a JMB with Errors . . . . .                    | 643        |
| <b>Chapter 23</b> | <b>Device Analysis APIs . . . . .</b>                 | <b>645</b> |
|                   | Device Analysis REST API Overview . . . . .           | 645        |
|                   | Get All BIOS Validations . . . . .                    | 647        |
|                   | Get BIOS Validation by ID . . . . .                   | 650        |
|                   | Delete BIOS Validation by ID . . . . .                | 653        |
|                   | Export All BIOS Validations . . . . .                 | 654        |
|                   | Export BIOS Validation by ID . . . . .                | 656        |

|                   |   |            |
|-------------------|---|------------|
|                   | View BIOS Legal Notice . . . . .  | 658        |
|                   | Accept BIOS Legal Notice . . . . .  | 659        |
|                   | Configure BIOS Validation On Devices . . . . .                              | 660        |
|                   | Configure BIOS Validation on Newly Discovered Devices . . . . .             | 663        |
|                   | Get All Devices in a PHDC Configuration . . . . .                           | 666        |
|                   | Get All Devices Having PHD . . . . .  | 669        |
|                   | Get PHDC Configuration of a Device by PHD Device Configuration ID . . . . . | 672        |
|                   | Get All PHDs by PHD Device Configuration ID . . . . .                       | 675        |
|                   | Export All PHDs by Device ID . . . . .                                      | 678        |
|                   | Get PHD by ID . . . . .   | 679        |
|                   | Download PHD by ID . . . . .  | 683        |
|                   | Delete PHD by ID . . . . .  | 684        |
|                   | Export PHD by ID . . . . .  | 686        |
|                   | Export All Devices Having Product Health Data . . . . .                     | 687        |
| <b>Chapter 24</b> | <b>Product Health Data Collection APIs . . . . .</b>                        | <b>691</b> |
|                   | Product Health Data Collection Management REST API Overview . . . . .       | 691        |
|                   | Get All PHDCs . . . . .   | 693        |
|                   | Get Details of a PHDC Configuration . . . . .                               | 696        |
|                   | Create a PHDC Configuration . . . . .                                       | 699        |
|                   | Modify a PHDC Configuration . . . . .                                       | 702        |
|                   | Disable Devices in a PHDC Configuration . . . . .                           | 705        |
|                   | Retry PHDC on Devices . . . . .   | 707        |
|                   | Abort a PHDC Configuration . . . . .  | 709        |
|                   | Delete a PHDC Configuration . . . . .                                       | 710        |
|                   | Export All Devices in a PHDC . . . . .                                      | 712        |
|                   | Get All PHDs by PHDC ID and PHD Device Configuration ID . . . . .           | 713        |
|                   | Export All PHDs by PHDC ID and PHD Device Configuration ID . . . . .        | 717        |
| <b>Chapter 25</b> | <b>E-mail Template APIs . . . . .</b>                                       | <b>721</b> |
|                   | E-mail Template Management REST API Overview . . . . .                      | 721        |
|                   | Get All E-mail Templates . . . . .  | 722        |
|                   | Get Details of an Email Template . . . . .                                  | 724        |
|                   | Modify an E-mail Template . . . . .   | 727        |
|                   | Restore an E-mail Template to its Default . . . . .                         | 729        |
| <b>Chapter 26</b> | <b>Information APIs . . . . .</b>   | <b>733</b> |
|                   | Information Management REST API Overview . . . . .                          | 733        |
|                   | Get All Information Messages . . . . .                                      | 734        |
|                   | Get Information Message Details . . . . .                                   | 736        |
|                   | Assign Ownership to an Information Message . . . . .                        | 739        |
|                   | Assign an Information Message to an End Customer . . . . .                  | 741        |
|                   | Flag an Information Message to Users . . . . .                              | 742        |
|                   | Delete an Information Message . . . . .                                     | 744        |
| <b>Chapter 27</b> | <b>Service Now Notification APIs . . . . .</b>                              | <b>747</b> |
|                   | Service Now Notification Management REST API Overview . . . . .             | 747        |
|                   | Change Status of a Service Now Notification . . . . .                       | 748        |
|                   | Copy a Service Now Notification . . . . .                                   | 753        |
|                   | Create a Service Now Notification . . . . .                                 | 759        |

|  |     |
|--|-----|
| Get All Notifications in Service Now .....     | 763 |
| Delete a Notification .....                    | 766 |
| Edit Filter and Action of a Notification ..... | 767 |



# List of Figures

|                  |   |           |
|------------------|---|-----------|
| <b>Chapter 1</b> | <b>Overview .....</b>                           | <b>23</b> |
|                  | Figure 1: Service Automation API Overview ..... | 24        |



# List of Tables

|                  |   |             |
|------------------|---|-------------|
|                  | <b>About the Documentation . . . . .</b>                    | <b>xvii</b> |
|                  | Table 1: Notice Icons . . . . .                             | xviii       |
|                  | Table 2: Text and Syntax Conventions . . . . .              | xviii       |
| <b>Chapter 1</b> | <b>Overview . . . . .</b>                                   | <b>23</b>   |
|                  | Table 3: Media parameters . . . . .                         | 25          |
|                  | Table 4: Web Services Provided by Service Now . . . . .     | 26          |
|                  | Table 5: Web Services Provided by Service Insight . . . . . | 29          |





# About the Documentation

- Documentation and Release Notes on page xvii
- Documentation Conventions on page xvii
- Documentation Feedback on page xix
- Requesting Technical Support on page xx

## Documentation and Release Notes

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

If the information in the latest release notes differs from the information in the documentation, follow the product Release Notes.

Juniper Networks Books publishes books by Juniper Networks engineers and subject matter experts. These books go beyond the technical documentation to explore the nuances of network architecture, deployment, and administration. The current list can be viewed at <https://www.juniper.net/books>.

## Documentation Conventions

---

Table 1 on page xviii defines notice icons used in this guide.

Table 1: Notice Icons







| Icon   | Meaning            | Description   |
|--|--------------------|---|
|   | Informational note | Indicates important features or instructions.                               |
|   | Caution            | Indicates a situation that might result in loss of data or hardware damage. |
|   | Warning            | Alerts you to the risk of personal injury or death.                         |
|   | Laser warning      | Alerts you to the risk of personal injury from a laser.                     |
|   | Tip                | Indicates helpful information.  |
|  | Best practice      | Alerts you to a recommended use or implementation.                          |

Table 2 on page xviii defines the text and syntax conventions used in this guide.

Table 2: Text and Syntax Conventions

| Convention                   | Description   | Examples   |
|------------------------------|---|--|
| <b>Bold text like this</b>   | Represents text that you type.  | To enter configuration mode, type the <b>configure</b> command:<br><br>user@host> <b>configure</b>   |
| Fixed-width text like this   | Represents output that appears on the terminal screen.  | user@host> <b>show chassis alarms</b><br><br>No alarms currently active  |
| <i>Italic text like this</i> | <ul style="list-style-type: none"> <li>Introduces or emphasizes important new terms.</li> <li>Identifies guide names.</li> <li>Identifies RFC and Internet draft titles.</li> </ul> | <ul style="list-style-type: none"> <li>A policy <i>term</i> is a named structure that defines match conditions and actions.</li> <li><i>Junos OS CLI User Guide</i></li> <li>RFC 1997, <i>BGP Communities Attribute</i></li> </ul> |
| <i>Italic text like this</i> | Represents variables (options for which you substitute a value) in commands or configuration statements.  | Configure the machine's domain name:<br><br>[edit]<br>root@# <b>set system domain-name</b><br><i>domain-name</i>   |

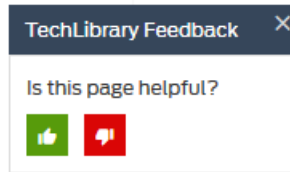
Table 2: Text and Syntax Conventions (continued)

| Convention                     | Description  | Examples  |
|--------------------------------|--|---|
| Text like this                 | Represents names of configuration statements, commands, files, and directories; configuration hierarchy levels; or labels on routing platform components.              | <ul style="list-style-type: none"><li>To configure a stub area, include the <b>stub</b> statement at the <b>[edit protocols ospf area area-id]</b> hierarchy level.</li><li>The console port is labeled <b>CONSOLE</b>.</li></ul> |
| < > (angle brackets)           | Encloses optional keywords or variables.   | <b>stub &lt;default-metric <i>metric</i>&gt;;</b>   |
| (pipe symbol)                  | Indicates a choice between the mutually exclusive keywords or variables on either side of the symbol. The set of choices is often enclosed in parentheses for clarity. | <b>broadcast   multicast</b><br><br><b>(<i>string1</i>   <i>string2</i>   <i>string3</i>)</b>   |
| # (pound sign)                 | Indicates a comment specified on the same line as the configuration statement to which it applies.   | <b>rsvp { # Required for dynamic MPLS only</b>  |
| [ ] (square brackets)          | Encloses a variable for which you can substitute one or more values.   | <b>community name members [ <i>community-ids</i> ]</b>  |
| Indentation and braces ( { } ) | Identifies a level in the configuration hierarchy.   | <pre>[edit] routing-options {   static {     route default {       nexthop <i>address</i>;       retain;     }   } }</pre>  |
| ;(semicolon)                   | Identifies a leaf statement at a configuration hierarchy level.  |   |
| GUI Conventions                |  |   |
| Bold text like this            | Represents graphical user interface (GUI) items you click or select.   | <ul style="list-style-type: none"><li>In the Logical Interfaces box, select <b>All Interfaces</b>.</li><li>To cancel the configuration, click <b>Cancel</b>.</li></ul>  |
| > (bold right angle bracket)   | Separates levels in a hierarchy of menu selections.  | In the configuration editor hierarchy, select <b>Protocols&gt;Ospf</b> .  |

## Documentation Feedback

We encourage you to provide feedback so that we can improve our documentation. You can use 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](mailto:techpubs-comments@juniper.net). Include the document or topic name, URL or page number, and software version (if applicable).

## Requesting Technical Support

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Technical product support is available through the Juniper Networks Technical Assistance Center (JTAC). If you are a customer with an active Juniper Care or Partner Support Services 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 <https://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/>.



## CHAPTER 1

# Overview

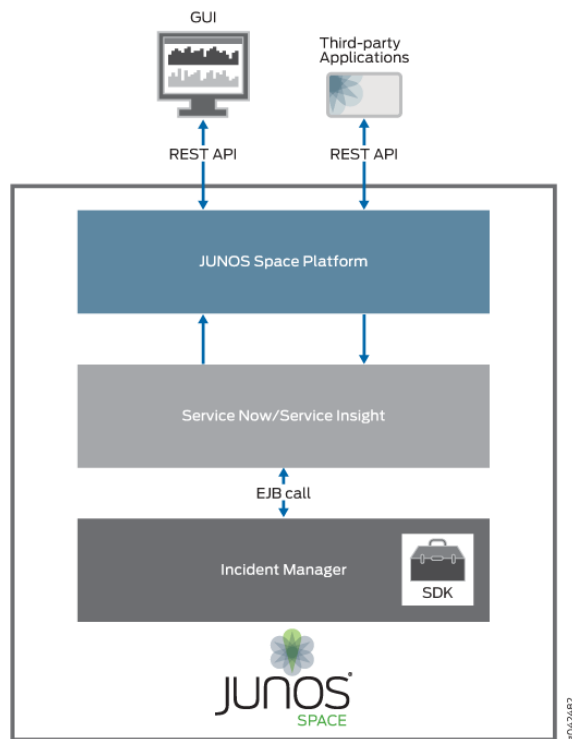
- [Service Automation REST API Overview on page 23](#)
- [Service Now REST APIs on page 26](#)
- [Service Insight REST APIs on page 29](#)

### Service Automation REST API Overview

The Juniper Networks Service Automation (Service Now and Service Insight) APIs are based on the Representational State Transfer (REST) standards. REST defines a set of principles for defining Web services, including how a system's resource states are transferred over HTTP. Clients can be written in any language that sends HTTP requests.

[Figure 1 on page 24](#) provides an overview of the interaction between higher-level applications and Junos Space Network Management Platform using REST APIs.

Figure 1: Service Automation API Overview



You use standard HTTP methods to access the Service Now and Service Insight APIs. For example, HTTP GET is used by a client application to retrieve a resource, get data from a Web server or to execute a query. Common HTTP methods for REST are:

- GET – Retrieve a resource from the server.
- POST – Update a resource on the server.
- PUT – Create a resource state on the server.
- DELETE – Remove a resource state on the server.

Retrieved resources are displayed in human-readable format. Service Now APIs return data in XML or JavaScript Object Notation (JSON) formats.

**Example resource  
returned in XML format**

```
<device uri="/api/juniper/servicenow/device-managemetn/devices/163840">
  <hostName>mx480-2-re0</hostName>
  <serialNumber>JN11AFF42AFB</serialNumber>
  <product>MX480</product>
  <softwareRelease>11.2B3</softwareRelease>
```

**Example resource  
returned in JSON  
format**

```
device:{
  uri:'/api/juniper/servicenow/device-management/devices/163840',
  hostName:'mx480-2-re0',
```



```

serialNumber: 'JN11AFF42AFB',
product: 'MX480',
softwareRelease: '11.2B3',
}

```

The media type for the Service Now application must have the following format:

*vendor.servicenow.service.type+syntax;version=version number*

For example, `vnd.juniper.servicenow.device-management.device+xml;version=3`

The media type for the Service Insight application must have the following format:

*application/vendor.serviceinsight.service.type+syntax;version=version number or*

*vendor.serviceinsight.service.type+syntax;version=version number*

For example, `application/vnd.juniper.serviceinsight.pbnreport-management+xml;version=1`  
or `vnd.juniper.serviceinsight.exposureanalyzer.devices+json;version=1`

[Table 3 on page 25](#) describes these parameters.

**Table 3: Media parameters**

| Parameter | Description  |
|-----------|--|
| vendor    | Vendor of the media type.<br><br>Media types defined by Juniper Networks use <code>vnd.net.juniper</code> . Third-parties must use their own vendor string when they define their own Web services in their applications that are deployed on Junos Space. |
| service   | Name of the Junos Space-specific service.<br><br>Service names are all lowercase alphanumeric tokens separated by a hyphen; for example, <code>device-management</code> and <code>incident-management</code> .   |
| type      | Type of resource.<br><br>Types are all lowercase alphanumeric tokens separated by a hyphen.  |
| syntax    | Representation of the resource, for example <code>xml</code> .   |
| version   | Version of the API; versions begin with the numeral 1.   |

REST standards are well described in books and on the Internet. It is not the intent of this guide to discuss the RESTful architecture. This document deals with the REST APIs exposed by Service Now and Service Insight.

For information about Junos Space SDK, refer to [Junos Space SDK](#).

**Related Documentation**

- [Service Now REST APIs on page 26](#)
- [Service Insight REST APIs on page 29](#)

## Service Now REST APIs

Table 4 on page 26 lists the web services that Junos Space Service Now exposes as RESTful APIs.

**Table 4: Web Services Provided by Service Now**

| Service Name   | Service Root                                      | Description   |
|--|---|---|
| <a href="#">"Global Settings Management" on page 102</a> | /api/juniper/servicenow/global-setting-management | <p>The Global Settings Management service allows you to configure operating mode of Service Now, Configure SNMP, SFTP servers for core file upload, and manage the directive file.</p> <p>You can also retrieve the configured global settings, modify SFTP configurations, and test connection of an organization with Service Now partner or Juniper Support Systems.</p> |
| <a href="#">"Organization Management" on page 147</a>    | /api/juniper/servicenow/organization-management   | <p>The Organization Management service allows you to create, retrieve, update, and delete organizations.</p> <p>It also allows you to retrieve sites associated with an organization, and add and modify end customer organizations on an Partner Proxy Service Now installation.</p>   |
| <a href="#">"Device Management" on page 207</a>          | /api/juniper/servicenow/device-management         | <p>The Device Management service allows you to add, retrieve, and delete devices from Service Now.</p> <p>It also allows you to assign a device to a device group and generate on-demand incidents on the device.</p>   |
| <a href="#">"Event Profile Management" on page 263</a>   | /api/juniper/servicenow/event-profile-management  | <p>The Event Profile Management service allows you to retrieve, install, and delete event profiles installed on devices running Junos OS.</p>   |
| <a href="#">"Script Bundle Management" on page 297</a>   | /api/juniper/servicenow/script-bundle-management  | <p>The Script Bundle Management service allows you to retrieve script bundles uploaded to Service Now and the events contained in the script bundles.</p> <p>It also allows you to create an event profile using a script bundle.</p>   |

*Table 4: Web Services Provided by Service Now (continued)*

| Service Name                                      | Service Root   | Description  |
|---|--|--|
| "Incident Management" on page 320                 | /api/juniper/servicenow/incident-management                        | <p>The Incident Management service allows you to retrieve, delete, and submit incidents.</p> <p>You can also export the JMB associated with an incident and modify the submit case settings of an incident.</p>                              |
| "Incident Filter Management" on page 395          | /api/juniper/servicenow/incident-filter-management                 | The Incident Filter Management service allows you to create, retrieve details, delete and enable or disable an incident filter   |
| "Service Now Notification Management" on page 747 | /api/juniper/servicenow/notification-management                    | The Service Now Notification service allows you to retrieve Service Now notification details, create and copy a notification, enable or disable a notification and delete a notification   |
| "Tech Support Case Management" on page 453        | /api/juniper/servicenow/case-management`                           | The Technical Support Case Management service allows you to retrieve and update technical support cases.   |
| "End Customer Case Management" on page 479        | /api/juniper/servicenow/endcustomer-case-management                | The Service Now End Customer Case Management service allows you to retrieve all End Customer cases.  |
| "Device Snapshot Management" on page 491          | /api/juniper/servicenow/device-snapshot-management                 | The Device Snapshot Management service allows you to retrieve, export, and delete device snapshots.  |
| "Auto Submit Policy Management" on page 515       | /api/juniper/servicenow/autosubmit-policy-management               | The Service Now Auto Submit Policy Management service allows you to retrieve auto submit policies configured on Service Now, assign an auto submit policy to devices, and retrieve devices and events associated with an auto submit policy. |
| "Auto Submit Filter Management" on page 549       | https://[host]/api/juniper/servicenow/autosubmit-filter-management | The Auto Submit Filter Management service allows you to create, retrieve details, delete and enable or disable an auto submit filter.  |

**Table 4: Web Services Provided by Service Now (continued)**

| Service Name  | Service Root                                       | Description   |
|---|--|---|
| <a href="#">“Address Group Management” on page 607</a>                                    | /api/juniper/servicenow/ address-group-management  | The Address Group Management service allows you to create, retrieve, update, and delete address groups. It also allows you to associate devices to an address group.  |
| <a href="#">“JMB Error Management” on page 637</a>  | /api/juniper/servicenow/ jmb-error-management      | The JMB Error Management service allows you to retrieve, delete, and export JMBs with errors.   |
| <a href="#">“Device Analysis” on page 645</a>   | api/juniper/servicenow/ device-analysis-management | <p>The Device Analysis Management service allows you to analyze and validate the integrity of BIOS installed on a device running Junos OS. This service also allows you to view and accept the BIOS legal notice required prior to configuring BIOS validation on the device.</p> <p>It also provides methods to view, export, and download product health data (PHD) collected from devices.</p> |
| <a href="#">“Product Health Data Collection Management REST API Overview” on page 691</a> | /api/juniper/servicenow/ phdc-management           | <p>The PHDC Management service allows you to configure, modify, retrieve details and delete a Product Health Data Collection (PHDC) configuration from a device</p> <p>You can also download the product health data collected from devices and export information related to the collected product health data to an Excel file.</p>   |
| <a href="#">“E-mail Template Management REST API Overview” on page 721</a>                | /api/juniper/servicenow/ emailTemplate-management  | The E-mail Template Management service allows you to retrieve, modify, and restore e-mail templates.  |
| <a href="#">“Information Message Management” on page 733</a>                              | /api/juniper/servicenow/ information-management    | The Information Management service allows you to retrieve, and assign information messages to users for ownership and delete the messages.  |

*Table 4: Web Services Provided by Service Now (continued)*

| Service Name   | Service Root   | Description   |
|--|--|---|
| <a href="#">"Certificate Management" on page 597</a> | <code>api/juniper/servicenow/certificate-management</code> | On Service Now end customer installation, the Certificate Management service allows you to retrieve and add SSL certificates received from a Service Now partner. |

- Related Documentation**
- [Service Automation REST API Overview on page 23](#)
  - [Service Insight REST APIs on page 29](#)

## Service Insight REST APIs

Table 5 on page 29 lists the web services that Service Now expose as RESTful APIs.

*Table 5: Web Services Provided by Service Insight*

| Service Name   | Service Root   | Description   |
|--|--|---|
| <a href="#">"Exposure Analyzer Management" on page 33</a>            | <code>/api/juniper/serviceinsight/ExposureAnalyzer</code>        | The Exposure Analyzer API retrieves the devices with parts available for EOL and matching PBNs.   |
| <a href="#">"PBN Management" on page 49</a>                          | <code>/api/juniper/serviceinsight/pbn-management</code>          | The PBN Management service allows you to retrieve, scan, assign, and delete a PBN.  |
| <a href="#">"PBN Reports Management" on page 61</a>                  | <code>/api/juniper/serviceinsight/pbnreport</code>               | The PBN Reports Management service allows you to generate, retrieve, delete, and export PBN reports.  |
| <a href="#">"EOL Report Management" on page 71</a>                   | <code>/api/juniper/serviceinsight/eolreport-management</code>    | The EOL Report Management service allows you to retrieve, export, and delete EOL reports.   |
| <a href="#">"Service Insight Notification Management" on page 81</a> | <code>/api/juniper/serviceinsight/notification-management</code> | The Service Insight Notification Management service allows you to create, copy, retrieve, enable or disable, and delete a Service Insight notification. |

- Related Documentation**
- [Service Automation REST API Overview on page 23](#)
  - [Service Now REST APIs on page 26](#)



## PART 1

# Service Insight REST APIs

- [Exposure Analyzer APIs on page 33](#)
- [PBN Management APIs on page 49](#)
- [PBN Report Management APIs on page 61](#)
- [EOL Report Management APIs on page 71](#)
- [Service Insight Notification APIs on page 81](#)





## CHAPTER 2

# Exposure Analyzer APIs

- [Exposure Analyzer REST API Overview on page 33](#)
- [Get All Devices in Service Insight on page 34](#)
- [Get Information about a Device in Service Insight on page 37](#)
- [Generate a PBN Report on page 39](#)
- [Generate an EOL Report on page 42](#)
- [Show All PBNs for a Device on page 44](#)

## Exposure Analyzer REST API Overview

---

The Exposure Analyzer service allows you to retrieve devices from Service Insight, and generate PBN and EOL reports. The **exposureanalyzer** resources are available at [https://\[host\]/api/juniper/serviceinsight/exposureanalyzer](https://[host]/api/juniper/serviceinsight/exposureanalyzer).

### URI

[https://\[host\]/api/juniper/serviceinsight/exposureanalyzer](https://[host]/api/juniper/serviceinsight/exposureanalyzer) (HTTP method = GET)

### Produces

- `application/vnd.juniper.serviceinsight.exposureanalyzer+xml;version=1`
- `application/vnd.juniper.serviceinsight.exposureanalyzer+json;version=1`

### Response Elements

### Sample Output

#### Sample XML Output

```
<exposureanalyzer>
  <collection href= "/api/juniper/serviceinsight/exposureanalyzer/sidevices" />
  <method href= "/api/juniper/serviceinsight/exposureanalyzer/generateeolreport" />
  <method href= "/api/juniper/serviceinsight/exposureanalyzer/generatepbnreport" />
</exposureanalyzer>
```

#### Sample XML Output

```
{
  "exposureanalyzer": {
```

```
    "collection": {
      "@href": "/api/juniper/serviceinsight/exposureanalyzer/sidevices"
    },
    "method": [
      {
        "@href":
"/api/juniper/serviceinsight/exposureanalyzer/generateeolreport"
      },
      {
        "@href":
"/api/juniper/serviceinsight/exposureanalyzer/generatepbnreport"
      }
    ]
  }
}
```

The exposure analyzer service provides the following APIs:

- [Get All Devices in Service Insight on page 34](#)
- [Get Information about a Device in Service Insight on page 37](#)
- [Show All PBNs for a Device on page 44](#)
- [Generate a PBN Report on page 39](#)
- [Generate an EOL Report on page 42](#)

**Related  
Documentation**

- [PBN Management REST API Overview on page 49](#)
- [PBN Report Management REST API Overview on page 61](#)
- [EOL Report Management REST API Overview on page 71](#)
- [Service Insight Notification Management REST API Overview on page 81](#)

---

## Get All Devices in Service Insight

Use this API to retrieve information, including attributes, that are available for EOL reports, notifications and so forth, about all devices in Junos Space Service Insight.

**URI**

`https://[host]/api/juniper/serviceinsight/exposureanalyzer/sidevices` (HTTP method = GET)

**Consumes**

None

**Produces**

- `application/vnd.juniper.serviceinsight.exposureanalyzer.devices+xml;version=1`
- `application/vnd.juniper.serviceinsight.exposureanalyzer.devices+json;version=1`

**Response**

| Element          | Type    | Description  |
|------------------|---------|--|
| uri              | String  | URI to the collection of Service Insight devices   |
| size             | Integer | Number of records in the collection  |
| device           | device  | A Service Insight device   |
| key              | Integer | Unique key to identify the device  |
| hostName         | String  | Device hostname  |
| ipAddress        | String  | Device IP address  |
| serialNumber     | String  | Device serial number   |
| eolStatus        | String  | Indicates whether EOL data is available or not<br><br>EOL data is not available unless there has been an EOL bulletin. |
| lastUpdated      | String  | Date and time the device information was last updated  |
| productName      | String  | Device product name, such as SRX 650   |
| deviceGroup      | String  | Device group name to which this device is associated   |
| EOLParts         | Integer | Number of parts in this device that has reached EOL status   |
| connectedMember  | String  | if an end-customer device, the end customer to whom the device belongs   |
| matchingPBNs     | String  | Number of Proactive Bug Notifications (PBNs) associated with this device   |
| connectionStatus | String  | Indicates whether this device is power on or off   |
| criticalPBNs     | Integer | Number of PBNs with a severity of Critical   |
| majorPBNs        | Integer | Number of PBNs with a severity of Major  |

**Sample Output****Sample XML Output**

```
<devices uri="/api/juniper/serviceinsight/exposureanalyzer/sidevices" size="1">
  <device key="196609"
    uri="/api/juniper/serviceinsight/exposureanalyzer/sidevices/196609"
```

```

href="/api/juniper/serviceinsight/exposureanalyzer/sidevices/196609">
<hostName>device</hostName>
<ipAddress>192.0.2.47</ipAddress>
<serialNumber>J1213</serialNumber>
<eolStatus>EOL Data available</eolStatus>
<lastUpdated>2012-03-07 23:00:51.0</lastUpdated>
<productName>M7I</productName>
<deviceGroup>testDeviceGroup</deviceGroup>
<EOLParts>3</EOLParts>
<connectedMember></connectedMember>
<matchingPBNs>4</matchingPBNs>
<connectionStatus>up</connectionStatus>
<criticalPBNs>0</criticalPBNs>
<majorPBNs>0</majorPBNs>
</device>
</devices>

```

### Sample JSON Output

```

{
  "devices": {
    "uri": "/api/juniper/serviceinsight/exposureanalyzer/sidevices",
    "size": 1,
    "device": {
      "key": 196609,
      "uri": "/api/juniper/serviceinsight/exposureanalyzer/sidevices/196609",

      "href": "/api/juniper/serviceinsight/exposureanalyzer/sidevices/196609",
      "hostname": "device",
      "ipaddress": "192.0.2.47",
      "serialnumber": "J1213",
      "eolstatus": "EOL Data available",
      "lastupdated": "2012-03-07 23:00:51.0",
      "productname": "M7I",
      "devicegroup": "testDeviceGroup",
      "eolparts": 3,
      "connectedmember": {
      },
      "matchingpbns": 4,
      "connectionstatus": "up",
      "criticalpbns": 0,
      "majorpbns": 0
    }
  }
}

```

### Response Status Code

| Message        | Description              |
|----------------|--------------------------|
| 204 No Content | No devices are available |

### Related Documentation

- [Generate a PBN Report on page 39](#)
- [Generate an EOL Report on page 42](#)
- [Show All PBNs for a Device on page 44](#)
- [Get Information about a Device in Service Insight on page 37](#)

## Get Information about a Device in Service Insight

Use this API to retrieve information about a device in Junos Space Service Insight.

### URI

`https://[host]/api/juniper/serviceinsight/ExposureAnalyzer/sidevices/{id}` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description                              |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the device to retrieve information |

### Consumes

None

### Produces

- `application/vnd.juniper.serviceinsight.exposureanalyzer.device+xml;version=2`
- `application/vnd.juniper.serviceinsight.exposureanalyzer.device+json;version=2`

### Response

| Element      | Type    | Description  |
|--------------|---------|--|
| key          | Integer | Unique key to identify the device  |
| hostName     | String  | Device hostname  |
| ipAddress    | String  | Device IP address  |
| serialNumber | String  | Device serial number   |
| eolStatus    | String  | Indicates whether EOL data is available or not<br><br>EOL data is not available unless there has been an EOL bulletin. |
| lastUpdated  | String  | Date and time the device information was last updated  |
| productName  | String  | Device product name, such as SRX 650   |

| Element          | Type    | Description  |
|------------------|---------|--|
| deviceGroup      | String  | Device group name with which this device is associated                           |
| EOLParts         | String  | Number of parts in this device that has reached EOL status                       |
| connectedMember  | String  | If an end-customer device, the end customer with which this device is associated |
| matchingPBNs     | String  | Number of Proactive Bug Notifications (PBNs) associated with this device         |
| connectionStatus | String  | Indicates whether this device is powered on or off                               |
| criticalPBNs     | Integer | Number of PBNs with a severity of Critical                                       |
| majorPBNs        | Integer | Number of PBNs with a severity of Major  |

#### Sample Output

#### Sample XML Output

```
<device uri="/api/juniper/serviceinsight/exposureanalyzer/sidevices/196609">
  <hostName>elmo</hostName>
  <id>196609</id>
  <ipAddress>192.0.2.47</ipAddress>
  <serialNumber>J1213</serialNumber>
  <eolStatus>EOL Data available</eolStatus>
  <lastUpdated>2012-03-07 23:00:51.0</lastUpdated>
  <productName>M7I</productName>
  <organization
    href="/api/juniper/servicenow/organization-management/organization/99508">
    <id>99508</id>
    <name>testOrg</name>
  </organization>
  <deviceGroup
    href="/api/juniper/servicenow/device-group-management/deviceGroup/99509">
    <id>99509</id>
    <name>testDeviceGroup</name>
  </deviceGroup>
  <EOLParts>3</EOLParts>
  <connectedMember></connectedMember>
  <matchingPBNs>4</matchingPBNs>
  <connectionStatus>up</connectionStatus>
  <criticalPBNs>0</criticalPBNs>
  <majorPBNs>0</majorPBNs>
</device>
```

**Sample JSON Output**

```

device:{
  uri:'/api/juniper/serviceinsight/exposureanalyzer/sidevices/196609',
  hostname:'elmo',
  id:196609,
  ipaddress:'192.0.2.47',
  serialnumber:'J1213',
  eolstatus:'EOL Data available',
  lastupdated:'2012-03-07 23:00:51.0',
  productname:'M7I',
  organization:{

    href:'/api/juniper/servicenow/organization-management/organization/99508',
    id:99508,
    name:'testOrg'
  },
  devicegroup:{

    href:'/api/juniper/servicenow/device-group-management/deviceGroup/99509',
    id:99509,
    name:'testDeviceGroup'
  },
  eolparts:3,
  connectedmember:{
  },
  matchingpbns:4,
  connectionstatus:'up',
  criticalpbns:0,
  majorpbns:0
}

```

**Response Status Code**

| Message        | Description       |
|----------------|-------------------|
| 204 No Content | Invalid device ID |

**Related Documentation**

- [Get All Devices in Service Insight on page 34](#)
- [Generate an EOL Report on page 42](#)
- [Get All EOL Reports on page 72](#)
- [Export an EOL Report to an Excel File on page 77](#)
- [Delete an EOL Report on page 78](#)
- [Get Information about an EOL Report on page 74](#)

**Generate a PBN Report**

Service Insight provides Proactive Bug Notifications (PBNs) as a proactive measure to alert you about known issues that can impact the devices in your network. The Generate PBN Report method lets you create a PBN report for either a specific device or for all available Service Insight devices.

**URI**

https://[host]/api/juniper/serviceinsight/exposureanalyzer/generatepbnreport?  
queue=http://[host]/api/hornet-q/queues/jms.queue.[QueueName] (HTTP method =  
POST)

**Consumes**

- application/vnd.juniper.serviceinsight.exposureanalyzer.generatepbnreport+xml;version=3;  
charset=UTF-8
- application/vnd.juniper.serviceinsight.exposureanalyzer.generatepbnreport+json;version=3;  
charset=UTF-8

**Request Elements**

| Parameter     | Type    | Required | Description   |
|---------------|---------|----------|---|
| pbnreportname | String  | Yes      | User defined name for report. The report name is displayed at the top of the generated PBN report. The PBN report name can contain only alphanumeric characters and must be less than 64 characters in length.        |
| device        | String  | No       | Device for which the PBN report is to be generated. You can specify multiple device.<br><br>If you do not specify this parameter, the PBN report is generated for all available service insight device.               |
| emails        | String  | No       | A list of comma-separated e-mail addresses. E-mails are sent to these addresses once the PBN report is generated.   |
| domainId      | Integer | No       | ID of the domain to which the PBN report belongs<br><br>This is an optional element. The value provided in this element is ignored if the value is invalid or a domainId other than the current domainId is provided. |

**Sample Inputs**

The <devices> input element is optional. Specify the <devices> element to generate a report for a specific set of devices. If <devices> is not provided, then the PBN report is generated for all the available Service Insight devices.

The <emails> element is a list of comma-separated email addresses. An email is sent to these addresses when the report is generated. No checks are done to ensure valid email addresses.

**Sample XML Input**

```
<pbnreport>
  <pbnreportname>NewSDKReport</pbnreportname>
  <devices>
    <device href =
```



```
"/api/juniper/serviceinsight/exposureanalyzer/sidevices/196609"/>
  </devices>
  <emails>aprasar@mycompany.net</emails>
</pbnreport>
```

**Sample JSON Input**

```
{
  "pbnreport": {
    "pbnreportname": "FinalSDKReprt",
    "devices": {
      "device": {
        "@href":
"/api/juniper/serviceinsight/exposureanalyzer/sidevices/393252"
      }
    },
    "emails": "aprasar@mycompany.net"
  }
}
```

**Response**

The PBN report includes the following information:

- Device name
- Device serial number
- Product or platform
- Junos OS version
- Device group
- Connected member for the device
- Service Now organization for the device
- PBN title
- PBN Juniper ID
- PBN description
- PBN customer impact

**Sample Output****Sample XML Output**

```
<task href="/api/space/job-management/jobs/524292"><id>524292</id></task>
```

**Sample JSON Output**

```
task:{
  href: '/api/space/job-management/jobs/524292',
  id: 524292
}
```

**Response Status Code**

| Message         | Description  |
|-----------------|--|
| 400 Bad Request | Invalid PBN report name. Report name must begin with a letter and should have only alphanumeric (a-z0-9) characters. |
| 400 Bad Request | Invalid PBN report name. The report name exceeds the maximum character length of 64.                                 |

**Related Documentation**

- [PBN Report Management REST API Overview on page 61](#)
- [Get All PBN Reports in Service Insight on page 62](#)
- [Get Information about a PBN Report on page 64](#)
- [Export a PBN Report on page 68](#)
- [Delete a PBN Report on page 69](#)

**Generate an EOL Report**

Use this API to generate EOL reports which show the number of devices with EOL announce parts, Last Order Dates parts, End of HW Engineering parts, End of SW Engineering parts, and the End-of-Support (EOS) parts for the devices that you select. EOL reports are generated in the Excel format.

**URI**

`https://[host]/api/juniper/serviceinsight/exposureanalyzer/generateeolreport?queue=http://[host]/api/hornet-q/queues/jms.queue.[QueueName]` (HTTP method = POST)

**Consumes**

- `vnd.juniper.serviceinsight.exposureanalyzer.generateeolreport+xml;version=3; charset=UTF-8`
- `vnd.juniper.serviceinsight.exposureanalyzer.generateeolreport+json;version=3; charset=UTF-8`

**Request Elements**

| Parameter     | Type   | Required | Description  |
|---------------|--------|----------|--|
| eolreportname | String | Yes      | User defined name for report. The report name is displayed at the top of the generated EOL report. The EOL report name can contain only alphanumeric characters and must be less than 64 characters in length. |

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| device    | String  | No       | Device for which the EOL report is to be generated. You can specify multiple device.<br><br>If you do not specify this parameter, the EOL report is generated for all available service insight device.               |
| emails    | String  | No       | A list of comma-separated e-mail addresses. Emails are sent to these addresses once the EOL report is generated.  |
| domainId  | Integer | No       | ID of the domain to which the EOL report belongs<br><br>This is an optional element. The value provided in this element is ignored if the value is invalid or a domainId other than the current domainId is provided. |

### Produces

This API returns the URL of the created job. Open the URL to view the status of the job.

### Sample Input

#### Sample XML Input

```
<eolreport>
  <eolreportname>NewSDKReport</eolreportname>
  <devices>
    <device href="/api/juniper/serviceinsight/exposureanalysis/sidevices/196609">
  </devices>
  <emails>cmohan@myaddress.com</emails>
</eolreport>
```

### Sample Output

#### Sample XML Output

```
<task href="/api/space/job-management/jobs/524292"><id>524292</id></task>
```

#### Sample JSON Output

```
task:{
  href:'/api/space/job-management/jobs/524292',
  id:524292
}
```

### Response Status Code

| Message  | Description   |
|--|---|
| Name must begin with a letter and should have only alphanumeric (a-z, 0-9) characters. | EOL report name contains non-alphanumeric characters. Remove the non-alphanumeric characters.     |
| EOL Report name exceeds maximum character length (64).                                 | EOL report name is longer than 64 characters. Shorten the report name to less than 64 characters. |

| Message          | Description  |
|------------------|--|
| Invalid email ID | The e-mail address is invalid. Check the e-mail address to make sure it uses the correct syntax. |

#### Related Documentation

- [Script Bundle Management REST API Overview on page 297](#)
- [Get All Devices in Service Insight on page 34](#)
- [Get Information about a Device in Service Insight on page 37](#)
- [Get All EOL Reports on page 72](#)
- [Export an EOL Report to an Excel File on page 77](#)
- [Delete an EOL Report on page 78](#)
- [Get Information about an EOL Report on page 74](#)

## Show All PBNs for a Device

Use this API to retrieve all proactive bug notifications (PBNs) from Exposure Analyzer that impact a device.

#### URI

`https://[host]/api/juniper/serviceinsight/exposureanalyzer/sidevices/{id}/matchingPbns/{id}`  
(HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the device for which PBNs that impact the device are to be retrieved |

#### Consumes

None

#### Produces

- `application/vnd.juniper.serviceinsight.exposureanalyzer.matchingPBNs+xml;version=1;`
- `application/vnd.juniper.serviceinsight.exposureanalyzer.matchingPBNs+json;version=1;`

#### Response Elements

| Element | Type   | Description  |
|---------|--------|--|
| uri     | String | URI of the collection of PBNs impacting the device |

| Element           | Type        | Description  |
|-------------------|-------------|--|
| size              | Integer     | Number of records in the PBN collection  |
| matchingPbn       | matchingPbn | PBN impacting the device   |
| href              | String      | Link to the PBN  |
| key               | Integer     | ID of the PBN  |
| title             | String      | Title of the PBN   |
| issueDate         | String      | Date and time the PBN was issued   |
| id                | String      | ID of the PBN  |
| description       | String      | Description of the PBN   |
| trigger           | String      | <p>Trigger to send e-mail notifications or SNMP traps for the PBN</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• New EOL Mach</li> <li>• New PBN Arrival</li> <li>• New PBN Match</li> </ul> |
| symptom           | String      | Symptom of the problem described in the PBN  |
| workaround        | String      | Workaround provided for the problem  |
| Instructions      | String      | Instructions for the workaround  |
| relevances        | String      | Platforms and devices that could be impacted by the problem described in the PBN   |
| customerImpact    | String      | Impact of the PBN on the customer network  |
| impactProbability | String      | Probability of PBN impacting the network.  |
| owner             | String      | User to whom the PBN is assigned for ownership   |

| Element          | Type   | Description  |
|------------------|--------|--|
| resolvedIn       | String | Product release in which the issue is resolved   |
| flaggedUsers     | User   | Collection of users to whom the PBN is flagged   |
| user             | String | ID of the user to whom the PBN is flagged  |
| hostName         | String | Hostname of the device which the PBN impacts   |
| ipAddress        | String | IP address of the device   |
| serialNumber     | String | Serial number of the device  |
| eolStatus        | String | EOL status of the device   |
| lastUpdated      | String | Date and time the device information was last updated  |
| productName      | String | Product name of the device   |
| deviceGroup      | String | Device group to which the device belongs   |
| EOLParts         | String | Parts in the device that have reached EOL  |
| connectedMember  | String | If the device is an end-customer device, this element specifies the end customer with which this device is associated. |
| connectionStatus | String | Indicates whether this device is powered on or off   |
| criticalPBNs     | String | Number of PBNs with critical severity associated with the device   |
| majorPBNs        | String | Number of PBNs with major severity associated with the device  |

#### Sample Output

#### Sample XML Output

```
<matchingPbns
  uri="/api/juniper/serviceinsight/exposureanalyzer/sidevices/234/matchingPbns">
```

```

<matchingPbn
uri="/api/juniper/serviceinsight/exposureanalyzer/sidevices/234/matchingPbns/11234">
<title>test</title>
<issueDate/>
<id>11234</id>
<description>Test</description>
<trigger>NEW_EOL_MATCH</trigger>
<symptom/>
<workaround/>
<Instructions/>
<relevances/>
<customerImpact/>
<impactProbability/>
<owner/>
<resolvedIn/>
<flaggedUsers>
<user>abc</user>
</flaggedUsers>
</matchingPbn>
</matchingPbns>

```

### Sample XML Input

```

{
  "matchingPbns": {
    "@uri":
"/api/juniper/serviceinsight/exposureanalyzer/sidevices/234/matchingPbns",
    "matchingPbn": {
      "@uri":
"/api/juniper/serviceinsight/exposureanalyzer/sidevices/234/matchingPbns/11234",

      "title": "test",
      "trigger": "New_EOL_MATCH",
      "id": "11234",
      "description": "Test",
      "flaggedUsers": {
        "user": "abc"
      }
    }
  }
}

```

### Related Documentation

- [Get Details of a Targeted PBN on page 52](#)
- [Scan Targeted PBNs for Impact on page 56](#)
- [Get All PBN Reports in Service Insight on page 62](#)
- [Get All EOL Reports on page 72](#)





## CHAPTER 3

# PBN Management APIs

- [PBN Management REST API Overview on page 49](#)
- [Get All Targeted PBNs on page 50](#)
- [Get Details of a Targeted PBN on page 52](#)
- [Assign an Owner for a Targeted PBN on page 54](#)
- [Scan Targeted PBNs for Impact on page 56](#)
- [Flag a Targeted PBN to Users on page 57](#)
- [Delete a Targeted PBN on page 59](#)

### PBN Management REST API Overview

---

The Proactive Bug Notification (PBN) management service allows you to retrieve PBNs, scan a PBN, assign a PBN for ownership, and delete a PBN. The **pbn-management** resources are available at [https://\[host\]/api/juniper/serviceinsight/pbn-management](https://[host]/api/juniper/serviceinsight/pbn-management).

#### URI

[https://\[host\]/api/juniper/serviceinsight/pbn-management](https://[host]/api/juniper/serviceinsight/pbn-management) (HTTP method = GET)

#### Produces

- `application/vnd.juniper.serviceinsight.pbn-management+xml;version=1`
- `application/vnd.juniper.serviceinsight.pbn-management+json;version=1`

#### Sample Output

##### Sample XML Output

```
<pbn-management>
<collection href= "/api/juniper/serviceinsight/pbn-management/targetedPbns"
/>
</pbn-management>
```

##### Sample JSON Output

```
{
  "pbn-management": {
    "collection": {
      "@href": "/api/juniper/serviceinsight/pbn-management/targetedPbns"
    }
  }
}
```

```
}
}
```

The PBN management service provides the following APIs:

- [Get All Targeted PBNs on page 50](#)
- [Get Details of a Targeted PBN on page 52](#)
- [Assign an Owner for a Targeted PBN on page 54](#)
- [Scan Targeted PBNs for Impact on page 56](#)
- [Flag a Targeted PBN to Users on page 57](#)
- [Delete a Targeted PBN on page 59](#)

#### Related Documentation

- [PBN Report Management REST API Overview on page 61](#)
- [EOL Report Management REST API Overview on page 71](#)
- [Exposure Analyzer REST API Overview on page 33](#)
- [Service Insight Notification Management REST API Overview on page 81](#)

## Get All Targeted PBNs

Use this API to get all the targeted PBNs received from Juniper Support System (JSS).

#### URI

`https://[host]/api/juniper/serviceinsight/pbn-management/targetedPbns` (HTTP method = GET)

#### Consumes

None

#### Produces

- `application/vnd.juniper.serviceinsight.pbn-management.targetedPbns+xml;version=1;`
- `application/vnd.juniper.serviceinsight.pbn-management.targetedPbns+json;version=1;`

#### Response Elements

| Element      | Type         | Description                            |
|--------------|--------------|--|
| uri          | String       | URI of the collection of targeted PBNs |
| size         | Integer      | Number of records in the collection    |
| targeted_Pbn | targeted_Pbn | A targeted PBN                         |

| Element      | Type    | Description  |
|--------------|---------|--|
| uri          | String  | URI of the targeted PBN  |
| key          | Integer | ID of the targeted PBN   |
| title        | String  | Title of the targeted PBN  |
| issueDate    | String  | Date and time the targeted PBN was issued                                      |
| juniperId    | String  | ID of the targeted PBN   |
| organization | String  | Organization for which the PBN was received                                    |
| resolvedIn   | String  | Product releases in which the issue identified by the targeted PBN is resolved |

### Sample Output

#### Sample XML Output

```
<targeted-Pbns size="2"
uri="/api/juniper/serviceinsight/pbn-management/targetedPbns">

<targeted-Pbn
uri="/api/juniper/serviceinsight/pbn-management/targetedPbns/131077"
key="131077">

<title>
In NSR scenario, rpd (routing process) cored during BGP session flapping.
</title>
<issueDate>2015-09-17 07:00:00 UTC</issueDate>
<juniperId>736198</juniperId>
<organization>sampleorganization</organization>
<resolvedIn>
10.4R12 11.4R5-S3 11.4R6 12.1R5 12.1X48-D60 12.2R2 12.3R1 13.1R1
</resolvedIn>
</targeted-Pbn>

<targeted-Pbn
uri="/api/juniper/serviceinsight/pbn-management/targetedPbns/131078"
key="131078">
<title>PFE crash due to memory corruption.</title>
<issueDate>2015-09-17 07:00:00 UTC</issueDate>
<juniperId>754669</juniperId>
<organization>sampleorganization</organization>
<resolvedIn>10.4R11 11.2R8 11.4R5 12.1R3 12.2R1 12.3R1</resolvedIn>

</targeted-Pbn>

</targeted_Pbns>
```

#### Sample JSON Output

```
{
  "targeted-Pbns": {
    "@size": "10",
```

```

    "@uri": "/api/juniper/serviceinsight/pbn-management/targetedPbns",
    "targeted-Pbn": [
      {
        "@uri":
"/api/juniper/serviceinsight/pbn-management/targetedPbns/131077",
        "@key": "131077",
        "title": "In NSR scenario, rpd (routing process) cored during BGP
session flapping.",
        "issueDate": "2015-09-17 07:00:00 UTC",
        "juniperId": 736198,
        "organization": "sampleorganization",
        "resolvedIn": "10.4R12 11.4R5-S3 11.4R6 12.1R5 12.1X48-D60 12.2R2
12.3R1 13.1R1"
      },
      {
        "@uri":
"/api/juniper/serviceinsight/pbn-management/targetedPbns/131078",
        "@key": "131078",
        "title": "PFE crash due to memory corruption.",
        "issueDate": "2015-09-17 07:00:00 UTC",
        "juniperId": 754669,
        "organization": "sampleorganization",
        "resolvedIn": "10.4R11 11.2R8 11.4R5 12.1R3 12.2R1 12.3R1"
      }
    ]
  }
}

```

#### Related Documentation

- [Get Details of a Targeted PBN on page 52](#)
- [Assign an Owner for a Targeted PBN on page 54](#)
- [Scan Targeted PBNs for Impact on page 56](#)
- [Flag a Targeted PBN to Users on page 57](#)
- [Delete a Targeted PBN on page 59](#)

## Get Details of a Targeted PBN

Use this API to get details of a targeted PBN.

#### URI

[https://\[host\]/api/juniper/serviceinsight/pbn-management/targetedPbns/{id}](https://[host]/api/juniper/serviceinsight/pbn-management/targetedPbns/{id}) (HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the targeted PBN whose details are to be viewed |

#### Consumes

None

#### Produces

- application/vnd.juniper.serviceinsight.pbn-management.targetedPbn+xml;version=1;
- application/vnd.juniper.serviceinsight.pbn-management.targetedPbn+json;version=1;

#### Response Elements

| Element        | Type    | Description   |
|----------------|---------|---|
| uri            | String  | URI of the targeted PBN                                 |
| id             | String  | ID of the targeted PBN                                  |
| title          | Integer | Title of the targeted PBN                               |
| issueDate      | Integer | Date and time the targeted PBN was issued               |
| juniperId      | String  | ID of the targeted PBN                                  |
| organization   | String  | Organization for which the PBN was received             |
| resolvedIn     | String  | Product release in which the problem is resolved        |
| customerImpact | String  | Impact of the issue presented by the PBN on customers   |
| owner          | String  | User to whom the targeted PBN is assigned for ownership |
| flaggedToUsers | String  | Users to whom the PBN is flagged                        |
| method         | String  | Method applicable to the PBN                            |

#### Sample Output

##### Sample XML Output

```
<targeted-Pbn uri="/api/juniper/serviceinsight/pbn-management/targetedPbns/1">
  <id>1</id>
  <title>Sample TargetPBN</title>
  <issueDate>2015-03-25 13:09:56.0</issueDate>
  <juniperId>356789</juniperId>
  <organization>sampleorganization</organization>
  <resolvedIn>1112</resolvedIn>
  <customerImpact>None</customerImpact>
  <owner>super</owner>
  <flaggedToUsers>super</flaggedToUsers>
  <method href=
"/api/juniper/serviceinsight/pbn-management/targetedPbns/1/scanForImpact" />
  <method href=
"/api/juniper/serviceinsight/pbn-management/targetedPbns/1/flagToUsers" />
  <method href=
```

```
"/api/juniper/serviceinsight/pbn-management/targetedPbns/1/assignOwnership"
/>
<method href= "/api/juniper/serviceinsight/pbn-management/targetedPbns/1" />
</targeted-Pbn>
```

#### Sample JSON Output

```
{
  "targeted-Pbn": {
    "@uri": "/api/juniper/serviceinsight/pbn-management/targetedPbns/1",
    "id": "1",
    "title": "Sample TargetPBN",
    "issueDate": "2015-03-25 13:09:56.0",
    "juniperId": "356789",
    "organization": "sampleorganization",
    "resolvedIn": "1112",
    "customerImpact": "None",
    "owner": "super",
    "flaggedToUsers": "super",
    "method": [
      { "@href":
"/api/juniper/serviceinsight/pbn-management/targetedPbns/1/scanForImpact" },
      { "@href":
"/api/juniper/serviceinsight/pbn-management/targetedPbns/1/flagToUsers" },
      { "@href":
"/api/juniper/serviceinsight/pbn-management/targetedPbns/1/assignOwnership"
},
      { "@href": "/api/juniper/serviceinsight/pbn-management/targetedPbns/1"
}
    ]
  }
}
```

#### Related Documentation

- [Assign an Owner for a Targeted PBN on page 54](#)
- [Scan Targeted PBNs for Impact on page 56](#)
- [Flag a Targeted PBN to Users on page 57](#)
- [Delete a Targeted PBN on page 59](#)

---

## Assign an Owner for a Targeted PBN

Use this API to assign an owner for a targeted PBN.

#### URI

`https://[host]/api/juniper/serviceinsight/pbn-management/targetedPbns/{id}/assignOwnership` (HTTP method = PUT)

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the targeted PBN to which an owner is to be assigned |

**Consumes**

- application/vnd.juniper.serviceinsight.pbn-management.assignOwnership+xml;version=1
- application/vnd.juniper.serviceinsight.pbn-management.assingOwnership+json;version=1

**Request Elements**

| Element                 | Type    | Description   |
|-------------------------|---------|---|
| userLoginId             | String  | Service Now Login ID of the user to whom the targeted PBN is to be assigned ownership   |
| emailPBNToAssignedOwner | Boolean | Flag to specify if the targeted PBN is to be e-mailed to owner assigned for the PBN<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—Targeted PBN is e-mailed to the assigned owner</li> <li>• false—Targeted PBN is not e-mailed to the assigned owner</li> </ul> |

**Produces**

- application/vnd.juniper.serviceinsight.pbn-management.targetedPbn.serviceInsightMsg+xml;version=1
- application/vnd.juniper.serviceinsight.pbn-management.targetedPbn.serviceInsightMsg+json;version=1

**Response Elements**

| Element | Type   | Description                                 |
|---------|--------|---|
| msg     | String | Status message of the assign ownership task |

**Sample Input****Sample XML Input**

```
<assignOwnership>
  <userLoginId>1287</userLoginId>
  <emailPBNToAssignedOwner>true</emailPBNToAssignedOwner>
</assignOwnership>
```

**Sample JSON Input**

```
{
  "assignOwnership": {
    "userLoginId": "1287",
    "emailPBNTToAssignedOwner": "true"
  }
}
```

**Sample Output****Sample XML Output**

```
<serviceinsightmsg>
<msg> Owner assigned to targeted PBN successful</msg>
</serviceinsightmsg>
```

**Sample JSON Output**

```
{
  "serviceinsightmsg": { "msg": " Owner assigned to targeted PBN successful"
}
}
```

**Related Documentation**

- [Get All Targeted PBNs on page 50](#)
- [Get Details of a Targeted PBN on page 52](#)
- [Scan Targeted PBNs for Impact on page 56](#)
- [Flag a Targeted PBN to Users on page 57](#)
- [Delete a Targeted PBN on page 59](#)

## Scan Targeted PBNs for Impact

Use this API to scan a targeted PBN for impact on devices.

**URI**

[https://\[host\]/api/juniper/serviceinsight/pbn-management/targeted-pbns/{id}/scanForImpact](https://[host]/api/juniper/serviceinsight/pbn-management/targeted-pbns/{id}/scanForImpact) (HTTP method = POST)

**URI Parameters**

| Parameter | Type    | Required | Description                                |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of PBN that is to be scanned for impact |

**Consumes**

None

**Produces**



- application/vnd.juniper.space.task-management.task+xml;version=1
- application/vnd.juniper.space.task-management.task+json;version=1

**Response Elements**

| Element | Type    | Description                                  |
|---------|---------|--|
| href    | String  | Link to the scan targeted PBN for impact job |
| id      | Integer | ID of the job                                |

**Sample Output****Sample XML Output**

```
<task href= "/api/space/job-management/jobs/655557" >
<id>655557</id>
</task>
```

**Sample JSON Output**

```
{
  "task": {
    "@href": "/api/space/job-management/jobs/655558",
    "id": 655558
  }
}
```

**Related Documentation**

- [Get All Targeted PBNs on page 50](#)
- [Assign an Owner for a Targeted PBN on page 54](#)
- [Flag a Targeted PBN to Users on page 57](#)
- [Delete a Targeted PBN on page 59](#)

## Flag a Targeted PBN to Users

Use this API to flag targeted PBNs to users.

**URI**

https://[host]/api/juniper/serviceinsight/pbn-management/targeted-pbns/{id}/flagToUsers  
(HTTP method = PUT)

**URI Parameters**

| Parameter | Type    | Required | Description                               |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of targeted PBN to be flagged to users |

**Consumes**

- application/vnd.juniper.serviceinsight.pbn-management.flagToUsers+xml;version=1
- application/vnd.juniper.serviceinsight.pbn-management.flagToUsers+json;version=1

**Request Elements**

| Element                  | Type    | Description   |
|--------------------------|---------|---|
| users                    | user    | Collection of users to whom the targeted PBN is to be flagged   |
| user                     | user    | A user  |
| id                       | Integer | ID of the user  |
| emailPBNTToAssignedOwner | Boolean | Flag to specify if the targeted PBN is to be e-mailed to owner assigned for the PBN<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—Targeted PBN is e-mailed to assigned owner</li> <li>• false—Targeted PBN is not e-mailed to assigned owner</li> </ul> |

**Produces**

- application/vnd.juniper.space.task-management.task+xml;version=1;
- application/vnd.juniper.space.task-management.task+json;version=1;

**Response Elements**

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Message indicating that the targeted PBN is successfully flagged to users |

**Sample Input****Sample XML Input**

```
<flagToUsers>
  <users>
    <user>
      <id>12345</id>
    </user>
  </users>
  <emailPBNTToAssignedOwner>true</emailPBNTToAssignedOwner>
</flagToUsers>
```

**Sample JSON Input**

```
{
  "flagToUsers": {
```

```

    "users": {
      "user": { "id": "12345" }
    },
    "emailPBNTToAssignedOwner": "true"
  }
}

```

**Sample Output****Sample XML Output**

```

<serviceinsightmsg>
<msg>Targeted PBN flagged to users successfull</msg>
</serviceinsightmsg>

```

**Sample JSON Output**

```

{
  "serviceinsightmsg": {
    "msg": "Targeted PBN flagged to users successfull"
  }
}

```

**Related Documentation**

- [Get All Targeted PBNs on page 50](#)
- [Assign an Owner for a Targeted PBN on page 54](#)
- [Assign an Owner for a Targeted PBN on page 54](#)
- [Scan Targeted PBNs for Impact on page 56](#)
- [Delete a Targeted PBN on page 59](#)

## Delete a Targeted PBN

Use this API to delete a targeted PBN.

**URI**

[https://\[host\]/api/juniper/serviceinsight/pbn-management/targetedPbns/{id}](https://[host]/api/juniper/serviceinsight/pbn-management/targetedPbns/{id}) (HTTP method = DELETE)

**URI Parameters**

| Parameter | Type    | Required | Description                          |
|-----------|---------|----------|--------------------------------------|
| id        | Integer | Yes      | ID of the targeted PBN to be deleted |

**Consumes**

None

**Produces**

- `application/vnd.juniper.serviceinsight.pbn-management.targetedPbn.ServiceInsightMsg+xml;version=1`
- `application/vnd.juniper.serviceinsight.pbn-management.targetedPbn.ServiceInsightMsg+json;version=1`

**Response Elements**

| Element | Type   | Description                                   |
|---------|--------|---|
| msg     | String | Status message of the delete targeted PBN job |

**Sample Output****Sample XML Output**

```
<serviceinsightmsg>
<msg> Targeted PBN: successfully deleted</msg>
</serviceinsightmsg>
```

**Sample JSON Output**

```
{
  "serviceinsightmsg": { "msg": " Targeted PBN: successfully deleted" }
}
```

**Related Documentation**

- [Get All Targeted PBNs on page 50](#)
- [Assign an Owner for a Targeted PBN on page 54](#)
- [Assign an Owner for a Targeted PBN on page 54](#)
- [Scan Targeted PBNs for Impact on page 56](#)

## CHAPTER 4

# PBN Report Management APIs

- [PBN Report Management REST API Overview on page 61](#)
- [Get All PBN Reports in Service Insight on page 62](#)
- [Get Information about a PBN Report on page 64](#)
- [Regenerate a PBN Report on page 66](#)
- [Export a PBN Report on page 68](#)
- [Delete a PBN Report on page 69](#)

## PBN Report Management REST API Overview

Service Insight provides Proactive Bug Notifications (PBNs) as a proactive measure to alert you about known issues that can impact the devices in your network. It is an effective means of communicating the information collected while helping one customer fix issues to another customer who could face similar issues in future. Using this information, which was collected when issues were reported to Juniper Networks, Service Insight identifies devices on your network with similar conditions. PBNs associated with devices on your network are matched and displayed on the Manage PBNs page. These PBNs keep you aware of the possible impacts and also of ways to fix the issue. PBNs also consist of workarounds that suggest temporary fixes and instructions that you can follow to protect your network.

The **pbnreport-management** resource is available under `https://[host]/api/juniper/serviceinsight` for generating PBN reports.

### URI

`https://[host]/api/juniper/serviceinsight/pbnreport-management` (HTTP method = GET)

### Produces

- `application/vnd.juniper.serviceinsight.pbnreport-management+xml;version=1`
- `application/vnd.juniper.serviceinsight.pbnreport-management+json;version=1`

### Sample Output

**Sample XML Output**

```
<pbnreport>
  <collection href="/api/juniper/serviceinsight/pbnreport/pbnreports"
rel="pbnreports"/>
</pbnreport>
```

**Sample JSON Output**

```
pbnreport:{
  collection:{
    href: '/api/juniper/serviceinsight/pbnreport/pbnreports',
    rel: 'pbnreports'
  }
}
```

The PBN report management service provides the following APIs:

- [Get All PBN Reports in Service Insight on page 62](#)
- [Get Information about a PBN Report on page 64](#)
- [Regenerate a PBN Report on page 66](#)
- [Export a PBN Report on page 68](#)
- [Delete a PBN Report on page 69](#)

**Related Documentation**

- [PBN Management REST API Overview on page 49](#)
- [EOL Report Management REST API Overview on page 71](#)
- [Service Insight Notification Management REST API Overview on page 81](#)
- [Exposure Analyzer REST API Overview on page 33](#)

---

## Get All PBN Reports in Service Insight

Service Insight provides Proactive Bug Notifications (PBNs) as a proactive measure to alert you about known issues that can impact the devices in your network. In the GUI, all available PBN reports are listed in the Manage PBN Reports landing page. The Get All PBN Reports in Service Insight returns the list of all available PBN reports.

**URI**

`https://[host]/api/juniper/serviceinsight/pbnreport-management /pbnreports` (HTTP method = GET)

**Consumes**

None

**Produces**

- `application/vnd.juniper.serviceinsight.pbnreport-management.pbnreports+xml;version=1`
- `application/vnd.juniper.serviceinsight.pbnreport-management.pbnreports+json;version=1`

## Response Elements

| Element       | Type      | Description  |
|---------------|-----------|--|
| uri           | String    | URI of the collection of PBN reports   |
| size          | Integer   | Number of records in the collection  |
| pbnreport     | pbnreport | A PBN report   |
| uri           | String    | URI of the PBN report  |
| reportcreator | String    | User who created the PBN report.   |
| devicelist    | String    | A comma-separated list of devices to which this PBN report applies.  |
| mailstatus    | String    | When creating PBN reports, you can specify a set of email addresses to be notified when this PBN report is generated or updated.<br><br>The mailstatus element displays whether or not an email has been sent. |
| ID            | Integer   | Unique identifier of the PBN report. The ID is auto-generated by Service Now.  |
| reportname    | String    | User-defined name for this PBN report.   |
| domainId      | Integer   | ID of the domain to which a PBN report belongs   |

## Sample Output

## Sample XML Output

```
<pbnreports uri="/api/juniper/serviceinsight/pbnreport-management/pbnreports"
size="1">
  <pbnreport
uri="/api/juniper/serviceinsight/pbnreport-management/pbnreports/753665">
    <reportCreator>super</reportCreator>
    <deviceList>elmo,re1-sur01.mx960.77.49</deviceList>
    <mailStatus>Mail not sent. SMTP server not configured for
Service Insight</mailStatus>
    <id>4915207</id>
    <reportName>SDKReport1</reportName>
    <domainId>10</domainId>
  </pbnreport>
</pbnreports>
```

## Sample JSON Output

```
{
  "pbnreports": {
    "uri": "/api/juniper/serviceinsight/pbnreport-management/pbnreports",
    "size": 1,
    "pbnreport": {
      "uri": "/api/juniper/serviceinsight/pbnreport-management/pbnreports/753665",
```

```

    reportcreator: 'super',
    devicelist: 'elmo, re1-sur01.mx960.77.49',
    mailstatus: 'Mail not sent. SMTP server not configured for Service
Insight',
    id: '4915207'
    reportname: 'SDKReport1'
    domainId: "10"
  }
}

```

#### Response Status Code

| Message        | Description            |
|----------------|------------------------|
| 204 No Content | No reports were found. |

#### Related Documentation

- [PBN Report Management REST API Overview on page 61](#)
- [Generate a PBN Report on page 39](#)
- [Get Information about a PBN Report on page 64](#)
- [Export a PBN Report on page 68](#)
- [Delete a PBN Report on page 69](#)

## Get Information about a PBN Report

Service Insight provides Proactive Bug Notifications (PBNs) as a proactive measure to alert you about known issues that can impact the devices in your network. On the Service Insight GUI, all available PBN reports are listed in the Manage PBN Reports page. Use this API to retrieve details of a specific PBN report.

#### URI

`https://[host]/api/juniper/serviceinsight/pbnreport-management /pbnreports/{id}`  
(HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description                          |
|-----------|---------|----------|--------------------------------------|
| id        | Integer | Yes      | ID of the PBN report to be retrieved |

#### Consumes

None

#### Produces

- `application/vnd.juniper.serviceinsight.pbnreport-management.pbnreport+xml;version=2`
- `application/vnd.juniper.serviceinsight.pbnreport-management.pbnreport+json;version=2`



**Response**

| Element       | Type    | Description   |
|---------------|---------|---|
| uri           | String  | URI of the PBN report   |
| reportCreator | String  | User who the created the PBN report   |
| deviceList    | String  | Comma-separated list of devices to which this PBN report applies  |
| mailStatus    | String  | When creating PBN reports, you can specify a set of email addresses to be notified when this PBN report is generated or updated<br><br>The mailstatus element displays whether or not an email has been sent. |
| id            | Integer | Unique identifier of the PBN report.<br><br>The ID is auto-generated by Service Now.  |
| reportName    | String  | User-defined name for this PBN report   |
| domainId      | Integer | ID of the domain to which the PBN report belongs  |

**Sample Output****Sample XML Output**

```

<pbnreport
  uri="/api/juniper/serviceinsight/pbnreport-management/pbnreports/32800">
  <method href=
    "/api/juniper/serviceinsight/pbnreport-management/pbnreports/32800/regenerateReport"
  />
  <id>32800</id>
  <domainId>2</domainId>
  <report-name>test-pbn</report-name>
  <report-creator>super</report-creator>
  <report-created-date>2016-08-02 10:39:23 UTC</report-created-date>
  <report-last-executed-date>2016-08-02 10:39:23 UTC</report-last-executed-date>
  <email-list>
    <email>deeptij@juniper.net</email>
  </email-list>
  <mail-status>Email successfully sent</mail-status>
  <pbn-issue-start-date>2000-01-01 00:00:00 UTC</pbn-issue-start-date>
  <pbn-issue-end-date>2016-08-02 10:39:21 UTC</pbn-issue-end-date>
  <devices-count>2</devices-count>
  <devices-with-pbn-count>1</devices-with-pbn-count>
  <devices>
    <device>sn-space-mx240-sys</device>
    <device>srx-650-sn</device>
  </devices>
</pbnreport>

```

**Sample JSON Output**

```
{
  "pbnreport": {
    "@uri": "/api/juniper/serviceinsight/pbnreport-management/pbnreports/32800",
    "method": {
      "@href":
"/api/juniper/serviceinsight/pbnreport-management/pbnreports/32800/regenerateReport"
    },
    "id": 32800,
    "domainId": 2,
    "report-name": "test-pbn",
    "report-creator": "super",
    "report-created-date": "2016-08-02 10:39:23 UTC",
    "report-last-executed-date": "2016-08-02 10:39:23 UTC",
    "email-list": {
      "email": "deeptij@juniper.net"
    },
    "mail-status": "Email successfully sent",
    "pbn-issue-start-date": "2000-01-01 00:00:00 UTC",
    "pbn-issue-end-date": "2016-08-02 10:39:21 UTC",
    "devices-count": 2,
    "devices-with-pbn-count": 1,
    "devices": {
      "device": [
        "sn-space-mx240-sys",
        "srx-650-sn"
      ]
    }
  }
}
```

**Response Status Code**

| Message        | Description                        |
|----------------|------------------------------------|
| 204 No Content | No reports with this ID were found |

**Related Documentation**

- [PBN Report Management REST API Overview on page 61](#)
- [Generate a PBN Report on page 39](#)
- [Regenerate a PBN Report on page 66](#)
- [Get All PBN Reports in Service Insight on page 62](#)
- [Export a PBN Report on page 68](#)
- [Delete a PBN Report on page 69](#)

**Regenerate a PBN Report**

Use this API to regenerate a proactive bug notification (PBN) report.

**URI**

`https://[host]/api/juniper/serviceinsight/pbnreport-management/pbnreports/{id}/regenerateReport` (HTTP method = POST)

#### URI Parameters

| Parameter | Type    | Required | Description                        |
|-----------|---------|----------|------------------------------------|
| id        | Integer | Yes      | ID of the report to be regenerated |

#### Consumes

- `application/vnd.juniper.serviceinsight.pbnreport-management.regeneratepbnreport+xml;version=1`
- `application/vnd.juniper.serviceinsight.pbnreport-management.regeneratepbnreport+json;version=1`

#### Request Elements

| Element  | Type    | Description   |
|----------|---------|---|
| emails   | email   | Collection of e-mail IDs to which the regenerated PBN report must be sent   |
| email    | String  | E-mail IDr to which the regenerated PBN report must be sent   |
| domainId | Integer | ID of the domain to which the PBN report belongs<br><br>This is an optional element. The value provided in this element is ignored if the value is invalid or a domainId other than the current domainId is provided. |

#### Produces

- `application/vnd.juniper.space.task-management.task+xml;version=1;`
- `application/vnd.juniper.space.task-management.task+json;version=1;`

#### Response Elements

| Element | Type   | Description                           |
|---------|--------|---------------------------------------|
| href    | String | Link to the regenerate PBN report job |
| id      | String | ID of the job                         |

#### Sample Input

##### Sample XML Input

```
<regeneratepbnreport>
  <emails>
    <email>servicenow@juniper.com</email>
  </emails>
</regeneratepbnreport>
```

```
</emails>
</regeneratepbnreport>
```

**Sample JSON Input**

```
{
  "regeneratepbnreport": {
    "emails": { "email": "servicenow@juniper.com" }
  }
}
```

**Sample Output****Sample XML Output**

```
<taskhref="/api/space/job-management/jobs/655365">
  <id>655365</id>
</task>
```

**Sample JSON Output**

```
{
  "task": {
    "@href": "/api/space/job-management/jobs/655365",
    "id": 655365
  }
}
```

**Related Documentation**

- [Generate a PBN Report on page 39](#)
- [Export a PBN Report on page 68](#)
- [Delete a PBN Report on page 69](#)

## Export a PBN Report

Service Insight provides Proactive Bug Notifications (PBNs) as a proactive measure to alert you about known issues that can impact the devices in your network. In the GUI, all available PBN reports are listed in the Manage PBN Reports page. Use this API to export a specific PBN report to a Microsoft Excel file.

**URI**

`https://[host]/api/juniper/serviceinsight/pbnreport-management/pbnreports/{id}/export`  
(HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description                     |
|-----------|---------|----------|---------------------------------|
| id        | Integer | Yes      | ID of the report to be exported |

**Consumes**

None

**Produces**

application/octet-stream

**Response**

An Excel file containing the report details.

**Response Status Code**

| Message        | Description                         |
|----------------|-------------------------------------|
| 404 No Content | No reports with this ID were found. |

**Related Documentation**

- [Generate a PBN Report on page 39](#)
- [Get All PBN Reports in Service Insight on page 62](#)
- [Get Information about a PBN Report on page 64](#)
- [Delete a PBN Report on page 69](#)

## Delete a PBN Report

Service Insight provides Proactive Bug Notifications (PBNs) as a proactive measure to alert you about known issues that can impact the devices in your network. In the GUI, all available PBN reports are listed in the Manage PBN Reports page. Use this API to delete a specific PBN report from the database.

**URI**

https://[host]/api/juniper/serviceinsight/pbnreport-management/pbnreports/{id}  
(HTTP method = DELETE)

**URI Parameters**

| Parameter | Type    | Required | Description                        |
|-----------|---------|----------|------------------------------------|
| id        | Integer | Yes      | ID of the PBN report to be deleted |

**Consumes**

None

**Produces**

- application/vnd.juniper.serviceinsight.pbnreport-management.ServiceInsightMsg+xml;version=1
- application/vnd.juniper.serviceinsight.pbnreport-management.ServiceInsightMsg+json;version=1

**Response Elements**

| Element | Type   | Description                                 |
|---------|--------|---|
| msg     | String | Status message of the delete PBN report job |

**Sample Output****Sample XML Output**

```
<serviceinsightmsg>
  <msg>PBN Report successfully deleted</msg>
</serviceinsightmsg>
```

**Sample sJSON Output**

```
{
  "serviceinsightmsg": {
    "msg": "PBN Report successfully deleted"
  }
}
```

**Response Status Code**

| Message        | Description                         |
|----------------|-------------------------------------|
| 204 No Content | No reports with this ID were found. |

**Related  
Documentation**

- [Generate a PBN Report on page 39](#)
- [Regenerate a PBN Report on page 66](#)
- [Get All PBN Reports in Service Insight on page 62](#)
- [Get Information about a PBN Report on page 64](#)
- [Export a PBN Report on page 68](#)

## CHAPTER 5

# EOL Report Management APIs

- EOL Report Management REST API Overview on page 71
- Get All EOL Reports on page 72
- Get Information about an EOL Report on page 74
- Regenerate an EOL Report on page 75
- Export an EOL Report to an Excel File on page 77
- Delete an EOL Report on page 78

## EOL Report Management REST API Overview

---

The End-of-Life (EOL) Report management service allows you to retrieve EOL reports, export an EOL report to an Excel file, and delete an EOL report. The **eolreport-management** resources are available at [https://\[host\]/api/juniper/serviceinsight/eolreport-management](https://[host]/api/juniper/serviceinsight/eolreport-management).

### URI

[https://\[host\]/api/juniper/serviceinsight/eolreport-management](https://[host]/api/juniper/serviceinsight/eolreport-management) (HTTP method = GET)

### Produces

- application/vnd.juniper.serviceinsight.eolreport-management+xml;version=1
- application/vnd.juniper.serviceinsight.eolreport-management+json;version=1

### Sample Output

#### Sample XML Output

```
<eolreport>
<collection href= "/api/juniper/serviceinsight/eolreport-management/eolreports"
/>
</eolreport>
```

#### Sample JSON Output

```
{
  "eolreport": {
    "collection": {
      "@href": "/api/juniper/serviceinsight/eolreport-management/eolreports"
    }
  }
}
```

```
}  
}
```

The EOL report management service provides the following APIs:

- [Get All EOL Reports on page 72](#)
- [Get Information about an EOL Report on page 74](#)
- [Regenerate an EOL Report on page 75](#)
- [Export an EOL Report to an Excel File on page 77](#)
- [Delete an EOL Report on page 78](#)

**Related  
Documentation**

- [PBN Report Management REST API Overview on page 61](#)
- [Exposure Analyzer REST API Overview on page 33](#)
- [Service Insight Notification Management REST API Overview on page 81](#)

## Get All EOL Reports

Use this API to retrieve information about end-of-life (EOL) reports present in Junos Space Service Insight.

**URI**

`https://[host]/api/juniper/serviceinsight/eolreport-management /eolreports` (HTTP method = GET)

**Consumes**

None

**Produces**

- `application/vnd.juniper.serviceinsight.eolreport.eolreports+xml;version=1`
- `application/vnd.juniper.serviceinsight.eolreport.eolreports+json;version=1`

**Response Elements**

| Element   | Type      | Description                          |
|-----------|-----------|--------------------------------------|
| uri       | String    | URI to the collection of EOL reports |
| size      | Integer   | Number of records in the collection  |
| eolreport | eolreport | An EOL report                        |
| uri       | String    | URI of the EOL report                |



| Element       | Type    | Description   |
|---------------|---------|---|
| reportCreator | String  | Username of the person who created the report                                   |
| deviceList    | String  | Devices for which the report is generated                                       |
| mailStatus    | String  | Indicates whether an e-mail was sent to users when the EOL report was generated |
| reportName    | String  | EOL report name   |
| domainId      | Integer | ID of the domain to which an EOL report belongs                                 |

#### Response Status Code

| Message        | Description               |
|----------------|---------------------------|
| 204 No Content | No reports are available. |

#### Output

##### Example XML Output

```
<eolreports uri="/api/juniper/serviceinsight/eolreport-management/eolreports"
  size="1">
  <eolreport
    uri="/api/juniper/serviceinsight/eolreport-management/eolreports/753665">
    <reportCreator>super</reportCreator>
    <deviceList>elmo,re1-sur01.mx960.77.49</deviceList>
    <mailStatus>Mail not sent. SMTP server not configured for Service
    Insight</mailStatus>
    <reportName>SDKReport1</reportName>
    <domainId>10</domainId>
  </eolreport>
</eolreports>
```

##### Example JSON Output

```
eolreports:{
  uri:'/api/juniper/serviceinsight/eolreport-management/eolreports',
  size:1,
  eolreport:{

    uri:'/api/juniper/serviceinsight/eolreport-management/eolreports/753665',
    reportcreator:'super',
    devicelist:'elmo,re1-sur01.mx960.77.49',
    mailstatus:'Mail not sent. SMTP server not configured for Service
    Insight',
    reportname:'SDKReport1'
    domainId:'10'
  }
}
```

- Related Documentation**
- [Generate an EOL Report on page 42](#)
  - [Regenerate an EOL Report on page 75](#)

- [Export an EOL Report to an Excel File on page 77](#)
- [Delete an EOL Report on page 78](#)
- [Get Information about an EOL Report on page 74](#)

## Get Information about an EOL Report

Devices with end-of-life (EOL) information are identified and displayed on the Exposure Analyzer page. Using Service Insight, you can generate EOL reports for these devices in an Excel file. EOL reports provide information such as the device number of devices with EOL parts, EOL announce date, number of EOL announce parts, End Of Engineering SW date, number of End Of Engineering SW parts, End Of Engineering HW date, number of End Of Engineering HW parts, End Of Support date, number of End Of Support parts, top-level assembly parts, circuit assembly parts, PSN numbers, and replacement numbers.

The Get EOL Report by ID operation retrieves the specified EOL report from Service Insight.

### URI

`https://[host]/api/juniper/serviceinsight/eolreport-management/eolreports/{id}` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description                          |
|-----------|---------|----------|--------------------------------------|
| id        | Integer | Yes      | ID of the EOL report to be retrieved |

### Consumes

None

### Produces

- `application/vnd.juniper.serviceinsight.eolreport-management.eolreport+xml;version=2`
- `application/vnd.juniper.serviceinsight.eolreport-management.eolreport+json;version=2`

### Response Elements

| Element       | Type   | Description   |
|---------------|--------|---|
| uri           | String | URI of the EOL report   |
| reportCreator | String | Username of the person who created the report                                   |
| deviceList    | String | Devices for which the report is generated                                       |
| mailStatus    | String | Indicates whether an e-mail was sent to users when the EOL report was generated |

| Element    | Type    | Description  |
|------------|---------|--|
| reportName | String  | EOL report name                                      |
| domainId   | Integer | ID of the domain to which the EOL report is assigned |

#### Sample Output

##### Sample XML Output

```
<eolreport
uri="/api/juniper/serviceinsight/eolreport-management/eolreports/1769473">
  <reportCreator>super</reportCreator>
  <deviceList>
    MX80-SN-3,re1-sur01.mx960.77.49, ghulam, tsf-a, xabi, raman, nmft2-mx,
    banaswadi, chelsea, betta, ektara, jotter
  </deviceList>
  <mailStatus>Email successfully sent</mailStatus>
  <id>1769473</id>
  <reportName>EOL</reportName>
  <domainId>10</domainId>
</eolreport>
```

##### Sample JSON Output

```
eolreport: {
  @uri: '/api/juniper/serviceinsight/eolreport-management/eolreports/1769473',
  reportCreator: 'super',
  deviceList: 'MX80-SN-3,re1-sur01.mx960.77.49, ghulam, tsf-a, xabi, raman,
nmft2-mx, banaswadi, chelsea, betta, ektara, jotter',
  mailStatus: 'Email successfully sent',
  id: '1769473',
  domainId: '10'

  reportName: 'EOL'
}
```

#### Related Documentation

- [Generate an EOL Report on page 42](#)
- [Regenerate an EOL Report on page 75](#)
- [Get All EOL Reports on page 72](#)
- [Export an EOL Report to an Excel File on page 77](#)

## Regenerate an EOL Report

Use this API to regenerate an EOL report.

#### URI

`https://[host]/api/juniper/serviceinsight/eolreport-management/eolreports/{id}/regenerateReport` (HTTP method = POST)

**URI Parameters**

| Parameter | Type    | Required | Description                            |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the EOL report to be regenerated |

**Consumes**

- application/vnd.juniper.serviceinsight.eolreport-management.regeneratereport+xml; version=1
- application/vnd.juniper.serviceinsight.eolreport-management.regeneratereport+json; version=1

**Request Elements**

| Element  | Type    | Description   |
|----------|---------|---|
| emails   | emails  | Collection of e-mail IDs to which the regenerated EOL report must be sent   |
| email    | String  | E-mail ID to which the regenerated EOL report must be sent  |
| domainId | Integer | ID of the domain to which the EOL report belongs<br><br>This is an optional element. The value provided in this element is ignored if the value is invalid or a domainId other than the current domainId is provided. |

**Produces**

- application/vnd.juniper.space.task-management.task+xml;version=1;
- application/vnd.juniper.space.task-management.task+json;version=1;

**Response Elements**

| Element | Type    | Description                            |
|---------|---------|--|
| href    | String  | Link to the regenerate EOL report task |
| id      | Integer | ID of the task                         |

**Sample Input****Sample XML Input**

```
<regenerateeolreport>
  <emails>
    <email>servicenow@juniper.com</email>
  </emails>
</regenerateeolreport>
```

**Sample XML Input**

```
{
  "regenerateeolreport": {
    "emails": { "email": "servicenow@juniper.com" }
  }
}
```

**Sample Output****Sample XML Output**

```
<taskhref="/api/space/job-management/jobs/655360">
  <id>655360</id>
</task>
```

**Sample XML Output**

```
{
  "task": {
    "@href": "/api/space/job-management/jobs/655360",
    "id": 655360
  }
}
```

**Related Documentation**

- [Get All EOL Reports on page 72](#)
- [Generate an EOL Report on page 42](#)
- [Export an EOL Report to an Excel File on page 77](#)
- [Delete an EOL Report on page 78](#)

## Export an EOL Report to an Excel File

Use this API to export a specific EOL report from Service Insight and save it on your local file system in an Excel format.

When you export EOL reports, you can view information such as the device EOL announce date, End Of Engineering SW date, End Of Engineering HW date, End Of Service date, top-level assembly parts, circuit assembly parts, PSN numbers, EOL model numbers, and replacement numbers.

**URI**

`https://[host]/api/juniper/serviceinsight/eolreport-management/eolreports/{id}/export`  
(HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description                |
|-----------|---------|----------|----------------------------|
| id        | Integer | Yes      | ID of the report to export |

**Consumes**

None

**Produces**

application/octet-stream

**Response Status Code**

| Message        | Description   |
|----------------|---|
| 204 No Content | No reports are available the specified ID or the ID is invalid. |

**Related Documentation**

- [Generate an EOL Report on page 42](#)
- [Regenerate an EOL Report on page 75](#)
- [Get All EOL Reports on page 72](#)
- [Delete an EOL Report on page 78](#)
- [Get Information about an EOL Report on page 74](#)

## Delete an EOL Report

Use this API to delete an EOL report from Junos Space Service Insight.

**URI**

https://[host]/api/juniper/serviceinsight/eolreport-management/eolreports/{id} (HTTP method = DELETE)

**URI Parameters**

| Parameter | Type    | Required | Description                    |
|-----------|---------|----------|--------------------------------|
| id        | Integer | Yes      | ID of the report to be deleted |

**Consumes**

None

**Produces**

- application/vnd.juniper.serviceinsight.eolreport.eolreports+xml;version=1
- application/vnd.juniper.serviceinsight.eolreport.eolreports+json;version=1

**Response Status Code**

| Message        | Description  |
|----------------|--|
| 204 No Content | No reports are available; the specified ID or the ID is invalid. |

**Sample Output**

**Sample XML Code**

**Sample JSON Code**

**Related  
Documentation**

- [Get All EOL Reports on page 72](#)
- [Get Information about an EOL Report on page 74](#)
- [Generate an EOL Report on page 42](#)
- [Regenerate an EOL Report on page 75](#)
- [Export an EOL Report to an Excel File on page 77](#)





## CHAPTER 6

# Service Insight Notification APIs

- [Service Insight Notification Management REST API Overview on page 81](#)
- [Get All Service Insight Notifications on page 82](#)
- [Create a Service Insight Notification on page 84](#)
- [Copy a Service Insight Notification on page 88](#)
- [Change Status of a Service Insight Notification on page 90](#)
- [Edit Filters and Actions of a Service Insight Notification on page 94](#)
- [Delete a Service Insight Notification on page 97](#)

### Service Insight Notification Management REST API Overview

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The Service Insight notification management service allows you to retrieve notification details, create and copy a notification, enable or disable a notification, and delete a notification. The **notification-management** resources are available at [https://\[host\]/api/juniper/serviceinsight/notification-management](https://[host]/api/juniper/serviceinsight/notification-management).

#### URI

[https://\[host\]/api/juniper/serviceinsight/notification-management](https://[host]/api/juniper/serviceinsight/notification-management) (HTTP method = GET)

#### Produces

- `application/vnd.juniper.serviceinsight.notification-management+xml;version=1`
- `application/vnd.juniper.serviceinsight.notification-management+json;version=1`

#### Sample Output

#### Sample XML Output

```
<notification-management>
  <collection href=
"/api/juniper/serviceinsight/notification-management/notifications" />
  <collection href=
"/api/juniper/serviceinsight/notification-management/createNotification" />
</notification-management>
```

**Sample JSON Output**

```
{
  "notification-management": {
    "collection": [
      {
        "@href":
        "/api/juniper/serviceinsight/notification-management/notifications"
      },
      {
        "@href":
        "/api/juniper/serviceinsight/notification-management/createNotification"
      }
    ]
  }
}
```

The Service Insight notification management service provides the following APIs:

- [Get All Service Insight Notifications on page 82](#)
- [Create a Service Insight Notification on page 84](#)
- [Copy a Service Insight Notification on page 88](#)
- [Change Status of a Service Insight Notification on page 90](#)
- [Edit Filters and Actions of a Service Insight Notification on page 94](#)
- [Delete a Service Insight Notification on page 97](#)

**Related Documentation**

- [Exposure Analyzer REST API Overview on page 33](#)
- [PBN Report Management REST API Overview on page 61](#)
- [EOL Report Management REST API Overview on page 71](#)

---

## Get All Service Insight Notifications

Use this API to retrieve all notifications present in Junos Space Service Insight.

**URI**

`https://[host]/api/juniper/serviceinsight/notification-management/notifications` (HTTP method = GET)

**Consumes**

None

**Produces**

- `application/vnd.juniper.serviceinsight.notification-management.notifications+xml;version=1`
- `application/vnd.juniper.serviceinsight.notification-management.notifications+json;version=1`

## Response Elements

| Element      | Type         | Description  |
|--------------|--------------|--|
| uri          | String       | URI of the collection of Service Insight notifications   |
| Size         | Integer      | Number of notifications present in the collection  |
| notification | notification | A Service Insight notification   |
| name         | String       | Name of the notification   |
| owner        | String       | User who created the notification  |
| status       | String       | Status of the notification<br><br>Possible Values <ul style="list-style-type: none"> <li>• Enabled—An e-mail or SNMP trap is sent to users if a trigger occurs in Service Insight</li> <li>• Disabled—An e-mail or SNMP trap is not sent to users if a trigger occurs in Service Insight</li> </ul>  |
| trigger      | String       | Trigger to send notification in the form of e-mail or SNMP traps to users when conditions specified in the trigger filter are met<br><br>Possible values: <ul style="list-style-type: none"> <li>• New EOL Match—A notification is sent when an EOL announcement is received and one or more devices are affected by the announcement</li> <li>• New PBN Arrival—A notification is sent when a new PBN is received and matches one or more devices.</li> <li>• New PBN Match—A notification is sent when a PBN affects one or more devices.</li> </ul> |
| domain       | String       | Domain to which the notification belongs   |
| domainId     | Integer      | ID of the domain to which the notification belongs   |

## Sample Output

## Sample XML Output

```
<notifications
  uri="/api/juniper/serviceinsight/notification-management/notifications">
  <notification
    uri="/api/juniper/serviceinsight/notification-management/notifications/23415">
    <name>Test</name>
    <owner>super</owner>
    <status>Enabled</status>
    <trigger>NEW_EOL_MATCH</trigger>
    <domain>xyz</domain>
    <domainId>10</domainId></notification>
  </notifications>
```

**Sample XML Output**

```
{
  "notifications": {
    "@uri": "/api/juniper/serviceinsight/notification-management/notifications",

    "notification": {
      "@uri":
"/api/juniper/serviceinsight/notification-management/notifications/23415",
      "name": "Test",
      "owner": "super",
      "status": "Enabled",
      "trigger": "NEW_EOL_MATCH",
      "domain": "xyz"
      "domainId": "10"
    }
  }
}
```

**Related  
Documentation**

- [Create a Service Insight Notification on page 84](#)
- [Copy a Service Insight Notification on page 88](#)
- [Change Status of a Service Insight Notification on page 90](#)
- [Edit Filters and Actions of a Service Insight Notification on page 94](#)
- [Delete a Service Insight Notification on page 97](#)

## Create a Service Insight Notification

Use this API to create a notification in Junos space Service Insight.

**URI**

https://[host]/api/juniper/serviceinsight/notification-management/createNotification  
(HTTP method = POST)

**Consumes**

- application/vnd.juniper.serviceinsight.notification-management.createNotification+xml;version=1
- application/vnd.juniper.serviceinsight.notification-management.createNotification+json;version=1

**Request Elements**

| Element | Type   | Description              |
|---------|--------|--------------------------|
| name    | String | Name of the notification |

| Element      | Type      | Description   |
|--------------|-----------|---|
| trigger      | String    | <p>Trigger to send notification in the form of e-mail or SNMP traps to users when conditions specified in the trigger filter are met</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• New EOL Match—A notification is sent when an EOL announcement is received and one or more devices are affected by the announcement</li> <li>• New PBN Arrival—A notification is sent when a new PBN is received and matches one or more devices.</li> <li>• New PBN Match—A notification is sent when a PBN affects one or more devices.</li> </ul> |
| filter       | filter    | Filter used by Service Insight to send the notification in the form of e-mail or SNMP traps   |
| organization | String    | Organization used in the filter   |
| deviceGroup  | String    | Device group used in the filter   |
| deviceName   | String    | Device name used in the filter  |
| serialNumber | String    | Serial number of the device used in the filter  |
| hasTheWords  | String    | <p>String used in the filter</p> <p>An object is filtered and a notification sent when the object contains the words in this element.</p>   |
| doesNotHave  | String    | <p>String used in the filter</p> <p>An object is filtered when the object does not contain the words in this element.</p>   |
| emails       | email     | Collection of e-mail IDs to which the notification must be flagged  |
| email        | String    | E-mail IDs to which notifications must be flagged   |
| snmpTraps    | snmpTraps | Collection of SNMP traps for sending notifications  |
| snmpTrap     | snmpTrap  | An SNMP trap  |
| uri          | String    | URI of the SNMP trap  |
| href         | String    | Link to the SNMP trap   |

| Element  | Type    | Description  |
|----------|---------|--|
| domainId | Integer | <p>ID of the domain in which the Service Insight notification should be created</p> <p>This is an optional element. If no domain ID is provided, the notification is created in the Global domain.</p> <p><b>NOTE:</b> The create request fails if a user does not have access to the Global domain and if no domain ID is provided with the create request.</p> |

#### Produces

- application/vnd.juniper.serviceinsight.notification-management.ServiceInsightMsg+xml;version=1
- application/vnd.juniper.serviceinsight.notification-management.ServiceInsightMsg+json;version=1

#### Response Elements

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Status message of the create Service Insight notification job |

#### Sample Input

##### Sample XML Output

```
<notification>
  <name>Test</name>
  <trigger>NEW_EOL_MATCH</trigger>
  <filter>
    <organization
      uri="/api/juniper/servicenow/organization-management/organization/33456"/>
    <deviceGroup
      uri="/api/juniper/servicenow/device-group-management/deviceGroup/33456"/>
    <deviceName>abc</deviceName>
    <serialNumber>1278</serialNumber>
    <hasTheWords>None</hasTheWords>
    <doesNotHave>None</doesNotHave>
  </filter>
  <snmpTraps>
    <snmpTrap
      uri="/api/juniper/servicenow/global-setting-management/snmp-configuration-
      management/snmpConfiguration/98304"/>
    </snmpTrap>
  </snmpTraps>
  <emails>
    <email>abc@test.com</email>
  </emails>
</notification>
```

##### Sample JSON Output

```
{
  "notification": {
```

```

    "name": "Test-json-eol",
    "trigger": "NEW_EOL_MATCH",
    "filter": {
      "organization": {
        "@uri":
"/api/juniper/servicenow/organization-management/organization/34732"
      },
      "deviceGroup": {
        "@uri":
"/api/juniper/servicenow/device-group-management/deviceGroup/34733"
      },
      "deviceName": "mx-80-sn2",
      "serialNumber": "D4358",
      "hasTheWords": "None",
      "doesNotHave": "None"
    },
    "snmpTraps": {
      "snmpTrap": {
        "@uri":
"/api/juniper/servicenow/global-setting-management/smp-configuration-management/smpConfiguration/65567"
      }
    },
    "emails": {
      "email": "deeptij@juniper.net"
    }
  }
}

```

#### Sample Output

##### Sample XML Output

```

<serviceinsightmsg>
  <msg>
    successfully created notification with name as =TestNotification
  </msg>
</serviceinsightmsg>

```

##### Sample JSON Output

```

{
  "serviceinsightmsg": {
    "msg": "successfully created notification with name as =TestNotification"
  }
}

```

#### Related Documentation

- [Get All Service Insight Notifications on page 82](#)
- [Copy a Service Insight Notification on page 88](#)
- [Change Status of a Service Insight Notification on page 90](#)
- [Edit Filters and Actions of a Service Insight Notification on page 94](#)
- [Delete a Service Insight Notification on page 97](#)

## Copy a Service Insight Notification

Use this API to copy a Service Insight notification.

### URI

`https://[host]/api/juniper/serviceinsight/notification-management/notifications/{id}/copy`  
(HTTP method = POST)

### URI Parameters

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the Service Insight notification to be copied |

### Consumes

- application/vnd.juniper.serviceinsight.notification-management.copyNotification+xml;version=1
- application/vnd.juniper.serviceinsight.notification-management.copyNotification+json;version=1

### Request Elements

| Element      | Type         | Description  |
|--------------|--------------|--|
| notification | notification | Service Insight notification to be copied                          |
| emails       | email        | Collection of e-mail IDs to which the notification must be flagged |
| email        | String       | E-mail ID to which the notification must be flagged                |
| snmpTraps    | snmpTraps    | Collection of SNMP traps to which the notification must be sent    |
| snmpTrap     | snmpTrap     | An SNMP trap   |
| uri          | String       | URI of the SNMP trap   |
| href         | String       | Link to the SNMP trap  |
| filters      | filters      | Filters used by Service Insight to send the notification           |
| organization | String       | Organization used in the filter                                    |
| deviceGroup  | String       | Device group used in the filter                                    |



| Element             | Type    | Description   |
|---------------------|---------|---|
| deviceName          | String  | Device name used in the filter  |
| serialNumber        |         | Serial number of the device used in the notification  |
| hasTheWords         | String  | String used in the filter<br><br>An object is filtered and a notification sent when the object contains the words in this element   |
| doesnotHaveTheWords | String  | Strings used in the filter<br><br>An object is filtered when the object does not contain the words in this element  |
| tag                 | String  | Tag used in the filter  |
| domainId            | Integer | ID of the domain to which the notification belongs<br><br>This is an optional element. The value provided in this element is ignored if the value is invalid or a domainId other than the current domainId is provided. |

#### Produces

- application/vnd.juniper.serviceinsight.notification-management.copyNotification+xml;version=1
- application/vnd.juniper.serviceinsight.notification-management.copyNotification+json;version=1

#### Response Elements

| Element | Type   | Description                                 |
|---------|--------|---|
| msg     | String | Status message of the copy notification job |

#### Sample Input

##### Sample XML Input

```
<notification>
  <filter>
    <organization
      uri="/api/juniper/serviceinsight/organization-management/organization/11789"/>
    <deviceGroup
      uri="/api/juniper/serviceinsight/device-group-management/deviceGroup/1234"/>
    <deviceName>xyz</deviceName>
    <serialNumber>12133</serialNumber>
  </filter>
  <snmpTraps>
    <snmpTrap
      uri="/api/juniper/servicenow/global-setting-management/snmp-configuration-
      management/snmpConfiguration/98304"/>
  </snmpTrap>
</snmpTraps>
</notification>
```

```
</snmpTraps>
<emails>
<email>abc@test.com</email>
</emails>
</notification>
```

**Sample JSON Input**

```
{
  "notification": {
    "filter": {
      "organization": { "@uri":
"/api/juniper/serviceinsight/organization-management/organization/11789" },
      "deviceGroup": { "@uri":
"/api/juniper/serviceinsight/device-group-management/deviceGroup/1234" }
    },
    "snmpTraps": {
      "snmpTrap":
{{"@uri":="/api/juniper/servicenow/global-setting-management/snmp-configuration-
management/snmpConfiguration/98304" }
    },
    "emails": { "email": "abc@test.com" }
  }
}
```

**Sample Output****Sample XML Output**

```
<serviceinsightmsg>
<msg>
  successfully created notification with name as =CopyOfTest-pbn
</msg>
</serviceinsightmsg>
```

**Sample JSON Output**

```
{
  "serviceinsightmsg": {
    "msg": "successfully created notification with name as =CopyOfTest-pbn"
  }
}
```

**Related Documentation**

- [Get All Service Insight Notifications on page 82](#)
- [Create a Service Insight Notification on page 84](#)
- [Change Status of a Service Insight Notification on page 90](#)
- [Edit Filters and Actions of a Service Insight Notification on page 94](#)
- [Delete a Service Insight Notification on page 97](#)

---

## Change Status of a Service Insight Notification

Use this API to enable or disable a Junos Space Service Insight notification.

**URI**

`https://[host]/api/juniper/serviceinsight/notification-management/notifications/{id}/changeStatus` (HTTP method = PUT)

#### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the Service Insight notification to be enabled or disabled |

#### Consumes

None

#### Produces

- `application/vnd.juniper.serviceinsight.notification-management.notification+xml; version=1`
- `application/vnd.juniper.serviceinsight.notification-management.notification+json; version=1`

#### Response Elements

| Element      | Type     | Description   |
|--------------|----------|---|
| uri          | String   | URI of the Service Insight notification to be enabled or disabled                 |
| id           | Integer  | ID of the Service Insight notification  |
| actions      | actions  | Action defined for the notification   |
| emails       | email    | Collection of e-mail IDs to whom the notification must be flagged                 |
| email        | String   | E-mail ID of users to which notifications must be flagged                         |
| snmpTraps    | snmpTrap | Collection of SNMP traps for sending notifications                                |
| snmpTrap     | snmpTrap | An SNMP trap  |
| uri          | String   | URI of the SNMP trap  |
| href         | String   | Link to the SNMP trap   |
| filter       | filter   | Filter used by Service Insight to send the notification as an e-mail or SNMP trap |
| organization | String   | Organization used in the filter   |

| Element             | Type    | Description  |
|---------------------|---------|--|
| deviceGroup         | String  | Device group used in the filter  |
| deviceName          | String  | Device name used in the filter   |
| serialNumber        | String  | Serial number of the device used in the filter   |
| hasTheWords         | String  | String used in the filter<br><br>An object is filtered and a notification sent when the object contains the words in this element  |
| doesnotHaveTheWords | String  | String used in the filter<br><br>An object is filtered when the object does not contain the words in this element  |
| deviceGroupId       | Integer | ID of the device group used in the filter  |
| organizationId      | Integer | ID of the organization used in the filter  |
| id                  | Integer | ID of the notification   |
| name                | String  | Name of the notification   |
| owner               | String  | User who created the notification  |
| status              | String  | Status of the notification<br><br>Possible Values <ul style="list-style-type: none"> <li>• Enabled—An e-mail or SNMP trap is sent to users if the trigger occurs in Service Insight</li> <li>• Disabled—An e-mail or SNMP trap is not sent to users if the trigger occurs in Service Insight</li> </ul>  |
| trigger             | String  | Trigger to send notification in the form of e-mail or SNMP traps to users when conditions specified in the trigger filter are met<br><br>Possible values: <ul style="list-style-type: none"> <li>• New EOL Match—A notification is sent when an EOL announcement is received and one or more devices are affected by the announcement</li> <li>• New PBN Arrival—A notification is sent when a new PBN is received and matches one or more devices.</li> <li>• New PBN Match—A notification is sent when a PBN affects one or more devices.</li> </ul> |
| domain              | String  | Domain to which the notification is assigned   |

## Sample Output

### Sample XML Output

```
<notification
uri="/api/juniper/serviceinsight/notification-management/notifications/753665/changeStatus">
<id>753665</id>
<actions>
<emails>
<email>bhuwan4@jbs.net</email>
</emails>
</actions>
<filtersApplied>
<organization>Juniper-ORG</organization>
<deviceGroup>Default for Juniper-ORG</deviceGroup>
<deviceName>TestDevice</deviceName>
<serialNumber>TestNumber</serialNumber>
<deviceGroupId>0</deviceGroupId>
<organizationId>0</organizationId>
</filtersApplied>
<name>TestNotification4</name>
<owner>super</owner>
<status>Disabled</status>
<trigger>New EOL Match</trigger>
<domain>Global</domain>
<method href=
"/api/juniper/serviceinsight/notification-management/notifications/753665/changeStatus"
/>
<method href=
"/api/juniper/serviceinsight/notification-management/notifications/753665/copy"
/>
<method href=
"/api/juniper/serviceinsight/notification-management/notifications/753665
/editFiltersAndAction" />
<collection href=
"/api/juniper/serviceinsight/notification-management/notifications/753665" />
</notification>
```

### Sample JSON Output

```
{
  "notification": {
    "@uri":
"/api/juniper/serviceinsight/notification-management/notifications/753665/changeStatus",

    "id": "753665",
    "actions": {
      "emails": { "email": "bhuwan4@jbs.net" }
    },
    "filtersApplied": {
      "organization": "Juniper-ORG",
      "deviceGroup": "Default for Juniper-ORG",
      "deviceName": "TestDevice",
      "serialNumber": "TestNumber",
      "deviceGroupId": "0",
      "organizationId": "0"
    },
    "name": "TestNotification4",
    "owner": "super",
    "status": "Disabled",
    "trigger": "New EOL Match",
    "domain": "Global",
```

```

    "method": [
      { "@href":
"/api/juniper/serviceinsight/notification-management/notifications/753665/changeStatus"
      },
      { "@href":
"/api/juniper/serviceinsight/notification-management/notifications/753665/copy"
      },
      { "@href":
"/api/juniper/serviceinsight/notification-management/notifications/753665/editFiltersAndAction"
      }
    ],
    "collection": { "@href":
"/api/juniper/serviceinsight/notification-management/notifications/753665" }
  }
}

```

#### Related Documentation

- [Get All Service Insight Notifications on page 82](#)
- [Create a Service Insight Notification on page 84](#)
- [Copy a Service Insight Notification on page 88](#)
- [Edit Filters and Actions of a Service Insight Notification on page 94](#)
- [Delete a Service Insight Notification on page 97](#)

## Edit Filters and Actions of a Service Insight Notification

Use this API to edit the filters and actions of a Junos Space Service Insight notification.

### URI

`https://[host]/api/juniper/serviceinsight/notification-management/notifications/{id}/editFilterAndAction` (HTTP method = PUT)

### URI Parameters

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the notification for which filters and actions are to be edited |

### Consumes

- `application/vnd.juniper.serviceinsight.notification-management.editFiltersAndActions+xml;version=1`
- `application/vnd.juniper.serviceinsight.notification-management.editFiltersAndActions+json;version=1`

**Request Elements**

| Element             | Type         | Description   |
|---------------------|--------------|---|
| notification        | notification | Service Insight notification for which filters and actions must be edited   |
| emails              | email        | Collection of e-mail IDs to which the notification must be flagged  |
| email               | String       | E-mail ID to which the notification must be flagged   |
| snmpTraps           | snmpTraps    | Collection of SNMP traps for sending the notification   |
| snmpTrap            | snmpTrap     | An SNMP trap  |
| uri                 | String       | URI of the SNMP trap  |
| href                | String       | Link to the SNMP trap   |
| filters             | filters      | Filter used by Service Insight to send the notification   |
| organization        | String       | Organization used in the filter   |
| deviceGroup         | String       | Device group used in the filter   |
| deviceName          | String       | Device name used in the filter  |
| serialNumber        | String       | Serial number of the device used in the filter  |
| hasTheWords         | String       | String used in the filter<br><br>An object is filtered and a notification sent when the object contains the words in this element |
| doesnotHaveTheWords | String       | Strings used in the filter<br><br>An object is filtered when the object does not contain the words in this element                |
| tag                 | String       | Tag used in the filter  |

**Produces**

- application/vnd.juniper.serviceinsight.notification-management.editFiltersAndActions+xml;version=1
- application/vnd.juniper.serviceinsight.notification-management.editFiltersAndActions+json;version=1

## Response Elements

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Status message of the edit filters and actions job |

## Sample Input

## Sample XML Input

```
<notification>
  <filter>
    <organization
      uri="/api/juniper/serviceinsight/organization-management/organization/11789"/>
    <deviceGroup
      uri="/api/juniper/serviceinsight/device-group-management/deviceGroup/1234"/>
    <deviceName>xyz</deviceName>
    <serialNumber>12133</serialNumber>
  </filter>
  <snmpTraps>
    <snmpTrap
      uri="/api/juniper/servicenow/global-setting-management/snmp-configuration-management
        /snmpConfiguration/98304"/>
  </snmpTraps>
  <emails>
    <email>abc@test.com</email>
  </emails>
</notification>
```

## Sample JSON Input

```
{
  "notification": {
    "filter": {
      "organization": { "@uri":
"/api/juniper/serviceinsight/organization-management/organization/11789" },
      "deviceGroup": { "@uri":
"/api/juniper/serviceinsight/device-group-management/deviceGroup/1234" }
    },
    "snmpTraps": {
      "snmpTrap":
{"@uri":="/api/juniper/servicenow/global-setting-management/snmp-configuration-
management/snmpConfiguration/98304" }
    },
    "emails": { "email": "abc@test.com" }
  }
}
```

## Sample Output

## Sample XML Output

```
<serviceinsightmsg>
  <msg>Filters and Actions edited</msg>
</serviceinsightmsg>
```

## Sample JSON Output

```
{
  "serviceinsightmsg": {
    "msg" : "Filters and Actions Edited"
  }
}
```



```
}  
}
```

**Related Documentation**

- [Get All Service Insight Notifications on page 82](#)
- [Create a Service Insight Notification on page 84](#)
- [Copy a Service Insight Notification on page 88](#)
- [Change Status of a Service Insight Notification on page 90](#)
- [Delete a Service Insight Notification on page 97](#)

## Delete a Service Insight Notification

Use this API to delete a Service Insight Notification.

**URI**

https://[host]/api/juniper/serviceinsight/notification-management/notifications/{id}  
(HTTP method = DELETE)

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the Service Insight notification to be deleted |

**Consumes**

None

**Produces**

- application/vnd.juniper.serviceinsight.notification-management.ServiceInsightMsg+xml;version=1
- application/vnd.juniper.serviceinsight.notification-management.ServiceInsightMsg+json;version=1

**Response Elements**

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Status message of the delete Service Insight notification job |

**Sample Output**

**Sample XML Output**

```
<serviceinsightmsg>
<msg>Notification Deleted</msg>
</serviceinsightmsg>
```

**Sample JSON Output**

```
{
  "serviceinsightmsg": {
    "msg" : "Notification Deleted"
  }
}
```

**Related  
Documentation**

- [Get All Service Insight Notifications on page 82](#)
- [Create a Service Insight Notification on page 84](#)
- [Copy a Service Insight Notification on page 88](#)
- [Change Status of a Service Insight Notification on page 90](#)
- [Edit Filters and Actions of a Service Insight Notification on page 94](#)

## PART 2

# Service Now REST APIs

- [Global Setting APIs on page 101](#)
- [Organization APIs on page 147](#)
- [Device Group Management APIs on page 187](#)
- [Device Management APIs on page 207](#)
- [Event Profile APIs on page 263](#)
- [Script Bundle APIs on page 297](#)
- [Incident Management APIs on page 319](#)
- [Incident Filter Management APIs on page 395](#)
- [Tech Support Case APIs on page 453](#)
- [End Customer Case APIs on page 479](#)
- [Device Snapshot APIs on page 491](#)
- [Auto Submit Policy APIs on page 515](#)
- [Auto Submit Filter APIs on page 549](#)
- [Certificate APIs on page 597](#)
- [Address Group APIs on page 607](#)
- [JMB Error Management APIs on page 637](#)
- [Device Analysis APIs on page 645](#)
- [Product Health Data Collection APIs on page 691](#)
- [E-mail Template APIs on page 721](#)
- [Information APIs on page 733](#)
- [Service Now Notification APIs on page 747](#)



## CHAPTER 7

# Global Setting APIs

- [Global Settings Management REST API Overview on page 102](#)
- [Get Global Settings Information Link on page 103](#)
- [Get Global Settings Configuration on page 104](#)
- [Modify Global Settings on page 107](#)
- [Change Service Now Operating Mode to Offline on page 109](#)
- [Change Service Now Operating Mode to End Customer or Direct on page 111](#)
- [Test Connection with JSS or Service Now Partner on page 112](#)
- [Get All SNMP Configuration on page 113](#)
- [Get SNMP Configuration by ID on page 115](#)
- [Add an SNMP Configuration on page 117](#)
- [Update an SNMP Configuration on page 119](#)
- [Delete an SNMP Configuration on page 121](#)
- [Modify SNMP Traps on page 122](#)
- [Get SNMP Trap Attributes on page 125](#)
- [Get Details of an SNMP Trap Attribute on page 127](#)
- [Get Core File Upload Configuration on page 129](#)
- [Modify a Core File Configuration on page 131](#)
- [Update Core File Configuration in End Customer Mode on page 133](#)
- [Check SFTP Connection Status on page 134](#)
- [Get Directive File Details on page 135](#)
- [Upload the Directive File on page 136](#)
- [Refresh the Directive File on page 137](#)
- [Restore the Directive File on page 138](#)
- [Download the Directive File on page 139](#)
- [Get Advanced Global Settings Configuration on page 139](#)
- [Update Advanced Global Settings Configuration on page 142](#)

## Global Settings Management REST API Overview

---

Junos Space Service Now provides the Global Settings Management service to configure Service Now operating modes, SNMP, SFTP servers for core file upload, retrieve global settings configuration, modify global settings configuration, and test connection with Juniper Support System (JSS) or Service Now partner (if Service Now is operating in End Customer mode)

The **global-setting-management** resources can be found at [https://\[host\]/api/juniper/servicenow/global-setting-management](https://[host]/api/juniper/servicenow/global-setting-management).

### URI

[https://\[host\]/api/juniper/servicenow/global-setting-management](https://[host]/api/juniper/servicenow/global-setting-management) (HTTP method = GET)

The Global Settings Management service provides the following REST APIs:

- [Get Global Settings Information Link on page 103](#)
- [Get Global Settings Configuration on page 104](#)
- [Modify Global Settings on page 107](#)
- [Change Service Now Operating Mode to Offline on page 109](#)
- [Change Service Now Operating Mode to End Customer or Direct on page 111](#)
- [Test Connection with JSS or Service Now Partner on page 112](#)
- [Get All SNMP Configuration on page 113](#)
- [Get SNMP Configuration by ID on page 115](#)
- [Add an SNMP Configuration on page 117](#)
- [Update an SNMP Configuration on page 119](#)
- [Delete an SNMP Configuration on page 121](#)
- [Modify SNMP Traps on page 122](#)
- [Get SNMP Trap Attributes on page 125](#)
- [Get Details of an SNMP Trap Attribute on page 127](#)
- [Get Core File Upload Configuration on page 129](#)
- [Update Core File Configuration in End Customer Mode on page 133](#)
- [Modify a Core File Configuration on page 131](#)
- [Check SFTP Connection Status on page 134](#)
- [Get Directive File Details on page 135](#)
- [Upload the Directive File on page 136](#)
- [Refresh the Directive File on page 137](#)

- [Restore the Directive File on page 138](#)
- [Download the Directive File on page 139](#)
- [Get Directive File Details on page 135](#)
- [Upload the Directive File on page 136](#)
- [Refresh the Directive File on page 137](#)
- [Restore the Directive File on page 138](#)
- [Download the Directive File on page 139](#)

#### Related Documentation

- [Organization Management REST API Overview on page 147](#)
- [Device Management REST API Overview on page 207](#)
- [Incident Management REST API Overview on page 320](#)
- [Certificate Management REST API Overview on page 597](#)
- [Device Analysis REST API Overview on page 645](#)
- [Device Snapshot Management REST API Overview on page 491](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

## Get Global Settings Information Link

Use this API to retrieve the link to the information about global settings configuration in Junos Space Service Now.

#### URI

`https://[host]/api/juniper/servicenow/global-setting-management/getGlobalSettingsInformationLink` (HTTP method = GET)

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.global-setting-management.globalSettingsInformationLink+xml;version=1`
- `application/vnd.juniper.servicenow.global-setting-management.globalSettingsInformationLink+json;version=1`

#### Response Elements

| Element                      | Type   | Description   |
|------------------------------|--------|---|
| <code>informationLink</code> | String | Link to the Global Settings configuration information |

### Sample Output

#### Sample XML Output

```
<globalSettingsInformationLink>
<informationLink>
http://192.0.2.104:8080/jmp-help/junos-space-servicenow-general-settings-
configuring.html
</informationLink>
</globalSettingsInformationLink>
```

#### Sample JSON Output

```
{
  "globalSettingsInformationLink": {
    "informationLink": "
http://192.0.2.104:8080/jmp-help/junos-space-servicenow-general-settings-
configuring.html
"
  }
}
```

#### Related Documentation

- [Get Global Settings Configuration on page 104](#)
- [Modify Global Settings on page 107](#)
- [Change Service Now Operating Mode to Offline on page 109](#)
- [Change Service Now Operating Mode to End Customer or Direct on page 111](#)
- [Get All SNMP Configuration on page 113](#)
- [Get Core File Upload Configuration on page 129](#)
- [Check SFTP Connection Status on page 134](#)

---

## Get Global Settings Configuration

Use this API to retrieve global settings configuration in Junos Space Service Now.

### URI

https://[host]/api/juniper/servicenow/global-setting-management/globalSettings  
(HTTP method = GET)

### Consumes

None

### Produces

- application/vnd.juniper.servicenow.global-setting-management.globalSettings+xml;version=2
- application/vnd.juniper.servicenow.global-setting-management.globalSettings+json;version=2



## Response Elements

| Element                       | Type    | Description  |
|-------------------------------|---------|--|
| outboundEmailAddress          | String  | E-mail address used for sending e-mails or notifications   |
| dampeningPeriod               | String  | Time period for which no incident is created in Service Now when the same event recurs on the device   |
| deviceSnapshotPurgeTimeInDays | String  | Number of days for which device snapshots are stored in the Service Now database before they are deleted   |
| collectLogFiles               | Boolean | <p>Flag to specify if log files should be collected from all devices</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Log files are collected from all devices in Service Now</li> <li>• false—Log files are not collected from any device in Service Now</li> </ul> <p><b>NOTE:</b> This setting is overridden by the collect log file setting for individual devices.</p>   |
| shareProfileInformation       | Boolean | <p>Flag to specify if Service Now-related information should be shared with Juniper Support System (JSS) or Service Now partner for tracking purposes</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Service Now-related information is shared with JSS or Service Now partner</li> <li>• false—Service Now-related information is not shared with JSS or Service Now partner</li> </ul> <p><b>NOTE:</b> This element is not available in Offline mode.</p> |
| connectionStatus              | String  | <p>Status of connection between Service Now and Juniper Support System (JSS) or Service Now partner (in case of End Customer mode)</p> <p>Possible values—Success or the reason for connection failure</p>   |
| serviceNowMode                | String  | <p>Operating mode of Service Now</p> <p>Possible values—Demo, Direct, End Customer, Offline, Offline Partner Proxy, and Partner Proxy</p>  |

| Element                       | Type    | Description   |
|-------------------------------|---------|---|
| maxDaysForAutoSubmitIncident  | Integer | Number of days after which an incident is not submitted to JSS by using autosubmit policies                           |
| notSubmittedIncidentPurgeTime | Integer | Number of days incidents submitted to JSS are stored in the Service Now database before they are deleted              |
| submittedIncidentPurgeTime    | Integer | Number of days incidents that are not submitted to JSS are stored in the Service Now database before they are deleted |

### Sample Output

#### Sample XML Output

```
<globalSettings>
  <outboundEmailAddress>servicenow@juniper.net</outboundEmailAddress>
  <dampeningPeriod>1</dampeningPeriod>
  <deviceSnapshotPurgeTimeInDays>180</deviceSnapshotPurgeTimeInDays>
  <collectLogFiles>true</collectLogFiles>
  <shareProfileInformation>true</shareProfileInformation>
  <connectionStatus>Connection Successful</connectionStatus>
  <serviceNowMode>Partner Proxy</serviceNowMode>
  <maxDaysForAutoSubmitIncident>2</maxDaysForAutoSubmitIncident>
  <notSubmittedIncidentPurgeTime >30</ notSubmittedIncidentPurgeTime>
    <submittedIncidentPurgeTime>30</ submittedIncidentPurgeTime>
</globalSettings>
```

#### Sample JSON Output

```
{
  "globalSettings": {
    "outboundEmailAddress": "servicenow@juniper.net",
    "dampeningPeriod": 1,
    "deviceSnapshotPurgeTimeInDays": 180,
    "incidentPurgeTimeInDays": 365,
    "collectLogFiles": true,
    "shareProfileInformation": true,
    "connectionStatus": "Connection Successful",
    "serviceNowMode": "Partner Proxy",
    "maxDaysForAutoSubmitIncident": "2",
    "notSubmittedIncidentPurgeTime": "30",
    "SubmittedIncidentPurgeTime": "30"
  }
}
```

#### Related Documentation

- [Get Global Settings Information Link on page 103](#)
- [Modify Global Settings on page 107](#)
- [Get All SNMP Configuration on page 113](#)
- [Check SFTP Connection Status on page 134](#)
- [Get SNMP Trap Attributes on page 125](#)

- [Get Details of an SNMP Trap Attribute on page 127](#)
- [Change Service Now Operating Mode to Offline on page 109](#)
- [Change Service Now Operating Mode to End Customer or Direct on page 111](#)

## Modify Global Settings

Use this API to modify the global settings configured in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/global-setting-management/updateGlobalSettings`  
(HTTP method = PUT)

### Consumes

- `application/vnd.juniper.servicenow.global-setting-management.globalSettings+xml;version=1;charset=UTF-8`
- `application/vnd.juniper.servicenow.global-setting-management.globalSettings+json;version=1;charset=UTF-8`

### Request Elements

| Element                                    | Type    | Description   |
|--|---------|---|
| <code>outboundEmailAddress</code>          | String  | E-mail address used for sending e-mails or notifications  |
| <code>dampeningPeriod</code>               | String  | Time period for which no incident is created in Service Now when the same event recurs on the device                  |
| <code>deviceSnapshotPurgeTimeInDays</code> | String  | Number of days for which device snapshots are stored in the Service Now database before they are deleted              |
| <code>notSubmittedIncidentPurgeTime</code> | Integer | Number of days incidents submitted to JSS are stored in the Service Now database before they are deleted              |
| <code>submittedIncidentPurgeTime</code>    | Integer | Number of days incidents that are not submitted to JSS are stored in the Service Now database before they are deleted |

| Element                      | Type    | Description  |
|------------------------------|---------|--|
| collectLogFiles              | Boolean | <p>Flag to specify if log files should be collected from all devices</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Log files are collected from all devices in Service Now</li> <li>• false—Log files are not collected from any device in Service Now</li> </ul>  |
| shareProfileInformation      | Boolean | <p>Flag to specify if Service Now-related information should be shared with JSS for tracking purposes</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Service Now-related information is shared with JSS</li> <li>• false—Service Now-related information is not shared with JSS</li> </ul> <p><b>NOTE:</b> This element is not available in Offline mode.</p> |
| connectionStatus             | String  | <p>Status of connection between Service Now and Juniper Support System (JSS) or Service Now partner (in case of End Customer mode)</p> <p>Possible values—Success, or the reason for connection failure</p>  |
| maxDaysForAutoSubmitIncident | Integer | Number of days after which an incident is not submitted to JSS by using autosubmit policies  |

**Produces**

- application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description                                      |
|---------|--------|--|
| msg     | String | Status message of the modify global settings job |

**Sample Input****Sample XML Input**

```
<globalSettings>
```

```
<outboundEmailAddress>servicenow@juniper.net</outboundEmailAddress>
<dampeningPeriod>None</dampeningPeriod>
<deviceSnapshotPurgeTimeInDays>60</deviceSnapshotPurgeTimeInDays>
<notSubmittedIncidentPurgeTime>120</notSubmittedIncidentPurgeTime>
<submittedIncidentPurgeTime>120</submittedIncidentPurgeTime>
<collectLogFiles>true</collectLogFiles>
<shareProfileInformation>true</shareProfileInformation>
<maxDaysForIncidentSubmissionInAutoSubmitPolicy>3</maxDaysForIncidentSubmissionInAutoSubmitPolicy>
</globalSettings>
```

**Sample JSON Input**

```
{
  "globalSettings": {
    "outboundEmailAddress": "servicenow@juniper.net",
    "dampeningPeriod": "None",
    "deviceSnapshotPurgeTimeInDays": "60",
    "notSubmittedIncidentPurgeTime": "120",
    "submittedIncidentPurgeTime": "120",
    "collectLogFiles": "false",
    "shareProfileInformation": "true",
    "maxDaysForIncidentSubmissionInAutoSubmitPolicy": "3"
  }
}
```

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg>Global Settings updated successfully</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": { "msg": "Global Settings updated successfully" }
}
```

**Related Documentation**

- [Get Global Settings Information Link on page 103](#)
- [Get Global Settings Configuration on page 104](#)
- [Change Service Now Operating Mode to Offline on page 109](#)
- [Change Service Now Operating Mode to End Customer or Direct on page 111](#)
- [Update an SNMP Configuration on page 119](#)
- [Modify a Core File Configuration on page 131](#)
- [Modify SNMP Traps on page 122](#)

## Change Service Now Operating Mode to Offline

Use this API to modify the operating mode of Junos Space Service Now to Offline.

**URI**

`https://[host]/api/juniper/servicenow/global-setting-management/setOfflineMode`  
(HTTP method = PUT)

#### Consumes

- `application/vnd.juniper.servicenow.global-setting-management.globalSettingsMode+xml;version=1`
- `application/vnd.juniper.servicenow.global-setting-management.globalSettingsMode+json;version=1`

#### Request Elements

multipart/form-data

#### Produces

- `application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+xml;version=1`
- `application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+json;version=1`

#### Response Elements

| Element | Type   | Description                                     |
|---------|--------|---|
| msg     | String | Status message of the change operating mode job |

#### Sample Output

##### Sample XML Output

```
<servicenowmsg>
<msg>Global Settings, Service Now Mode updated to offline successfully</msg>
</servicenowmsg>
```

##### Sample JSON Output

```
{
  "servicenowmsg": { "msg": "Global Settings, Service Now Mode updated to
offline successfully" }
}
```

#### Related Documentation

- [Change Service Now Operating Mode to End Customer or Direct on page 111](#)
- [Test Connection with JSS or Service Now Partner on page 112](#)
- [Get Global Settings Configuration on page 104](#)
- [Check SFTP Connection Status on page 134](#)

## Change Service Now Operating Mode to End Customer or Direct

Use this API to modify the operating mode of Junos Space Service Now to End Customer or Direct.

### URI

`https://[host]/api/juniper/servicenow/global-setting-management/setEcOrOnlineMode`  
(HTTP method = PUT)

### Consumes

- `application/vnd.juniper.servicenow.global-setting-management.globalSettingsMode+xml;version=1;charset=UTF-8`
- `application/vnd.juniper.servicenow.global-setting-management.globalSettingsMode+json;version=1;charset=UTF-8`

### Request Elements

| Element | Type   | Description  |
|---------|--------|--|
| mode    | String | Service Now operating mode<br><br>Possible values: <ul style="list-style-type: none"> <li>• endcustomer—Service Now operates in End Customer mode</li> <li>• online—Service Now operates in Direct mode</li> </ul> |

### Produces

- `application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+xml;version=1`
- `application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+json;version=1`

### Response Elements

| Element | Type   | Description                                     |
|---------|--------|---|
| msg     | String | Status message of the change operating mode job |

### Sample Input

#### Sample XML Input

```
<globalSettingsMode>
  <mode>online</mode>
  <url> https://services.juniper.net </url>
</globalSettingsMode>
```

**Sample JSON Input**

```
{
  "globalSettingsMode": {
    "mode": "online",
    "url": " https://services.juniper.net "
  }
}
```

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg> Global Settings, Service Now Mode updated successfully</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": { "msg": "Global Settings, Service Now Mode updated
successfully" }
}
```

**Related  
Documentation**

- [Change Service Now Operating Mode to Offline on page 109](#)
- [Test Connection with JSS or Service Now Partner on page 112](#)
- [Get Global Settings Configuration on page 104](#)
- [Check SFTP Connection Status on page 134](#)

---

## Test Connection with JSS or Service Now Partner

Use this API to test connection of Junos Space Service Now with Juniper Support System (JSS) or the Service Now partner (if Service Now is operating in End Customer mode).

**URI**

`https://[host]/api/juniper/servicenow/global-setting-management/testConnection`  
(HTTP method = PUT)

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+xml;version=1`
- `application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+json;version=1`



Response Elements

| Element | Type   | Description                               |
|---------|--------|---|
| msg     | String | Status message of the test connection job |

Sample Output

Sample XML Output

```
<servicenowmsg>
<msg>Connection Status: Unknown Host: dx-services-stage.juniper.net</msg>
</servicenowmsg>
```

Sample JSON Output

```
{
  "servicenowmsg": { "msg": " Connection Status: Unknown Host:
dx-services-stage.juniper.net " }
}
```

Related Documentation

- [Get Global Settings Information Link on page 103](#)
- [Change Service Now Operating Mode to Offline on page 109](#)
- [Change Service Now Operating Mode to End Customer or Direct on page 111](#)
- [Get Core File Upload Configuration on page 129](#)
- [Get All SNMP Configuration on page 113](#)

Get All SNMP Configuration

Use this API to retrieve all SNMP configurations present in Junos Space Service Now.

URI

https://[host]/  
api/juniper/servicenow/global-setting-management/snmp-configuration-management  
/snmpConfiguration (HTTP method = GET)

Consumes

None

Produces

- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.snmpConfigurations+xml;version=1
- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.snmpConfigurations+json;version=1

## Response Elements

| Element           | Type              | Description  |
|-------------------|-------------------|--|
| uri               | String            | URI of the SNMP configuration collection                             |
| size              | Integer           | Number of records in the SNMP configuration collection               |
| snmpConfiguration | snmpConfiguration | An SNMP configuration  |
| href              | String            | Link to the SNMP configuration                                       |
| key               | Integer           | ID of the SNMP configuration   |
| configurationName | String            | Name of the SNMP configuration                                       |
| server            | String            | IP address in the IPv4 or IPv6 format or hostname of the SNMP server |
| udpPort           | Integer           | Port for SNMP communication  |
| communityString   | String            | SNMP community string  |
| protocolVersion   | String            | Version of SNMP protocol used<br>Possible values—v1, v2c             |

## Sample Output

## Sample XML Output

```
<snmpConfigurations
  uri="/api/juniper/servicenow/global-setting-management/snmp-configuration-management
    /snmpConfiguration" size="1">
  <snmpConfiguration href=
    "/api/juniper/servicenow/global-setting-management/snmp-configuration-management
      /snmpConfiguration/98304"
    uri="/api/juniper/servicenow/global-setting-management/snmp-configuration-management
      /snmpConfiguration/98304" key="98304">
    <configurationName>testEdit</configurationName>
    <server>test</server>
    <udpPort>161</udpPort>
    <communityString>testingRestF</communityString>
    <protocolVersion>v1</protocolVersion>
  </snmpConfiguration>
</snmpConfigurations>
```

## Sample JSON Output

```
{
  "snmpConfigurations": {
    "@uri":
      "/api/juniper/servicenow/global-setting-management/snmp-configuration
        -management /snmpConfiguration",
```

```

    "@size": "1",
    "snmpConfiguration": {
      "@href":
"/api/juniper/servicenow/global-setting-management/snmp-configuration
-management /snmpConfiguration/98304",
      "@uri":
"/api/juniper/servicenow/global-setting-management/snmp-configuration
-management /snmpConfiguration/98304",
      "@key": "98304",
      "configurationName": "testEdit",
      "server": "test",
      "udpPort": "161",
      "communityString": "testingRestF",
      "protocolVersion": "v1"
    }
  }
}

```

#### Related Documentation

- [Get Global Settings Configuration on page 104](#)
- [Get SNMP Configuration by ID on page 115](#)
- [Add an SNMP Configuration on page 117](#)
- [Update an SNMP Configuration on page 119](#)
- [Delete an SNMP Configuration on page 121](#)
- [Modify SNMP Traps on page 122](#)
- [Get SNMP Trap Attributes on page 125](#)
- [Get Details of an SNMP Trap Attribute on page 127](#)

## Get SNMP Configuration by ID

Use this API to retrieve information about an SNMP configuration.

#### URI

[https://\[host\]/api/juniper/servicenow/global-setting-management/snmp-configuration-management/snmpConfiguration/{id}](https://[host]/api/juniper/servicenow/global-setting-management/snmp-configuration-management/snmpConfiguration/{id}) (HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description                                  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the SNMP configuration to be retrieved |

#### Consumes

None

#### Produces

- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.snmpConfiguration+xml;version=1
- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.snmpConfiguration+json;version=1

#### Response Elements

| Element           | Type    | Description  |
|-------------------|---------|--|
| uri               | String  | URI of the SNMP configuration  |
| href              | String  | Link to the SNMP configuration                                       |
| configurationName | String  | Name of the SNMP configuration                                       |
| server            | String  | IP address in the IPv4 or IPv6 format or hostname of the SNMP server |
| udpPort           | Integer | Port for SNMP communication  |
| communityString   | String  | SNMP community string  |
| protocolVersion   | String  | Version of SNMP protocol used<br>Possible values—v1, v2c             |

#### Sample Output

##### Sample XML Output

```
<snmpConfigurations
  uri="/api/juniper/servicenow/global-setting-management/snmp-configuration-
  management/snmpConfiguration" size="1">
  <snmpConfiguration href=
  "/api/juniper/servicenow/global-setting-management/snmp-configuration-
  management/snmpConfiguration/98304"
  uri="/api/juniper/servicenow/global-setting-management/snmp-configuration-
  management/snmpConfiguration/98304" key="98304">
  <configurationName>testEdit</configurationName>
  <server>test</server>
  <udpPort>161</udpPort>
  <communityString>testingRestF</communityString>
  <protocolVersion>v1</protocolVersion>
  </snmpConfiguration>
</snmpConfigurations>
```

##### Sample JSON Output

```
{
  "snmpConfigurations": {
    "@uri":
    "/api/juniper/servicenow/global-setting-management/snmp-configuration-
    management/snmpConfiguration",
    "@size": "1",
    "snmpConfiguration": {
```

```

    "@href":
    "/api/juniper/servicenow/global-setting-management/snmp-configuration-
management/snmpConfiguration/98304",
    "@uri":
    "/api/juniper/servicenow/global-setting-management/snmp-configuration-
management/snmpConfiguration/98304",
    "@key": "98304",
    "configurationName": "testEdit",
    "server": "test",
    "udpPort": "161",
    "communityString": "testingRestF",
    "protocolVersion": "v1"
  }
}
}

```

#### Related Documentation

- [Get Global Settings Configuration on page 104](#)
- [Get All SNMP Configuration on page 113](#)
- [Add an SNMP Configuration on page 117](#)
- [Update an SNMP Configuration on page 119](#)
- [Delete an SNMP Configuration on page 121](#)
- [Modify SNMP Traps on page 122](#)
- [Get SNMP Trap Attributes on page 125](#)
- [Get Details of an SNMP Trap Attribute on page 127](#)

## Add an SNMP Configuration

Use this API to add an SNMP configuration in Junos Space Service Now.

#### URI

[https://\[host\]/api/juniper/servicenow/global-setting-management/snmp-configuration-management/addSNMPConfiguration](https://[host]/api/juniper/servicenow/global-setting-management/snmp-configuration-management/addSNMPConfiguration) (HTTP method = POST)

#### Consumes

- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.createSnmpConfiguration+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.createSnmpConfiguration+json;version=1;charset=UTF-8

#### Request Elements

| Element           | Type   | Description                    |
|-------------------|--------|--------------------------------|
| configurationName | String | Name of the SNMP configuration |

| Element         | Type    | Description  |
|-----------------|---------|--|
| server          | String  | IP address in IPv4 or IPv6 format or hostname of the SNMP server |
| udpPort         | Integer | Port for SNMP communication                                      |
| communityString | String  | SNMP community string  |
| protocolVersion | String  | Version of SNMP protocol used<br>Possible values—v1, v2c         |

**Produces**

- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description                                  |
|---------|--------|--|
| msg     | String | Status message of the add SNMP configuration |

**Sample Input****Sample XML Input**

```
<snmpConfiguration>
  <configurationName>test</configurationName>
  <server>test</server>
  <udpPort>161</udpPort>
  <communityString>public</communityString>
  <protocolVersion>v1</protocolVersion>
</snmpConfiguration>
```

**Sample JSON Input**

```
{
  "snmpConfiguration": {
    "configurationName": "test",
    "server": "test",
    "udpPort": "161",
    "communityString": "testingRest",
    "protocolVersion": "v1"
  }
}
```

**Sample Output****Sample XML Output**

```
<servicenowmsg>
  <msg>
```

```
SNMP configuration added successfully</msg>
</servicenowmsg>
```

Sample JSON Output

```
{
  "servicenowmsg": { "msg": "SNMP configuration added successfully" }
}
```

Related Documentation

- [Get Global Settings Configuration on page 104](#)
- [Get All SNMP Configuration on page 113](#)
- [Get SNMP Configuration by ID on page 115](#)
- [Update an SNMP Configuration on page 119](#)
- [Delete an SNMP Configuration on page 121](#)
- [Modify SNMP Traps on page 122](#)
- [Get SNMP Trap Attributes on page 125](#)
- [Get Details of an SNMP Trap Attribute on page 127](#)

## Update an SNMP Configuration

Use this API to update an SNMP configuration.

URI

https://[host]/api/juniper/servicenow/global-setting-management/snmp-configuration-management/snmpConfiguration/{id}/updateSNMPConfiguration (HTTP method = PUT)

URI Parameters

| Parameter | Type    | Required | Description                                |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the SNMP configuration to be updated |

Consumes

- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.snmpConfiguration+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.snmpConfiguration+json;version=1;charset=UTF-8

**Request Elements**

| Element           | Type    | Description  |
|-------------------|---------|--|
| id                | Integer | ID of the SNMP configuration                                     |
| uri               | String  | Link to the SNMP configuration                                   |
| configurationName | String  | Name of the SNMP configuration                                   |
| server            | String  | IP address in IPv4 or IPv6 format or hostname of the SNMP server |
| udpPort           | Integer | Port for SNMP communication                                      |
| communityString   | String  | SNMP community string  |
| protocolVersion   | String  | Version of SNMP protocol used<br>Possible values—v1, v2c         |

**Produces**

- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Status message of the update SNMP configuration job |

**Sample Input****Sample XML Input**

```
<snmpConfiguration>
  <id>65538</id>
  <uri>/api/juniper/servicenow/global-setting-management/snmp-configuration-
management/snmpConfiguration/65538</uri>
  <configurationName>test</configurationName>
  <server>test</server>
  <udpPort>161</udpPort>
  <communityString>public</communityString>
  <protocolVersion>v1</protocolVersion>
</snmpConfiguration>
```

**Sample JSON Input**

```
{
  "snmpConfiguration": {
```



```
    "id": "65538",
    "uri": "/api/juniper/servicenow/global-setting-management/snmp-configuration-
management/snmpConfiguration/65538",
    "configurationName": "test",
    "server": "test",
    "udpPort": "161",
    "communityString": "public",
    "protocolVersion": "v1"
  }
}
```

Sample Output

Sample XML Output

```
<servicenowmsg>
<msg>
SNMP configuration updated successfully</msg>
</servicenowmsg>
```

Sample JSON Output

```
{
  "servicenowmsg": { "msg": "SNMP configuration updated successfully" }
}
```

Related Documentation

- [Get Global Settings Configuration on page 104](#)
- [Get All SNMP Configuration on page 113](#)
- [Get SNMP Configuration by ID on page 115](#)
- [Add an SNMP Configuration on page 117](#)
- [Delete an SNMP Configuration on page 121](#)
- [Modify SNMP Traps on page 122](#)
- [Get SNMP Trap Attributes on page 125](#)
- [Get Details of an SNMP Trap Attribute on page 127](#)

## Delete an SNMP Configuration

Use this API to delete an SNMP configuration.

URI

https://[host]/api/juniper/servicenow/global-setting-management  
/snmp-configuration-management /snmpConfiguration/{id} (HTTP method = DELETE)

URI Parameters

| Parameter | Type   | Required | Description                                |
|-----------|--------|----------|--|
| id        | String | Yes      | ID of the SNMP configuration to be deleted |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Status message of the delete SNMP configuration job |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg>
SNMPConfiguration, SNMP Server deleted successfully
</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": {
    "msg" : "SNMPConfiguration, SNMP Server deleted successfully"
  }
}
```

**Related Documentation**

- [Get Global Settings Configuration on page 104](#)
- [Get All SNMP Configuration on page 113](#)
- [Get SNMP Configuration by ID on page 115](#)
- [Add an SNMP Configuration on page 117](#)
- [Update an SNMP Configuration on page 119](#)
- [Modify SNMP Traps on page 122](#)
- [Get SNMP Trap Attributes on page 125](#)
- [Get Details of an SNMP Trap Attribute on page 127](#)

## Modify SNMP Traps

Use this API to modify SNMP trap attributes.

**URI**

https://[host]/api/juniper/servicenow/global-setting-management/snmp-configuration-management/modifySNMPTrap (HTTP method = PUT)

**Consumes**

- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.snmpTrapAttributes+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.snmpTrapAttributes+json;version=1;charset=UTF-8

**Request Elements**

| Element           | Type              | Description  |
|-------------------|-------------------|--|
| snmpTrapAttribute | snmpTrapAttribute | An SNMP trap attribute   |
| name              | String            | Name of the SNMP attribute   |
| attrEnabled       | Boolean           | Key to specify if the SNMP trap attribute should be enabled or not for adding to a notification<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—Attribute is enabled</li> <li>• false—Attribute is disabled</li> </ul>   |
| attrSelected      | Boolean           | Key to specify if an SNMP trap attribute is selected or not for inclusion in SNMP notification<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—SNMP trap attribute is included in the notification</li> <li>• false—SNMP trap attribute is not included in the notification</li> </ul> |

**Produces**

- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Status message of the modify SNMP trap attributes job |

### Sample Input

#### Sample XML Input

```
<snmpTrapAttributes>
  <snmpTrapAttribute>
    <name>serialNumber</name>
    <attrEnabled>false</attrEnabled>
  </snmpTrapAttribute>
  <snmpTrapAttribute>
    <name>product</name>
    <attrEnabled>false</attrEnabled>
  </snmpTrapAttribute>
  <snmpTrapAttribute>
    <name>caseID</name>
    <attrEnabled>false</attrEnabled>
  </snmpTrapAttribute>
</snmpTrapAttributes>
```

#### Sample JSON Input

```
{
  "snmpTrapAttributes": {
    "snmpTrapAttribute": [
      {
        "name": "serialNumber",
        "attrEnabled": "false"
      },
      {
        "name": "product",
        "attrEnabled": "false"
      },
      {
        "name": "caseID",
        "attrEnabled": "false"
      }
    ]
  }
}
```

### Sample Output

#### Sample XML Output

```
<servicenowmsg>
  <msg>SNMP Trap configuration, Trap Attribute flags updated successfully
</msg>
</servicenowmsg>
```

#### Sample JSON Output

```
{
  "servicenowmsg": { "msg": "SNMP Trap configuration, Trap Attribute flags
updated successfully" }
}
```

#### Related Documentation

- [Get Global Settings Configuration on page 104](#)
- [Get All SNMP Configuration on page 113](#)
- [Get SNMP Configuration by ID on page 115](#)

- [Add an SNMP Configuration on page 117](#)
- [Update an SNMP Configuration on page 119](#)
- [Delete an SNMP Configuration on page 121](#)
- [Get SNMP Trap Attributes on page 125](#)
- [Get Details of an SNMP Trap Attribute on page 127](#)

## Get SNMP Trap Attributes

Use this API to retrieve attributes of an SNMP trap.

### URI

`https://[host]/api/juniper/servicenow/global-setting-management/snmp-configuration-management/snmpTrapAttributes` (HTTP method = GET)

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.snmpTrapAttributes+xml;version=1`
- `application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.snmpTrapAttributes+json;version=1`

### Response Elements

| Element           | Type              | Description  |
|-------------------|-------------------|--|
| uri               | String            | URI of the collection of SNMP trap attributes                    |
| size              | Integer           | Number of records in the collection of SNMP trap attributes      |
| snmpTrapAttribute | snmpTrapAttribute | An SNMP trap attribute   |
| href              | String            | Link to an SNMP trap attribute                                   |
| key               | Integer           | ID of an SNMP trap attribute                                     |
| name              | String            | Name of an SNMP trap attribute                                   |
| notifications     | String            | Service Now notification associated with the SNMP trap attribute |

| Element      | Type    | Description  |
|--------------|---------|--|
| attrEnabled  | Boolean | Key to specify if the SNMP trap attribute should be enabled or not for adding to a notification<br><br>Possible values: <ul style="list-style-type: none"> <li>true—Attribute is enabled</li> <li>false—Attribute is disabled</li> </ul>   |
| attrSelected | Boolean | Key to specify if an SNMP trap attribute is selected or not for inclusion in SNMP notification<br><br>Possible values: <ul style="list-style-type: none"> <li>true—SNMP trap attribute is included in the notification</li> <li>false—SNMP trap attribute is not included in the notification</li> </ul> |
| objectID     | Integer | ID of the incident for which the SNMP trap is sent   |

### Sample Output

#### Sample XML Output

```

</snmpTrapAttributes>
<snmpTrapAttribute href=
"/api/juniper/servicenow/global-setting-management/smp-configuration-management/smpTrapAttributes/394144"

uri="/api/juniper/servicenow/global-setting-management/smp-configuration-management/smpTrapAttributes/394144"
key="394144">
  <name>ObjectId</name>
  <notifications>
    [net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationM0@712c917b,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationM0@712c917c,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationM0@712c917d]
  </notifications>
  <attrEnabled>true</attrEnabled>
  <attrSelected>false</attrSelected>
</snmpTrapAttribute>
</snmpTrapAttributes>

```

#### Sample JSON Output

```

{
  "@href":
"/api/juniper/servicenow/global-setting-management/smp-configuration-management/smpTrapAttributes/394144",
  "@uri":
"/api/juniper/servicenow/global-setting-management/smp-configuration-management/smpTrapAttributes/394144",
  "@key": "394144",
  "name": "ObjectId",
  "notifications":
"[net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationM0@712c917b,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationM0@712c917c,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationM0@712c917d]",
  "attrEnabled": true,

```

```
"attrSelected": false
}
```

#### Related Documentation

- [Get Global Settings Configuration on page 104](#)
- [Get All SNMP Configuration on page 113](#)
- [Get SNMP Configuration by ID on page 115](#)
- [Add an SNMP Configuration on page 117](#)
- [Update an SNMP Configuration on page 119](#)
- [Delete an SNMP Configuration on page 121](#)
- [Modify SNMP Traps on page 122](#)
- [Get Details of an SNMP Trap Attribute on page 127](#)

## Get Details of an SNMP Trap Attribute

Use this API to retrieve details of an SNMP trap attribute.

#### URI

[https://\[host\]/api/juniper/servicenow/global-setting-management/snmp-configuration-management/snmpTrapAttributes/{id}](https://[host]/api/juniper/servicenow/global-setting-management/snmp-configuration-management/snmpTrapAttributes/{id}) (HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the SNMP trap attribute for which details are to be retrieved |

#### Consumes

None

#### Produces

- [application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.snmpTrapAttribute+xml;version=1](#)
- [application/vnd.juniper.servicenow.global-setting-management.snmp-configuration-management.snmpTrapAttribute+json;version=1](#)

#### Response Elements

| Element | Type   | Description                    |
|---------|--------|--------------------------------|
| uri     | String | URI of the SNMP trap attribute |

| Element       | Type    | Description  |
|---------------|---------|--|
| href          | String  | Link to the SNMP trap attribute  |
| key           | Integer | ID of the SNMP trap attribute  |
| name          | String  | Name of the SNMP trap attribute  |
| notifications | String  | Service Now notification associated with the SNMP trap attribute   |
| attrEnabled   | Boolean | Key to specify if the SNMP trap attribute should be enabled or not for adding to a notification<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—Attribute is enabled</li> <li>• false—Attribute is disabled</li> </ul>   |
| attrSelected  | Boolean | Key to specify if an SNMP trap attribute is selected or not for inclusion in SNMP notification<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—SNMP trap attribute is included in the notification</li> <li>• false—SNMP trap attribute is not included in the notification</li> </ul> |

### Sample Output

#### Sample XML Output

```
<snmpTrapAttribute
uri="/api/juniper/servicenow/global-setting-management/snmp-configuration-management
/snmpTrapAttributes/34570">
  <id>34570</id>
  <name>description</name>
  <notifications>
    [net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationMO@712c91bb,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationMO@712c91ba,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationMO@712c91b9,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationMO@712c91b6,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationMO@712c91b5,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationMO@712c919b,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationMO@712c919e,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationMO@712c919f,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationMO@712c919c,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationMO@712c919d,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationMO@712c91b7,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationMO@712c91b8,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationMO@712c91bc,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationMO@712c91bd,
net.juniper.jmp.aim.aimservice.TrapTemplate.AIMTrapNotificationMO@712c91be]
  </notifications>
  <attrEnabled>true</attrEnabled>
  <attrSelected>false</attrSelected>
</snmpTrapAttribute>
```



**Sample JSON Output**

```
{
  "snmpTrapAttribute": {
    "@uri":
"/api/juniper/servicenow/global-setting-management/snmp-configuration-management
/snmpTrapAttributes/34570",
    "id": "34570",
    "name": "description",
    "notifications": "
[net.juniper.jmp.aim.aimservic.TrapTemplate.AIMTrapNotificationM0@712c91bb,
net.juniper.jmp.aim.aimservic.TrapTemplate.AIMTrapNotificationM0@712c91ba,
net.juniper.jmp.aim.aimservic.TrapTemplate.AIMTrapNotificationM0@712c91b9,
net.juniper.jmp.aim.aimservic.TrapTemplate.AIMTrapNotificationM0@712c91b6,
net.juniper.jmp.aim.aimservic.TrapTemplate.AIMTrapNotificationM0@712c91b5,
net.juniper.jmp.aim.aimservic.TrapTemplate.AIMTrapNotificationM0@712c919b,
net.juniper.jmp.aim.aimservic.TrapTemplate.AIMTrapNotificationM0@712c919e,
net.juniper.jmp.aim.aimservic.TrapTemplate.AIMTrapNotificationM0@712c919f,
net.juniper.jmp.aim.aimservic.TrapTemplate.AIMTrapNotificationM0@712c919c,
net.juniper.jmp.aim.aimservic.TrapTemplate.AIMTrapNotificationM0@712c919d,
net.juniper.jmp.aim.aimservic.TrapTemplate.AIMTrapNotificationM0@712c91b7,
net.juniper.jmp.aim.aimservic.TrapTemplate.AIMTrapNotificationM0@712c91b8,
net.juniper.jmp.aim.aimservic.TrapTemplate.AIMTrapNotificationM0@712c91bc,
net.juniper.jmp.aim.aimservic.TrapTemplate.AIMTrapNotificationM0@712c91bd,
net.juniper.jmp.aim.aimservic.TrapTemplate.AIMTrapNotificationM0@712c91be]
",
    "attrEnabled": "true",
    "attrSelected": "false"
  }
}
```

**Related  
Documentation**

- [Get Global Settings Configuration on page 104](#)
- [Get All SNMP Configuration on page 113](#)
- [Get SNMP Configuration by ID on page 115](#)
- [Add an SNMP Configuration on page 117](#)
- [Update an SNMP Configuration on page 119](#)
- [Delete an SNMP Configuration on page 121](#)
- [Modify SNMP Traps on page 122](#)
- [Get SNMP Trap Attributes on page 125](#)

## Get Core File Upload Configuration

Use this API to get the SFTP server configuration, for uploading core files, from devices.



**NOTE:** Starting from the year 2018, Service Now does not support upload of core files to FTP servers.

**URI**

`https://[host]/api/juniper/servicenow/global-setting-management/  
CoreFileUploadConfiguration` (HTTP method = GET)

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.global-setting-management.  
coreFileUploadConfiguration+xml;version=1`
- `application/vnd.juniper.servicenow.global-setting-management.  
coreFileUploadConfiguration+json;version=1`

#### Response Elements

| Element                         | Type   | Description   |
|---------------------------------|--------|---|
| <code>coreFileUploadType</code> | String | Core file upload type<br><br>Possible values—DISABLED, FTP, SFTP, and BOTH                                  |
| <code>ftpServer</code>          | String | IP address in the IPv4 or IPv6 format or hostname of the FTP server to which core files are to be uploaded  |
| <code>ftpUsername</code>        | String | Username of the FTP server  |
| <code>ftpPassword</code>        | String | Password of the FTP server  |
| <code>ftpPath</code>            | String | Path to upload core files on the FTP server   |
| <code>sftpServer</code>         | String | IP address in the IPv4 or IPv6 format or hostname of the SFTP server to which core files are to be uploaded |
| <code>sftpUsername</code>       | String | Username of the SFTP server   |
| <code>sftpPassword</code>       | String | Password of the SFTP server   |
| <code>sftpPath</code>           | String | Path to upload core files on the SFTP server  |

#### Sample Output

##### Sample XML Output

```
<coreFileUpload
  uri="/api/juniper/servicenow/global-setting-management/CoreFileUploadConfiguration">
  <coreFileUploadType>SFTP</coreFileUploadType>
  <ftpServer>Sftp.example.com</ftpServer>
  <ftpUsername>anonymous</ftpUsername>
  <ftpPassword>password</ftpPassword>
  <ftpPath>/pub/incoming/</ftpPath>
  <method href= "/api/juniper/servicenow/global-setting-management/CoreFileUpload
```

```
Configuration/34636/modifyConfiguration" />
<id>34636</id>
</coreFileUpload>
```

**Sample JSON Output**

```
{
  "coreFileUpload": {
    "coreFileUploadType ": "SFTP ",
    "ftpServer": "Sftp.example.com",
    "ftpUsername": "anonymous",
    "ftpPassword": "password",
    "ftpPath": "/pub/incoming/",
    "method": {"href":
"/api/juniper/servicenow/global-setting-management/CoreFileUpload
Configuration/34636/modifyConfiguration",
    "sftpPassword": "abc",
  }
}
```

**Related Documentation**

- [Get Global Settings Configuration on page 104](#)
- [Modify a Core File Configuration on page 131](#)
- [Check SFTP Connection Status on page 134](#)
- [Modify Global Settings on page 107](#)

## Modify a Core File Configuration

Use this API to modify a core file upload configuration.



**NOTE:** Starting from the year 2018, Service Now does not support upload of core files to FTP servers.

**URI**

https://[host]/api/juniper/servicenow/global-setting-management/  
CoreFileUploadConfiguration/{id}/modifyConfiguration (HTTP method = PUT)

**Consumes**

- application/vnd.juniper.servicenow.global-setting-management.modifyConfiguration+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.global-setting-management.modifyConfiguration+json;version=1;charset=UTF-8

**Request Elements**

| Element            | Type   | Description   |
|--------------------|--------|---|
| coreFileUploadType | String | Core file upload type<br><br>Possible values:—DISABLED, FTP, SFTP, and BOTH                                 |
| sftpServer         | String | IP address in the IPv4 or IPv6 format or hostname of the SFTP server to which core files are to be uploaded |
| sftpUsername       | String | Username of the SFTP server   |
| sftpPassword       | String | Password of the SFTP server   |
| sftpPath           | String | Path to upload core files on the SFTP server  |

**Produces**

- application/vnd.juniper.servicenow.global-setting-management.modifyConfiguration+xml;version=1
- application/vnd.juniper.servicenow.global-setting-management.modifyConfiguration+json;version=1

**Request Elements**

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Status message of the modify core file upload configuration job |

**Sample Input****Sample XML Input**

```
<coreFileUpload >
  <coreFileUploadType>SFTP</coreFileUploadType>
  <sftpServer>sftp.example.com</sftpServer>
  <sftpUsername>user@example.com</sftpUsername>
  <sftpPassword>password</sftpPassword>
  <sftpPath>/test/test1/
</sftpPath>
</coreFileUpload>
```

**Sample JSON Input**

```
{
  "coreFileUpload": {
    "coreFileUploadType": "SFTP",
    "sftpServer": "sftp.example.com",
    "sftpUsername": "user@example.com",
    "sftpPassword": "password",
    "sftpPath": "/test/test1/"
  }
}
```

```
}

```

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg>Core file configuration modified successfully</msg>
</servicenowmsg>

```

**Sample JSON Output**

```
{
  "servicenowmsg": { "msg": "Core file configuration modified successfully"
}
}

```

**Related Documentation**

- [Get Global Settings Configuration on page 104](#)
- [Get Core File Upload Configuration on page 129](#)
- [Check SFTP Connection Status on page 134](#)
- [Modify Global Settings on page 107](#)

## 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.



**NOTE:** Starting from the year 2018, Service Now does not support upload of core files to FTP servers.

**URI**

https://[host]/api/juniper/servicenow/global-setting-management/updateConfiguration (HTTP Method PUT)

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+json;version=1

**Request Elements**

| Element | Type   | Description                                |
|---------|--------|--|
| msg     | String | Status message of the update core file job |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg>Configuration updated successfully in End Customer mode</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": { "msg": "Configuration updated successfully in End Customer
mode" }
}
```

**Related  
Documentation**

- [Get Global Settings Configuration on page 104](#)
- [Get Core File Upload Configuration on page 129](#)
- [Modify a Core File Configuration on page 131](#)
- [Check SFTP Connection Status on page 134](#)
- [Modify Global Settings on page 107](#)

---

## Check SFTP Connection Status

Use this API to check the connection of Junos Space Service Now with the configured SFTP server.

**URI**

[https://\[host\]/api/juniper/servicenow/global-setting-management/checkSftpStatus](https://[host]/api/juniper/servicenow/global-setting-management/checkSftpStatus)  
(HTTP method = GET)

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+json;version=1

Response Elements

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Status message of the check SFTP connection status job |

Sample Output

Sample XML Output

```
<servicenowmsg>
<msg>SFTP Server Status: Failed - Auth fail</msg>
</servicenowmsg>
```

Sample JSON Output

```
{
  "servicenowmsg": { "msg": "SFTP Server Status: Failed - Auth fail" }
}
```

Related Documentation

- [Get Global Settings Configuration on page 104](#)
- [Get Core File Upload Configuration on page 129](#)
- [Modify a Core File Configuration on page 131](#)
- [Update Core File Configuration in End Customer Mode on page 133](#)
- [Modify Global Settings on page 107](#)

Get Directive File Details

Use this API to retrieve the details of the directive file stored in the Junos Space Service Now database.

URI

https://[host]/api/juniper/servicenow/global-setting-management/directive-file-management/getDirectiveFileRecord (HTTP method = GET)

Consumes

None

Produces

- application/vnd.juniper.servicenow.global-setting-management.directivefile+xml;version=1
- application/vnd.juniper.servicenow.global-setting-management.directivefile+json;version=1

**Response Elements**

| Element         | Type          | Description  |
|-----------------|---------------|--|
| directiveFile   | directiveFile | Directive file   |
| fileName        | String        | Name of the directive file   |
| fileVersion     | String        | Version of the directive file  |
| lastUpdatedTime | String        | Date and time the directive file was last updated  |
| updatedBy       | String        | Entity that updated the directive file<br><br>The value is Service Now if the file is updated automatically. If a user uploads the file manually, the username of the user who uploaded the file is displayed. |
| remarks         | String        | Remarks about the directive file   |

**Sample Output****Sample XML Output**

```
<directiveFile>
  <fileName>DirectiveFile.rc</fileName>
  <fileVersion>2.2</fileVersion>
  <lastUpdatedTime>2016-07-05 00:18:56.0</lastUpdatedTime>
  <updatedBy>Service Now</updatedBy>
  <remarks/>
</directiveFile>
```

**Sample JSON Output**

```
"directiveFile":
{
  "fileName": "DirectiveFile.rc",
  "fileVersion": "2.2",
  "lastUpdatedTime": "2016-07-05 00:18:56.0",
  "updatedBy": "Service Now",
  "remarks": " "
}
```

**Related Documentation**

- [Download the Directive File on page 139](#)
- [Upload the Directive File on page 136](#)
- [Refresh the Directive File on page 137](#)
- [Restore the Directive File on page 138](#)

**Upload the Directive File**

Use this API to upload a directive file to the Junos Space Service Now database.



**URI**

`https://[host]/api/juniper/servicenow/global-setting-management/directive-file-management/uploadDirectiveFile` (HTTP method = POST)

**Consumes**

multipart/form-data

**Produces**

- `application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+xml;version=1`
- `application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+json;version=1`

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg>Directive File uploaded successfully.</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": { "msg": "Directive File uploaded successfully." }
}
```

**Related Documentation**

- [Get Directive File Details on page 135](#)
- [Download the Directive File on page 139](#)
- [Refresh the Directive File on page 137](#)
- [Restore the Directive File on page 138](#)

## Refresh the Directive File

---

Use this API to refresh the directive file so that the latest directive file is fetched from Juniper Support System (JSS).

**URI**

`https://[host]/api/juniper/servicenow/global-setting-management/directive-file-management/refreshDirectiveFile` (HTTP method = GET)

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.global-setting-management.directivefile+xml;version=1`
- `application/vnd.juniper.servicenow.global-setting-management.directivefile+json;version=1`

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg>Directive File refreshed successfully.</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": { "msg": "Directive File refreshed  successfully." }
}
```

**Related Documentation**

- [Get Directive File Details on page 135](#)
- [Download the Directive File on page 139](#)
- [Upload the Directive File on page 136](#)
- [Restore the Directive File on page 138](#)

---

## Restore the Directive File

Use this API to restore the default directive file that was shipped with Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/global-setting-management/directive-file-management/restoreToDefaultDirectiveFile` (HTTP method = GET)

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.global-setting-management.directivefile+xml;version=1`
- `application/vnd.juniper.servicenow.global-setting-management.directivefile+json;version=1`

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg>Directive File restored to default successfully</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": { "msg": "Directive File restored to default  successfully." }
}
```

- Related Documentation**
- [Get Directive File Details on page 135](#)
  - [Download the Directive File on page 139](#)
  - [Upload the Directive File on page 136](#)
  - [Refresh the Directive File on page 137](#)

---

## Download the Directive File

Use this API to download a directive file from the Junos Space Service Now database.

### URI

`https://[host]/api/juniper/servicenow/global-setting-management/directive-file-management/downloadDirectiveFile` (HTTP method = GET)

### Consumes

None

### Produces

application/xml

### Sample Output

The directive file in **\*.txt** format is output.

- Related Documentation**
- [Get Directive File Details on page 135](#)
  - [Upload the Directive File on page 136](#)
  - [Refresh the Directive File on page 137](#)
  - [Restore the Directive File on page 138](#)

---

## Get Advanced Global Settings Configuration

Use this API to retrieve advanced global settings configuration information from Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/global-setting-management/advancedSettings` (HTTP method = GET)

### URI Parameters

None

### Consumes

None

**Produces**

- application/vnd.juniper.servicenow.global-setting-management.advancedSettings+xml;version=1
- application/vnd.juniper.servicenow.global-setting-management.advancedSettings+json;version=1

**Response Elements**

| Element                    | Type    | Description   |
|----------------------------|---------|---|
| incidentFiltersAction      | String  | <p>Action to be taken on JMBs when the JMB does not match any term in any of the incident filter configured in Service Now</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• CreateIncident—Create Incident for a JMB</li> <li>• DoNotCreateIncident—Do not create an Incident for a JMB</li> </ul>  |
| autoSubmitFiltersAction    | String  | <p>Action to be taken on an incident when the incident does not match any term in any of the auto submit filter configured in Service Now</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• SubmitCase—Submits the incident to Juniper Support Systems (JSS) for creating a case</li> <li>• DoNotSubmitCase—Does not submit the incident to JSS for creating a case</li> </ul> |
| suppressedEvents PurgeTime | Integer | <p>Number of days data related to events for which incidents are not created can be stored in the Service Now database.</p> <p>Possible value—1 to 365 days</p>   |

| Element                      | Type    | Description   |
|------------------------------|---------|---|
| suppressedEventsJMBPurgeTime | Integer | <p>Number of days JMBs related to events for which incidents are not created can be stored in the Service Now database.</p> <p>Possible value—1 to 365 days</p> <p><b>NOTE:</b> The value of suppressedEventsJMBPurgeTime element should be lower than the value of the suppressedEventsPurgeTime.</p>  |
| updateDirectiveFile          | Boolean | <p>Indicates if the directive file can be updated automatically whenever a new version or revision of the directive file is available with JSS.</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—The directive file is updated automatically when a new version of the directive file is available in JSS</li> <li>• false—The directive file is not updated automatically when a new version of the directive file is available in JSS</li> </ul>   |
| enableDeviceSnapshotEmail    | Boolean | <p>Specifies whether e-mail notifications for device snapshots should include the device snapshots as an attachment</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Device snapshots are sent as an attachment with e-mail notifications to a list of e-mail IDs specified for sending the notifications.</li> <li>• false—Device snapshots are not sent as an attachment with e-mail notifications.</li> </ul> <p>If no value is configured, device snapshots are sent as an attachment with e-mail notifications to the Super user.</p> |
| emailList                    | email   | Collection of e-mail IDs to which device snapshot must be sent as an attachment.  |

| Element       | Type   | Description   |
|---------------|--------|---|
| commitComment | String | Comment provided when an event profile is installed or uninstalled from a managed device<br><br>Maximum number of characters allowed is 255 |

**Sample Output****Sample XML Output**

```
<advancedSettings>
<incidentFiltersAction>Create Incident</incidentFiltersAction>
<autoSubmitFiltersAction>Do Not Submit Case</autoSubmitFiltersAction>
<suppressedEventsPurgeTime>1</suppressedEventsPurgeTime>
<suppressedEventsJMBPurgeTime>1</suppressedEventsJMBPurgeTime>
<updateDirectiveFile>true</updateDirectiveFile>
<enableDeviceSnapshotEmail>true</enableDeviceSnapshotEmail>
<emailIdsListForDeviceSnapshot>uthaya@juniper.net,bcd@juniper.net</emailIdsListForDeviceSnapshot>
<commitComment>commit_comment</commitComment>
</advancedSettings>
```

**Sample JSON Output**

```
{
  "advancedSettings": {
    "incidentFiltersAction": "Create Incident",
    "autoSubmitFiltersAction": "Do Not Submit Case",
    "suppressedEventsPurgeTime": 1,
    "suppressedEventsJMBPurgeTime": 1,
    "updateDirectiveFile": true,
    "enableDeviceSnapshotEmail": true,
    "emailIdsListForDeviceSnapshot": "uthaya@juniper.net,bcde@juniper.net",
    "commitComment": "commit_comment"
  }
}
```

**Related Documentation**

- [Junos Space Service Now Global Settings Overview](#)
- [Configuring Advanced Filter Settings](#)

## Update Advanced Global Settings Configuration

Use this API to update advanced global settings configuration in Junos Space Service Now.

**URI**

[https://\[host\]/api/juniper/servicenow/global-setting-management/updateAdvancedSettings](https://[host]/api/juniper/servicenow/global-setting-management/updateAdvancedSettings) (HTTP method = PUT)

**URI Parameters**

None

### Consumes

- application/vnd.juniper.servicenow.global-setting-management.advancedSettings+xml;version=2;charset=UTF-8
- application/vnd.juniper.servicenow.global-setting-management.advancedSettings+json;version=2;charset=UTF-8

### Request Elements

| Element                   | Type    | Description   |
|---------------------------|---------|---|
| incidentFiltersAction     | String  | <p>Action to be taken on JMBs when the JMB does not match any term in any of the incident filter configured in Service Now</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• CreateIncident—Create Incident for a JMB</li> <li>• DoNotCreateIncident—Do not create an Incident for a JMB</li> </ul>  |
| autoSubmitFiltersAction   | String  | <p>Action to be taken on an incident when the incident does not match any term in any of the incident filter configured in Service Now</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• SubmitCase—Submits the incident to Juniper Support Systems (JSS) for creating a case</li> <li>• DoNotSubmitCase—Does not submit the incident to JSS for creating a case</li> <li>• AssociateToExistingCase—Associates the incident to an existing technical support case</li> </ul> |
| suppressedEventsPurgeTime | Integer | <p>Number of days data related to events for which incidents are not created can be stored in the Service Now database.</p> <p>Possible value—1 to 365 days</p>   |

| Element                      | Type    | Description   |
|------------------------------|---------|---|
| suppressedEventsJMBPurgeTime | Integer | <p>Number of days JMBs related to events for which incidents are not created can be stored in the Service Now database.</p> <p>Possible value—1 to 365 days</p> <p><b>NOTE:</b> The value of suppressedEventsJMBPurgeTime element should be lesser than the value of the suppressedEventsPurgeTime.</p>   |
| updateDirectiveFile          | Boolean | <p>Indicates if the directive file can be updated automatically whenever a new version or revision of the directive file is available with JSS.</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• True—The directive file is updated automatically when a new version of the directive file is available in JSS</li> <li>• False—The directive file is not updated automatically when a new version of the directive file is available in JSS</li> </ul>   |
| enableDeviceSnapshotEmail    | Boolean | <p>Specifies whether e-mail notifications for device snapshots should include the device snapshots as an attachment</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Device snapshots are sent as an attachment with e-mail notifications to a list of e-mail IDs specified for sending the notifications.</li> <li>• false—Device snapshots are not sent as an attachment with e-mail notifications.</li> </ul> <p>If no value is configured, device snapshots are sent as an attachment with e-mail notifications to the Super user.</p> |
| emailList                    | email   | Collection of e-mail IDs to which device snapshot must be sent as an attachment.  |



| Element       | Type   | Description  |
|---------------|--------|--|
| commitComment | String | <p>Comment provided when an event profile is installed or uninstalled from a managed device</p> <p>Maximum number of characters allowed is 255</p> |

**Produces**

- application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+xml;version=2
- application/vnd.juniper.servicenow.global-setting-management.servicenowmsg+json;version=2

**Response Elements**

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Message indicating the result of modifying advanced global settings |

**Sample Input****Sample XML Input**

```
<advancedSettings>
  <incidentFiltersAction>Create Incident</incidentFiltersAction>
  <autoSubmitFiltersAction>Do Not Submit Case</autoSubmitFiltersAction>
  <suppressedEventsPurgeTime>1</suppressedEventsPurgeTime>
  <suppressedEventsJMBPurgeTime>1</suppressedEventsJMBPurgeTime>
  <updateDirectiveFile>true</updateDirectiveFile>
  <enableDeviceSnapshotEmail>true</enableDeviceSnapshotEmail>
  <enableDeviceSnapshotEmail>true</enableDeviceSnapshotEmail>
  <emailList>
    <email>user1@juniper.net</email>
    <email>abc@juniper.net</email>
  </emailList>
  <commitComment>commit_comment</commitComment>
</advancedSettings>
```

**Sample JSON Input**

```
{
  "advancedSettings": {
    "incidentFiltersAction": "Create Incident",
    "autoSubmitFiltersAction": "Do Not Submit Case",
    "suppressedEventsPurgeTime": "1",
    "suppressedEventsJMBPurgeTime": "1",
    "updateDirectiveFile": "true",
    "enableDeviceSnapshotEmail": [
      "true",
      "true"
    ],
  },
}
```

```
"emailList": {
  "email": [
    "user1@juniper.net",
    "abc@juniper.net"
  ],
  "commitComment": "commit_comment"
}
```

#### Sample Output

##### Sample XML Output

```
<servicenowmsg>
  <msg>Advanced Settings updated successfully</msg>
</servicenowmsg>
```

##### Sample JSON Output

```
{
  "servicenowmsg": {
    "msg": "Advanced Settings updated successfully"
  }
}
```

- Related Documentation**
- [Junos Space Service Now Global Settings Overview](#)
  - [Configuring Advanced Filter Settings](#)

## CHAPTER 8

# Organization APIs

- [Organization Management REST API Overview on page 147](#)
- [Get All Organizations in Service Now on page 149](#)
- [Get information about an Organization on page 153](#)
- [Add an Organization on page 156](#)
- [Check Organization Status on page 160](#)
- [Get Information About Sites on page 161](#)
- [Get JMB Filter Levels Info on page 164](#)
- [Get Case Submission Values on page 166](#)
- [Modify an Organization on page 167](#)
- [Associate an Address Group with an Organization on page 170](#)
- [Delete an Organization by Organization ID on page 173](#)
- [Add an End Customer Organization in Partner Proxy Mode on page 174](#)
- [Modify an End-Customer Organization in Partner Proxy Mode on page 177](#)
- [Update Core File Information for an End Customer on page 181](#)
- [View Organization Messages on page 184](#)

## Organization Management REST API Overview

---

To open technical support cases and share Juniper Message Bundles (JMBs) with Juniper Support System (JSS), you must first set up an organization in Junos Space Service Now. An organization represents a unique ID (also known as site ID) in JSS that is used to identify customers while providing technical support. After creating an organization, you can test its connectivity with JSS and even set the submission of incidents as test cases. If you are a direct customer with multiple distinct networks, you can use multiple organizations to keep customers or networks separate.

The **organization-management** resources are available at [https://\[host\]/api/juniper/servicenow/organization-management](https://[host]/api/juniper/servicenow/organization-management).

### URI

[https://\[host\]/api/juniper/servicenow/organization-management](https://[host]/api/juniper/servicenow/organization-management) (HTTP method = GET)

**Produces**

- application/vnd.juniper.servicenow.organization-management+xml;version=1
- application/vnd.juniper.servicenow.organization-management+json;version=1

**Sample Output****Sample XML Output**

```
<servicenow-organization-management>
<collection href= "/api/juniper/servicenow/organization-management/organization"
/>
<collection href= "/api/juniper/servicenow/organization-management/sites" />
<collection href=
"/api/juniper/servicenow/organization-management/jmbfilterlevels" />
<collection href=
"/api/juniper/servicenow/organization-management/casesubmissionvalues" />
<collection href=
"/api/juniper/servicenow/organization-management/addorganization" />
<collection href=
"/api/juniper/servicenow/organization-management/addconnectedmember" />
</servicenow-organization-management>
```

**Sample JSON Output**

```
{
  "servicenow-organization-management": {
    "collection": [
      {
        "@href": "/api/juniper/servicenow/organization-management/organization"
      },
      {
        "@href": "/api/juniper/servicenow/organization-management/sites"
      },
      {
        "@href":
"/api/juniper/servicenow/organization-management/jmbfilterlevels"
      },
      {
        "@href":
"/api/juniper/servicenow/organization-management/casesubmissionvalues"
      },
      {
        "@href":
"/api/juniper/servicenow/organization-management/addorganization"
      },
      {
        "@href":
"/api/juniper/servicenow/organization-management/addconnectedmember"
      }
    ]
  }
}
```

The organization management service provides the following APIs:

- [Get All Organizations in Service Now on page 149](#)
- [Get information about an Organization on page 153](#)

- [Add an Organization on page 156](#)
- [Check Organization Status on page 160](#)
- [Get Information About Sites on page 161](#)
- [Get JMB Filter Levels Info on page 164](#)
- [Get Case Submission Values on page 166](#)
- [Modify an Organization on page 167](#)
- [Associate an Address Group with an Organization on page 170](#)
- [Delete an Organization by Organization ID on page 173](#)
- [Add an End Customer Organization in Partner Proxy Mode on page 174](#)
- [Modify an End-Customer Organization in Partner Proxy Mode on page 177](#)
- [Update Core File Information for an End Customer on page 181](#)
- [View Organization Messages on page 184](#)

**Related Documentation**

- [Global Settings Management REST API Overview on page 102](#)
- [Device Management REST API Overview on page 207](#)
- [Incident Management REST API Overview on page 320](#)
- [Tech Support Case Management REST API Overview on page 453](#)
- [Service Now End Customer Case Management REST API Overview on page 479](#)
- [Address Group Management REST API Overview on page 607](#)
- [Information Management REST API Overview on page 733](#)

---

## Get All Organizations in Service Now

Use this API to retrieve all organizations configured in Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/organization-management/organization/` (HTTP method = GET)

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.organization-management.organizations+xml;version=5`
- `application/vnd.juniper.servicenow.organization-management.organizations+json;version=5`

## Response Elements

| Element           | Type         | Description  |
|-------------------|--------------|--|
| uri               | String       | URI to the collection of organizations in Service Now  |
| size              | Integer      | Number of records in the collection  |
| organization      | organization | An organization  |
| key               | Integer      | ID of the organization   |
| uri               | String       | URI of the organization  |
| href              | String       | Link to the organization   |
| siteName          | String       | Name of the organization in JSS  |
| siteIdentifier    | String       | ID of the organization in JSS  |
| jnprUser          | String       | ID of the user in e-mail address format for connecting to the JSS using the organization   |
| connectionStatus  | String       | Status of connection between the organization and JSS<br><br>Possible values—Success, or reason for failure  |
| isConnectedMember | Boolean      | Flag to indicate if the organization is configured in End Customer mode<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—Organization is configured in End Customer mode</li> <li>• false—Organization is not configured in End Customer mode</li> </ul>      |
| submit-case-as    | String       | indicates if incidents are submitted to JSS for resolution or test purposes <ul style="list-style-type: none"> <li>• Real Cases—Incidents are submitted to JSS for resolution</li> <li>• Test Cases—Incidents are submitted for testing purposes and are ignored by JSS</li> </ul> |
| platformVersion   | String       | Version of Junos Space Network Management Platform on which Service Now is installed   |
| serviceNowVersion | String       | Version of Service Now used  |
| domainId          | Integer      | ID of the domain to which an organization is assigned  |

### Sample Output

#### Sample XML Output

```
<organizations size="1"
uri="/api/juniper/servicenow/organization-management/organization/">
  <organization key="99507"
uri="/api/juniper/servicenow/organization-management/organization/99507"
href="/api/juniper/servicenow/organization-management/organization/99507">
    <siteName>test</siteName>
    <siteIdentifier>CJ18841</siteIdentifier>
    <jnprUser>user@example.com</jnprUser>
    <connectionStatus>Success</connectionStatus>
    <isConnectedMember>false</isConnectedMember>
    <submit-case-as>Real Cases</submit-case-as>
    <platformVersion>15.1R2</platformVersion>
    <serviceNowVersion>15.1R2</serviceNowVersion>
  <domainID>10</domainID>
</organization>
</organizations>
```

#### Sample JSON Output

```
{
  "organizations":
    {
      "@size": "1",

      "@uri": "/api/juniper/servicenow/organization-management/organization/",
      "organization": {
        "@key": "99507",

        "@uri": "/api/juniper/servicenow/organization-management/organization/99507"
      },
      "@href": "/api/juniper/servicenow/organization-management/organization/99507",

      "siteName": "test",
      "siteIdentifier": "CJ18841",
      "jnprUser": "user@example.com",
      "connectionStatus": "Success",
      "isConnectedMember": false,
      "submit-case-as": "Real Cases",
      "platformVersion": "15.1R2",
      "serviceNowVersion": "15.1R2",
      "domainID": "10"
    }
}
```

### Response Status Code

| Message        | Description                            |
|----------------|--|
| 204 No Content | No organizations found in Service Now. |

## Get an Organization by Specifying its Site Name

To get an organization by specifying its site name, use a filter as shown in the following example:

[https://\[host\]/api/juniper/servicenow/organization-management/organization?filter=\(siteName eq 'test'\)](https://[host]/api/juniper/servicenow/organization-management/organization?filter=(siteName eq 'test')) (HTTP method = GET)

An example XML output when specifying the site name is shown below:

```
<organizations size="1"
uri="/api/juniper/servicenow/organization-management/organization">
  <organization key="99508"
uri="/api/juniper/servicenow/organization-management/organization/99508"
href="/api/juniper/servicenow/organization-management/organization/99508">
    <siteName>test</siteName>
    <siteIdentifier>CJ18841</siteIdentifier>
    <jnprUser>user@example.com</jnprUser>
    <connectionStatus>Success</connectionStatus>
    <isConnectedMember>>false</isConnectedMember>
    <submit-case-as>Real Cases</submit-case-as>
    <platformVersion>15.1R2</platformVersion>
    <serviceNowVersion>15.1R2</serviceNowVersion>
    <domainID>10</domainID>
  </organization>
</organizations>
```

## Get an Organization by Specifying a Partial Site Name

To get an organization by specifying characters contained in the site name, use a filter as shown in the example below:

[https://\[host\]/api/juniper/servicenow/organization-management/organization?filter=\(siteName contains 'test'\)](https://[host]/api/juniper/servicenow/organization-management/organization?filter=(siteName contains 'test')) (HTTP method = GET)

An example XML output when specifying the organization name is shown below:

```
<organizations size="2"
uri="/api/juniper/servicenow/organization-management/organization">
  <organization key="99508"
uri="/api/juniper/servicenow/organization-management/organization/99508"
href="/api/juniper/servicenow/organization-management/organization/99508">
    <siteName>test</siteName>
    <siteIdentifier>CJ18841</siteIdentifier>
    <jnprUser>user@example.com</jnprUser>
    <connectionStatus>Success</connectionStatus>
    <isConnectedMember>>false</isConnectedMember>
    <submit-case-as>Real Cases</submit-case-as>
    <platformVersion>15.1R2</platformVersion>
    <serviceNowVersion>15.1R2</serviceNowVersion>
    <domainID>10</domainID>
  </organization>
  <organization key="819202"
uri="/api/juniper/servicenow/organization-management/organization/819202"
href="/api/juniper/servicenow/organization-management/organization/819202">
    <siteName>test123</siteName>
    <siteIdentifier>00001604</siteIdentifier>
    <jnprUser>user@example.com</jnprUser>
    <connectionStatus>Success</connectionStatus>
    <isConnectedMember>>false</isConnectedMember>
    <submit-case-as>Real Cases</submit-case-as>
    <platformVersion>15.1R2</platformVersion>
```



```
<serviceNowVersion>15.1R2</serviceNowVersion>
<do mainID>10</domainID>
</organization>
</organizations>
```

#### Related Documentation

- [Organization Management REST API Overview on page 147](#)
- [Get information about an Organization on page 153](#)
- [Get Information About Sites on page 161](#)
- [Delete an Organization by Organization ID on page 173](#)
- [Get JMB Filter Levels Info on page 164](#)
- [Get Case Submission Values on page 166](#)
- [Add an Organization on page 156](#)
- [Modify an Organization on page 167](#)
- [Add an End Customer Organization in Partner Proxy Mode on page 174](#)
- [Modify an End-Customer Organization in Partner Proxy Mode on page 177](#)
- [View Organization Messages on page 184](#)
- [Update Core File Information for an End Customer on page 181](#)

## Get information about an Organization

Use this API to retrieve information about an organization.

#### URI

`https://[host]/api/juniper/servicenow/organization-management/organization/{id}`  
(HTTP method = GET)

#### URI Parameters

| Element | Type    | Required | Description   |
|---------|---------|----------|---|
| id      | Integer | Yes      | ID of the organization for which information is to be retrieved |

#### Consumes

None

#### Produces

- `vnd.juniper.servicenow.organization-management.organization+xml;version=5`
- `vnd.juniper.servicenow.organization-management.organization+json;version=5`

## Response Elements

| Element           | Type    | Description  |
|-------------------|---------|--|
| id                | Integer | ID of the organization   |
| siteName          | String  | Name of the organization in JSS  |
| siteIdentifier    | String  | ID of the organization in JSS  |
| jnprUser          | String  | ID of the user in e-mail address format for connecting to the JSS using the organization   |
| connectionStatus  | String  | Status of connection between the organization and JSS<br>Possible values—Success, or reason for failure  |
| isConnectedMember | Boolean | Flag to indicate if the organization is configured in End Customer mode<br>Possible values: <ul style="list-style-type: none"> <li>true—Organization is configured in End Customer mode</li> <li>false—Organization is not configured in End Customer mode</li> </ul>          |
| submit-case-as    | String  | indicates if incidents are submitted to JSS for resolution or test purposes <ul style="list-style-type: none"> <li>Real Cases—Incidents are submitted to JSS for resolution</li> <li>Test Cases—Incidents are submitted for testing purposes and are ignored by JSS</li> </ul> |
| platformVersion   | String  | Version of Junos Space Network Management Platform on which Service Now is installed   |
| serviceNowVersion | String  | Version of Service Now used  |
| domainId          | Integer | ID of the domain to which the organization is assigned   |

## Sample Output

## Example XML Output

```
<organization
uri="/api/juniper/servicenow/organization-management/organization/99507">
  <id>99507</id>
  <siteName>TestConnectedMember</siteName>
  <siteIdentifier>- -</siteIdentifier>
  <jnprUser>user@example.com</jnprUser>
  <connectionStatus>Success</connectionStatus>
  <jmbFilterValue>Do not send</jmbFilterValue>
  <isConnectedMember>>false</isConnectedMember>
  <overrideEAddress>>true</overrideEAddress>
```

```
<platformVersion>15.1R2</platformVersion>
<serviceNowVersion>15.1R2</serviceNowVersion>
<domainID>10</domainID>
</organization>
```

**Example JSON Output**

```
{
  "organization":
  {
    "@uri":"/api/juniper/servicenow/organization-management/organization/99507",
    "id":99507,
    "siteName":"TestConnectedMember",
    "siteIdentifier":"- - -",
    "jnprUser":"user@example.com",
    "connectionStatus":"Success",
    "jmbFilterValue":"Do not send",
    "isConnectedMember":false,
    "isConnectedMember":true,
    "platformVersion":"15.1R2",
    "serviceNowVersion":"15.1R2"
    "domainID":"10"
  }
}
```

**Response Status Code**

| Message       | Description             |
|---------------|-------------------------|
| 404 Not Found | Invalid organization ID |

**Related Documentation**

- [Organization Management REST API Overview on page 147](#)
- [Get All Organizations in Service Now on page 149](#)
- [Get Information About Sites on page 161](#)
- [Delete an Organization by Organization ID on page 173](#)
- [Get JMB Filter Levels Info on page 164](#)
- [Get Case Submission Values on page 166](#)
- [Add an Organization on page 156](#)
- [Modify an Organization on page 167](#)
- [Add an End Customer Organization in Partner Proxy Mode on page 174](#)
- [Modify an End-Customer Organization in Partner Proxy Mode on page 177](#)
- [Update Core File Information for an End Customer on page 181](#)
- [View Organization Messages on page 184](#)

## Add an Organization

An organization in Service Now represents a unique site ID in Juniper Support Systems (JSS) to identify customers when providing technical support. You can manage multiple sites (each with its own site ID) using multiple organizations defined in Service Now 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.

Use this API to add an organization to Service Now.

### URI

`https://[host]/api/juniper/servicenow/organization-management/addorganization`  
(HTTP method = POST)

### Consumes

- `application/vnd.juniper.servicenow.organization-management.organization+xml;version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.organization-management.organization+json;version=1; charset=UTF-8`

### Request Elements

| Element        | Type   | Description  |
|----------------|--------|--|
| siteName       | String | Name of the organization in JSS  |
| siteIdentifier | String | ID of the organization in JSS<br><br><b>NOTE:</b> This element is not required if Service Now is operating in the End Customer mode. |
| userName       | String | ID of the user in e-mail address format for authenticating the organization in JSS   |
| password       | String | Password to authenticate the organization in JSS<br><br><b>NOTE:</b> The password should be Base64 encrypted.                        |

| Element        | Type    | Description  |
|----------------|---------|--|
| jmbFilterValue | Boolean | JMB filter level configured for the organization:<br><br>Possible values: <ul style="list-style-type: none"> <li>Do not send—JMBs are not sent to JSS.</li> <li>Send all information except configuration—All information in the JMB except the device configuration information is sent to JSS.</li> <li>Send all information—The JMB is sent as collected from the device to JSS.</li> <li>Only send list of features used—Only the list of features used in sent in the JMB to JSS.</li> <li>Send all information with IP addresses overwritten—IP addresses in the JMB are overwritten by asterisk (*).</li> </ul> |
| submit-case-as | String  | indicates if incidents are submitted to JSS for resolution or test purposes <ul style="list-style-type: none"> <li>Real Cases—Incidents are submitted to JSS for resolution</li> <li>Test Cases—Incidents are submitted for testing purposes and are ignored by JSS</li> </ul>   |
| domainId       | Integer | ID of the domain in which the organization should be created.<br><br>This is an optional element. If no domain ID is provided, the organization is created in the Global domain.<br><br><b>NOTE:</b> The create request fails if a user does not have access to the Global domain and if no domain ID is provided with the create request.   |

### Produces

- application/vnd.juniper.servicenow.organization-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.organization-management.servicenowmsg+json;version=1

### Response Elements

| Element | Type   | Description                                |
|---------|--------|--|
| msg     | String | Status message of the add organization job |

### Sample Input

#### Sample XML Input

```
<organization>
  <siteName>testOrg</siteName>
  <siteIdentifier>CJ18841</siteIdentifier>
  <userName>user@example.com</userName>
  <password> password</password>
  <jmbFilterValue>Do not send</jmbFilterValue>
  <submit-case-as>Real Cases</submit-case-as>
</organization>
```

```
<domainId>10</domainId>
</organization>
```

**Sample JSON Input**

```
{
  "organization": {
    "siteName": "sampleTestOrg",
    "siteIdentifier": "00001604",
    "userName": "user@example.com",
    "password": "password",
    "jmbFilterValue": "Do not send",
    "submit-case-as": "Real Cases",
    "domainId": "10"
  }
}
```

**Sample XML Input for  
End-Customer Mode**

```
<organization>
  <siteName>testOrg</siteName>
  <userName>user@example.com</userName>
  <password> password </password>
  <jmbFilterValue>Do not send</jmbFilterValue>
  <submit-case-as>Real Cases</submit-case-as>
  <domainId>10</domainId>
</organization>
```

**Sample JSON Input for  
End-Customer Mode**

```
{
  "organization": {
    "siteName": "sampleTestOrg",
    "userName": "user@example.com",
    "password": " password",
    "jmbFilterValue": "Do not send",
    "submit-case-as": "Real Cases",
    "domainId": "10"
  }
}
```

If the Service Now is in Offline mode then only the siteName and jmbFilterValue attributes are required.

**Sample XML Input for  
Offline Mode**

```
<organization>
  <siteName>testOrg</siteName>
  <jmbFilterValue>Do not send</jmbFilterValue>
  <domainId>10</domainId>
</organization>
```

**Sample JSON Input for  
Offline Mode**

```
{
  "organization": {
    "siteName": "sampleTestOrg",
    "jmbFilterValue": "Do not send",
    "domainId": "10"
  }
}
```

**Sample Output**

**Sample XML Output**

```
<servicenowmsg>
<msg>Organization created successfully. Successful Registration: Service
Now Successfully Connected to Juniper Technical Support.</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{ "servicenowmsg":
{
  "msg": "Organization created successfully. Successful Registration:
Service Now Successfully Connected to Juniper Technical Support."
}
}
```

**Response Status Code**

| Message       | Description   |
|---------------|---|
| 404 Not Found | <p>One of the following:</p> <ul style="list-style-type: none"> <li>• Site name is required but is not specified.</li> <li>• Site name is too long. The maximum number of characters allowed is 64.</li> <li>• Site name has an invalid character. Site Names must begin with a letter having only alphanumeric (a-z, 0-9), underscores (_), spaces, and hyphens (-)</li> <li>• User name is required but is not specified.</li> <li>• User name is too long. The maximum number of characters is 128.</li> <li>• Password is required but is not specified.</li> <li>• Password is too long. The maximum number of characters is 32.</li> <li>• jmbFilterValue is required but is not specified.</li> <li>• jmbFilterValue contains an invalid value.</li> <li>• submit-case-as is required but is not specified.</li> </ul> |

**Related Documentation**

- [Organization Management REST API Overview on page 147](#)
- [Get All Organizations in Service Now on page 149](#)
- [Get information about an Organization on page 153](#)
- [Get Information About Sites on page 161](#)
- [Delete an Organization by Organization ID on page 173](#)
- [Get JMB Filter Levels Info on page 164](#)
- [Get Case Submission Values on page 166](#)
- [Modify an Organization on page 167](#)
- [Add an End Customer Organization in Partner Proxy Mode on page 174](#)
- [Modify an End-Customer Organization in Partner Proxy Mode on page 177](#)
- [Update Core File Information for an End Customer on page 181](#)
- [View Organization Messages on page 184](#)

## Check Organization Status

Use this API to check the status of connection of an organization with Juniper Support System (JSS) or a Service Now partner (in case End Customer mode).

### URI

`https://[host]/api/juniper/servicenow/organization-management/organization/{id}/checkStatus` (HTTP method = GET)

### URI Parameters

| Parameter | Type   | Required | Description  |
|-----------|--------|----------|--|
| id        | String | Yes      | ID of the organization whose status of connection is to be checked |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.organization-management.organization.checkStatus+xml;version=1;`
- `application/vnd.juniper.servicenow.organization-management.organization.checkStatus+json;version=1;`

### Response Elements

| Element          | Type   | Description  |
|------------------|--------|--|
| siteIdentifier   | String | ID of the organization in Customer Relationship Manager (CRM) of JSS   |
| connectionStatus | String | Status of connection of the organization with Juniper Service System (JSS) or Service Now partner<br><br>The connection status is either Successful or a reason for the connection failure is provided |

### Sample Output

#### Sample XML Output

```
<checkStatus>
  <siteIdentifier>86316</siteIdentifier>
  <connectionStatus>
    Failed:Exception: Unknow Host: dx-services-stage.juniper.net
  </connectionStatus>
</checkStatus>
```



**Sample JSON Output**

```
{
  "checkStatus": {
    "siteIdentifier": 86316,
    "connectionStatus": " Failed: Exception: Unknown Host:
dx-services-stage.juniper.net"
  }
}
```

**Related  
Documentation**

- [Get All Organizations in Service Now on page 149](#)
- [Get information about an Organization on page 153](#)
- [Add an Organization on page 156](#)
- [Get Information About Sites on page 161](#)
- [Get JMB Filter Levels Info on page 164](#)
- [Get Case Submission Values on page 166](#)
- [Modify an Organization on page 167](#)
- [Associate an Address Group with an Organization on page 170](#)
- [Delete an Organization by Organization ID on page 173](#)
- [Add an End Customer Organization in Partner Proxy Mode on page 174](#)
- [Modify an End-Customer Organization in Partner Proxy Mode on page 177](#)
- [Update Core File Information for an End Customer on page 181](#)
- [View Organization Messages on page 184](#)

## Get Information About Sites

---

Use this API to retrieve information about all sites currently in Junos Space Service Now.

**URI**

[https://\[host\]/api/juniper/servicenow/organization-management/sites](https://[host]/api/juniper/servicenow/organization-management/sites) (HTTP method = POST)

**Consumes**

- application/vnd.juniper.servicenow.organization-management.organization+xml;version=1; charset=UTF-8
- application/vnd.juniper.servicenow.organization-management.organization+json;version=1; charset=UTF-8

**Request Elements**

| Element  | Type   | Description   |
|----------|--------|---|
| userName | String | User Name to authenticate the organization in Juniper Support System (JSS).                               |
| password | String | Password to authenticate the organization in JSS<br><b>NOTE:</b> The password should be Base64 encrypted. |

**Produces**

- application/vnd.juniper.servicenow.organization-management.organization+xml;version=1
- application/vnd.juniper.servicenow.organization-management.organization+json;version=1

**Response Elements**

| Element           | Type    | Description  |
|-------------------|---------|--|
| uri               | String  | URI of the collection of sites of an organization  |
| connectionStatus  | String  | Status of connection between the organization with JSS or Service Now partner in case Service Now is operating in End Customer mode)<br><br>Possible values—Success, or the reason for failure |
| userName          | String  | User name to authenticate the site in JSS or Service Now partner   |
| isConnectedMember | Boolean | Flag to indicate if the organization belongs to an end customer<br><br><ul style="list-style-type: none"> <li>• Possible values—Organization belongs to a</li> </ul>                           |
| sites             | site    | Collection of sites in the organization  |
| size              | Integer | Number of sites present in the organization  |
| site              | site    | A site   |
| siteId            | String  | ID of the site   |

**Sample Input****Sample XML Input**

```
<organization>
  <userName>user@example.com</userName>
  <password> password</password>
</organization>
```

**Sample JSON Output**

```
{
  "organization": {
    "userName": "user@example.com",
    "password": " password"
  }
}
```

**Sample Output****Sample XML Output**

```
<organization uri="/api/juniper/servicenow/organization-management/sites">
  <connectionStatus>Success</connectionStatus>
  <userName>user@example.com</userName>
  <isConnectedMember>>false</isConnectedMember>
  <sites size="8">
    <site>
      <siteId>CJ18841</siteId>
    </site>
    <site>
      <siteId>00001604</siteId>
    </site>
    <site>
      <siteId>00001697</siteId>
    </site>
    <site>
      <siteId>17151</siteId>
    </site>
    <site>
      <siteId>AIS-105-1</siteId>
    </site>
    <site>
      <siteId>CJ481356</siteId>
    </site>
    <site>
      <siteId>CJ63734</siteId>
    </site>
    <site>
      <siteId>N49825</siteId>
    </site>
  </sites>
</organization>
```

**Sample JSON Output**

```
{"organization":
{
  "@uri": "/api/juniper/servicenow/organization-management/sites",
  "connectionStatus": "Success",
  "userName": "user@example.com",
  "isConnectedMember": false,
  "sites":
    {
      "@size": "8", "site": [
        {"siteId": "CJ18841"},
        {"siteId": "00001604"},
        {"siteId": "00001697"},
        {"siteId": "17151"},
        {"siteId": "AIS-105-1"},
        {"siteId": "CJ481356"},
        {"siteId": "CJ63734"},
```

```

    {
      "siteId": "N49825"
    }
  ]
}

```

#### Response Status Code

| Message         | Description  |
|-----------------|--|
| 204 No Content  | No Sites found.  |
| 400 Bad Request | One of the following: <ul style="list-style-type: none"> <li>No user name specified in the input.</li> <li>User name is too long. Maximum allowed characters for user name is 128.</li> <li>No password specified in the input.</li> <li>Password is too long. Maximum allowed characters for password is 32.</li> </ul> |

#### Related Documentation

- [Get All Organizations in Service Now on page 149](#)
- [Get information about an Organization on page 153](#)
- [Add an Organization on page 156](#)
- [Check Organization Status on page 160](#)
- [Get JMB Filter Levels Info on page 164](#)
- [Get Case Submission Values on page 166](#)
- [Modify an Organization on page 167](#)
- [Associate an Address Group with an Organization on page 170](#)
- [Delete an Organization by Organization ID on page 173](#)
- [Add an End Customer Organization in Partner Proxy Mode on page 174](#)
- [Modify an End-Customer Organization in Partner Proxy Mode on page 177](#)
- [Update Core File Information for an End Customer on page 181](#)
- [View Organization Messages on page 184](#)

## Get JMB Filter Levels Info

JMB filter levels specify the device data that can be shared with Juniper Support System (JSS). For example, do not send any configuration information, send all device information except the configuration, and so forth. use the Get JMB Filter Levels to retrieve the filtering list.

#### URI

`https://[host]/api/juniper/servicenow/organization-management/jmbfilterlevels` (HTTP method = GET)

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.organization-management.servicenowmsg+xml;version=1`
- `application/vnd.juniper.servicenow.organization-management.servicenowmsg+json;version=1`

#### Response Elements

| Element | Type   | Description                                |
|---------|--------|--|
| msg     | String | List of JMB filters present in Service Now |

#### Output

##### Example XML Output

```
<servicenowmsg>
  <msg>Do not send,Send all information except configuration,Send all
information with IP addresses overwritten,Send all information,Only send list
of features used</msg>
</servicenowmsg>
```

##### Example JSON Output

```
{"servicenowmsg":
  {"msg":"Do not send,Send all information except configuration,Send all
information with IP addresses overwritten,Send all information,Only send list
of features used"}
}
```

#### Related Documentation

- [Get All Organizations in Service Now on page 149](#)
- [Get information about an Organization on page 153](#)
- [Add an Organization on page 156](#)
- [Check Organization Status on page 160](#)
- [Get Information About Sites on page 161](#)
- [Get Case Submission Values on page 166](#)
- [Modify an Organization on page 167](#)
- [Associate an Address Group with an Organization on page 170](#)
- [Delete an Organization by Organization ID on page 173](#)
- [Add an End Customer Organization in Partner Proxy Mode on page 174](#)
- [Modify an End-Customer Organization in Partner Proxy Mode on page 177](#)

- [Update Core File Information for an End Customer on page 181](#)
- [View Organization Messages on page 184](#)

## Get Case Submission Values

Case submission values indicate whether the case that is sent to Juniper Support System (JSS) is a real case or a test case. Use this API to retrieve all possible submission values.

### URI

`https://[host]/api/juniper/servicenow/organization-management/casesubmissionvalues`  
(HTTP method = GET)

### Consumes

None.

### Produces

- `application/vnd.juniper.servicenow.organization-management.servicenowmsg+xml;version=1`
- `application/vnd.juniper.servicenow.organization-management.servicenowmsg+json;version=1`

### Response Elements

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | List of case submission values present in Service Now |

### Sample Output

#### Sample XML Output

```
<servicenowmsg>
  <msg>Real Cases,Test Cases</msg>
</servicenowmsg>
```

#### Sample JSON Output

```
{"servicenowmsg":
  {
    msg:"Real Cases,Test Cases"
  }
}
```

### Related Documentation

- [Get All Organizations in Service Now on page 149](#)
- [Get information about an Organization on page 153](#)
- [Add an Organization on page 156](#)
- [Check Organization Status on page 160](#)
- [Get Information About Sites on page 161](#)

- [Get JMB Filter Levels Info on page 164](#)
- [Modify an Organization on page 167](#)
- [Associate an Address Group with an Organization on page 170](#)
- [Delete an Organization by Organization ID on page 173](#)
- [Add an End Customer Organization in Partner Proxy Mode on page 174](#)
- [Modify an End-Customer Organization in Partner Proxy Mode on page 177](#)
- [Update Core File Information for an End Customer on page 181](#)
- [View Organization Messages on page 184](#)

## Modify an Organization

An organization in Service Now represents a unique site ID in Juniper Support System (JSS). JSS uses the Site ID to identify a customer when providing technical support. You can manage multiple sites (each with its own site ID) using multiple organizations defined in Service Now 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.

Use this API to modify the information of a specific organization.

### URI

`https://[host]/api/juniper/servicenow/organization-management/organization/{id}/modifyorganization` (HTTP method = POST)

### URI Parameters

| Element | Type    | Required | Description                           |
|---------|---------|----------|---------------------------------------|
| id      | Integer | Yes      | ID of the organization to be modified |

### Consumes

- `application/vnd.juniper.servicenow.organization-management.organization+xml;version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.organization-management.organization+json;version=1; charset=UTF-8`

### Request Elements

| Element  | Type   | Description                     |
|----------|--------|---------------------------------|
| siteName | String | Name of the organization in JSS |

| Element        | Type    | Description  |
|----------------|---------|--|
| sitIdentifier  | String  | ID of the organization in JSS<br><br><b>NOTE:</b> This element is not required if Service Now is operating in the End Customer mode.   |
| userName       | String  | ID of the user in e-mail address format for authenticating the organization in JSS   |
| password       | String  | Password to authenticate the organization in JSS<br><br><b>NOTE:</b> The password should be Base64 encrypted.  |
| jmbFilterValue | Boolean | JMB filter level configured for the organization:<br><br>Possible values: <ul style="list-style-type: none"> <li>Do not send—JMBs are not sent to JSS.</li> <li>Send all information except configuration—All information in the JMB except the device configuration information is sent to JSS.</li> <li>Send all information—The JMB is sent as collected from the device to JSS.</li> <li>Only send list of features used—Only the list of features used in sent in the JMB to JSS.</li> <li>Send all information with IP addresses overwritten—IP addresses in the JMB are overwritten by asterisk (*).</li> </ul> |
| submit-case-as | String  | indicates if incidents are submitted to JSS for resolution or test purposes <ul style="list-style-type: none"> <li>Real Cases—Incidents are submitted to JSS for resolution</li> <li>Test Cases—Incidents are submitted for testing purposes and are ignored by JSS</li> </ul>   |
| domainId       | Integer | The ID of the domain to which organization belongs<br><br>This is an optional element. The value provided in this element is ignored if the value is invalid or a domainId other than the current domainId is provided.  |

### Produces

- application/vnd.juniper.servicenow.organization-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.organization-management.servicenowmsg+json;version=1

### Response Elements

| Element | Type   | Description                                   |
|---------|--------|---|
| msg     | String | Status message of the modify organization job |

### Input



**Example XML Input**

```
<organization>
<siteName>modifiedOrg</siteName>
</organization>
```

**Example JSON Input**

```
{
  "organization": {
    "siteName": "modifiedsampleOrg",
  }
}
```

As mentioned in the Add an Organization method, the input attributes will differ according to the Service Now modes.

When modifying an organization, only the attribute to be modified is required. You do not need to send all the attribute values. For example, to modify the site name you should list only the new site name in the input as shown in the following examples.

**Example XML Input  
Modifying the Site  
Name**

```
<organization>
<siteName>testOrg</siteName>
</organization>
```

**Example JSON Input  
Modifying the Site  
Name**

```
{
  "organization": {
    "siteName": "sampleTestOrg",
  }
}
```

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg>Organization updated successfully Successful Registration: Service Now
Successfully Connected to Juniper Technical Support.</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg":
  {"msg":" Organization updated successfully Successful Registration: Service
Now Successfully Connected to Juniper Technical Support."}
}
```

**Response Status Code**

| Message       | Description  |
|---------------|--|
| 404 Not Found | <p>One of the following:</p> <ul style="list-style-type: none"><li>• Site name is required but is not specified.</li><li>• Site name is too long. The maximum number of characters allowed is 64.</li><li>• Site name has an invalid character. Site Names must begin with a letter having only alphanumerics (a-z, 0-9), underscores (_), spaces and hyphens (-)</li><li>• User name is required but is not specified.</li><li>• User name is too long. The maximum number of characters is 128.</li><li>• Password is required but is not specified.</li><li>• Password is too long. The maximum number of characters is 32.</li><li>• jmbFilterValue is required but is not specified.</li><li>• jmbFilterValue contains an invalid value.</li><li>• submit-case-as is required but is not specified.</li></ul> |

**Related Documentation**

- [Get All Organizations in Service Now on page 149](#)
- [Get information about an Organization on page 153](#)
- [Add an Organization on page 156](#)
- [Check Organization Status on page 160](#)
- [Get Information About Sites on page 161](#)
- [Get JMB Filter Levels Info on page 164](#)
- [Get Case Submission Values on page 166](#)
- [Associate an Address Group with an Organization on page 170](#)
- [Delete an Organization by Organization ID on page 173](#)
- [Add an End Customer Organization in Partner Proxy Mode on page 174](#)
- [Modify an End-Customer Organization in Partner Proxy Mode on page 177](#)
- [Update Core File Information for an End Customer on page 181](#)
- [View Organization Messages on page 184](#)

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**Associate an Address Group with an Organization**

---

Use this API to associate an address group with an organization.

**URI**

`https://[host]/api/juniper/servicenow/organization-management/organization/{id}/associateAddressGroup (HTTP method = PUT)`

**URI Parameters**

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the organization with which to associate an address group |

**Consumes**

- application/vnd.juniper.servicenow.organization-management.organization.associateAddressGroup+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.organization-management.organization.associateAddressGroup+json;version=1;charset=UTF-8

**Request Elements**

| Element         | Type   | Description  |
|-----------------|--------|--|
| locationAddress | String | Address of the physical location of the organization   |
| shipToAddress   | String | Shipment delivery address of the organization          |
| devices         | device | Collection of devices associated with the organization |
| device          | String | Link to a device                                       |

**Produces**

- application/vnd.juniper.servicenow.organization-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.organization-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description                                       |
|---------|--------|---|
| msg     | String | Status message of the associate address group job |

**Sample Input****Sample XML Input**

```
<associateAddressGroup>
  <locationAddress
    href="/api/juniper/servicenow/address-group-management/addressGroups/39843"/>
  <shipToAddress
    href="/api/juniper/servicenow/address-group-management/addressGroups/39843"/>
```

```
<devices>
<device href="/api/juniper/servicenow/device-management/devices/34639"/>
</devices>
</associateAddressGroup>
```

**Sample JSON Input**

```
{
  "associateAddressGroup": {
    "locationAddress": { "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/39843" },
    "shipToAddress": { "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/39843" },
    "devices": {
      "device": { "@href":
"/api/juniper/servicenow/device-management/devices/34639" }
    }
  }
}
```

**Sample Output****Sample XML Output**

```
<ServiceNowMsg>
<msg>Association is successful for org id: 34635</msg>
</ServiceNowMsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": {
    "msg": "Association is successful for org id: 34635"
  }
}
```

**Related  
Documentation**

- [Get All Organizations in Service Now on page 149](#)
- [Get information about an Organization on page 153](#)
- [Add an Organization on page 156](#)
- [Check Organization Status on page 160](#)
- [Get Information About Sites on page 161](#)
- [Get JMB Filter Levels Info on page 164](#)
- [Get Case Submission Values on page 166](#)
- [Modify an Organization on page 167](#)
- [Delete an Organization by Organization ID on page 173](#)
- [Add an End Customer Organization in Partner Proxy Mode on page 174](#)
- [Modify an End-Customer Organization in Partner Proxy Mode on page 177](#)
- [Update Core File Information for an End Customer on page 181](#)
- [View Organization Messages on page 184](#)

## Delete an Organization by Organization ID

Use this API to delete an organization from Service Now.

### URI

`https://[host]/api/juniper/servicenow/organization-management/organization/{id}`  
(HTTP method = DELETE)

### URI Parameters

| Parameter | Type    | Required | Description                          |
|-----------|---------|----------|--------------------------------------|
| id        | Integer | Yes      | ID of the organization to be deleted |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.organization-management.servicenowmsg+xml;version=1`
- `application/vnd.juniper.servicenow.organization-management.servicenowmsg+json;version=1`

### Response Elements

| Element | Type   | Description                                   |
|---------|--------|---|
| msg     | String | Status message of the delete organization job |

### Sample Output

#### Sample XML Output

```
<servicenowmsg>
  <msg> Organization deleted successfully</msg>
</servicenowmsg>
```

#### Sample JSON Output

```
servicenowmsg:{
  msg: ' Organization deleted successfully'
}
```

### Response Status Code

| Message       | Description  |
|---------------|--|
| 404 Not Found | Invalid organization ID. No organization found with that ID. |

### Related Documentation

- [Get All Organizations in Service Now on page 149](#)

- [Get information about an Organization on page 153](#)
- [Add an Organization on page 156](#)
- [Check Organization Status on page 160](#)
- [Get Information About Sites on page 161](#)
- [Get JMB Filter Levels Info on page 164](#)
- [Get Case Submission Values on page 166](#)
- [Modify an Organization on page 167](#)
- [Associate an Address Group with an Organization on page 170](#)
- [Add an End Customer Organization in Partner Proxy Mode on page 174](#)
- [Modify an End-Customer Organization in Partner Proxy Mode on page 177](#)
- [Update Core File Information for an End Customer on page 181](#)
- [View Organization Messages on page 184](#)

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## Add an End Customer Organization in Partner Proxy Mode

After you configure Junos Space Service Now to operate in Partner Proxy mode, you can add multiple end customers and manage end-customer Service Now applications over a secure https connection. The Service Now partner can communicate with the end-customer only after the Service Now application of an end-customer is activated.

Use this API to add an end customer organization to Service Now operating in the Partner Proxy mode.

### URI

`https://[host]/api/juniper/servicenow/organization-management  
/addconnectedmember (HTTP method = POST)`

### URI Parameters

None.

### Consumes

- `application/vnd.juniper.servicenow.organization-management.connectedmember+xml; version=4; charset=UTF-8`
- `application/vnd.juniper.servicenow.organization-management.connectedmember+json; version=4; charset=UTF-8`

## Request Elements

| Element          | Type    | Mandatory | Description  |
|------------------|---------|-----------|--|
| siteName         | String  | Yes       | Site Name associated with the end-customer organization  |
| userName         | String  | Yes       | Username to authenticate the end customer site   |
| password         | String  | Yes       | Password to authenticate the end customer site<br><br><b>NOTE:</b> The password needs to be Base64 encrypted.  |
| jmbFilterValue   | String  | Yes       | JMB filter level configured for the organization:<br><br>Possible values: <ul style="list-style-type: none"> <li>Do not send—JMBs are not sent to JSS.</li> <li>Send all information except configuration—All information in the JMB except the device configuration information is sent to JSS.</li> <li>Send all information—The JMB is sent as collected from the device to JSS.</li> <li>Only send list of features used—Only the list of features used in sent in the JMB to JSS.</li> <li>Send all information with IP addresses overwritten—IP addresses in the JMB are overwritten by asterisk (*).</li> </ul> |
| overrideEAddress | Boolean | Yes       | Flag to indicate if the address associated with a device by the end customer should be overridden in the Service Now partner<br><br>Possible values: <ul style="list-style-type: none"> <li>true—The address specified by the end-customer is overridden with an address specified by the Service Now partner</li> <li>false—the address specified by the end customer is not overridden with an address specified by the Service Now partner</li> </ul>   |
| domainId         | Integer | No        | ID of the domain in which the organization should be created.<br><br>If no domain ID is provided, the organization is created in the Global domain.<br><br><b>NOTE:</b> The create request fails if a user does not have access to the Global domain and if no domain ID is provided with the create request.  |

## Produces

- application/vnd.juniper.servicenow.organization-management.servicenowmsg+xml;version=4

- application/vnd.juniper.servicenow.organization-management.servicenowmsg+json;version=4

### Response Elements

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Status of the create end customer organization job |

### Sample Input

#### Sample XML Input

```
<connectedmember>
  <siteName>TestConnectedMember</siteName>
  <userName>user@example.com</userName>
  <password> password</password>
  <jmbFilterValue>Do not send</jmbFilterValue>
    <overrideEAddress>true</overrideEAddress>
    <domainId>10</domainId>
</connectedmember>
```

#### Sample JSON Input

```
{
  "connectedmember": {
    "siteName": "sampleConnectedMember",
    "userName": "sample@test.com",
    "password": " password",
    "jmbFilterValue": "Do not send",
    "overrideEAddress": true
    "domainId": "10"
  }
}
```

### Sample Output

#### Sample XML Output

```
<servicenowmsg>
  <msg>Connected Member successfully created and added to Service Now</msg>
</servicenowmsg>
```

#### Sample JSON Output

```
{"servicenowmsg":{"msg":" Connected Member successfully created and added to
Service Now "}}
```

### Response Status Code

| Message                 | Description  |
|-------------------------|--|
| 503 Service Unavailable | Service Now is not in Partner Proxy Mode and an end customer cannot be created when Service Now is not configured in Partner Proxy mode. |



| Message         | Description   |
|-----------------|---|
| 400 Bad Request | <p>One of the following:</p> <ul style="list-style-type: none"> <li>• Site name is required but is not specified.</li> <li>• Site name is too long. The maximum number of characters allowed is 64.</li> <li>• Site name has an invalid character. Site names must begin with alphanumeric (a-z, 0-9) characters.</li> <li>• User name is required but is not specified.</li> <li>• User name is too long. The maximum number of characters allowed is 64.</li> <li>• Password is required but is not specified.</li> <li>• Password is too long. The maximum number of characters is 32.</li> <li>• jmbFilterValue is required but is not specified.</li> <li>• jmbFilterValue contains an invalid value.</li> <li>• submit-case-as is not specified.</li> </ul> |

#### Related Documentation

- [Get All Organizations in Service Now on page 149](#)
- [Get information about an Organization on page 153](#)
- [Add an Organization on page 156](#)
- [Check Organization Status on page 160](#)
- [Get Information About Sites on page 161](#)
- [Get JMB Filter Levels Info on page 164](#)
- [Get Case Submission Values on page 166](#)
- [Modify an Organization on page 167](#)
- [Associate an Address Group with an Organization on page 170](#)
- [Delete an Organization by Organization ID on page 173](#)
- [Modify an End-Customer Organization in Partner Proxy Mode on page 177](#)
- [Update Core File Information for an End Customer on page 181](#)
- [View Organization Messages on page 184](#)

## Modify an End-Customer Organization in Partner Proxy Mode

After you configure Service Now to run in Partner Proxy mode, you can add multiple end customers and manage end-customer Service Now applications over a secure https connection. The Service Now partner can communicate with the end customer only after the Service Now application of an end customer is activated.

Use this API to update an end-customer organization added to a Service Now partner.

#### URI

`https://[host]/api/juniper/servicenow/organization-management/organization/{id}/modifyconnectedmember` (HTTP method = POST)

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the end-customer organization to be modified |

**Consumes**

- application/vnd.juniper.servicenow.organization-management.connectedmember+xml; version=4; charset=UTF-8
- application/vnd.juniper.servicenow.organization-management.connectedmember+json; version=4; charset=UTF-8

**Request Elements**

| Element          | Type    | Description  |
|------------------|---------|--|
| siteName         | String  | Site Name associated with the end-customer organization  |
| userName         | String  | Username to authenticate the end customer site   |
| password         | String  | Password to authenticate the end customer site<br><b>NOTE:</b> The password needs to be Base64 encrypted.  |
| jmbFilterValue   | String  | JMB filter level configured for the organization:<br><br>Possible values: <ul style="list-style-type: none"> <li>• Do not send—JMBs are not sent to JSS.</li> <li>• Send all information except configuration—All information in the JMB except the device configuration information is sent to JSS.</li> <li>• Send all information—The JMB is sent as collected from the device to JSS.</li> <li>• Only send list of features used—Only the list of features used in sent in the JMB to JSS.</li> <li>• Send all information with IP addresses overwritten—IP addresses in the JMB are overwritten by asterisk (*).</li> </ul> |
| overrideEAddress | Boolean | Flag to indicate if the address associated with a device by the end customer should be overridden in the Service Now partner<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—The address specified by the end-customer is overridden with an address specified by the Service Now partner</li> <li>• false—the address specified by the end customer is not overridden with an address specified by the Service Now partner</li> </ul>   |

| Element  | Type    | Description   |
|----------|---------|---|
| domainId | Integer | ID of the domain to which the organization belongs<br><br>This is an optional element. The value provided in this element is ignored if the value is invalid or a domainId other than the current domainId is provided. |

#### Produces

- application/vnd.juniper.servicenow.organization-management.servicenowmsg+xml;version=4
- application/vnd.juniper.servicenow.organization-management.servicenowmsg+json;version=4

#### Response Elements

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Status message of the modify end-customer organization job |

#### Sample Input

When modifying an end customer,, list only attributes to be updated. In the following examples, the site name and overrideECAddress attributes are updated.

##### Sample XML Input

```
<connectedmember>
    <siteName>modifiedConnectedMember</siteName>
    <overrideECAddress>>false</overrideECAddress>
</connectedmember>
```

##### Sample JSON Input

```
{
  "connectedmember":
  {
    "siteName": "sampleConnectedMember",
    "overrideECAddress ": false,
  }
}
```



#### NOTE:

- While modifying organization, only the attributes which need to be modified is required. No need to specify all the attribute values.
- Service Now only considers the values of sitename, username, password and jmbFilterValue.

#### Sample Output

**Sample XML Output**

```
<servicenowmsg>
  <msg>Connected Member updated successfully</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg":
  {
    "msg": " Connected Member updated successfully "
  }
}
```

**Response Status Code**

| Message                 | Description  |
|-------------------------|--|
| 503 Service Unavailable | Service Now is not operating in Partner Proxy mode and an end-customer organization cannot be modified when Service Now is not operating in Partner Proxy mode.  |
| 404 Not Found           | Invalid end-customer ID specified  |
| 400 Bad Request         | One of the following: <ul style="list-style-type: none"> <li>• Site name is required but is not specified.</li> <li>• Site name is too long. The maximum number of characters allowed is 64.</li> <li>• Site name has an invalid character. Site names must begin with alphanumeric (a-z, 0-9) characters.</li> <li>• User name is required but is not specified.</li> <li>• User name is too long. The maximum number of characters allowed is 64.</li> <li>• Password is required but is not specified.</li> <li>• Password is too long. The maximum number of characters is 32.</li> <li>• jmbFilterValue is required but is not specified.</li> <li>• jmbFilterValue contains an invalid value.</li> <li>• submit-case-as is not specified.</li> </ul> |

**Related Documentation**

- [Get All Organizations in Service Now on page 149](#)
- [Get information about an Organization on page 153](#)
- [Add an Organization on page 156](#)
- [Check Organization Status on page 160](#)
- [Get Information About Sites on page 161](#)
- [Get JMB Filter Levels Info on page 164](#)
- [Get Case Submission Values on page 166](#)
- [Modify an Organization on page 167](#)
- [Associate an Address Group with an Organization on page 170](#)

- [Delete an Organization by Organization ID on page 173](#)
- [Add an End Customer Organization in Partner Proxy Mode on page 174](#)
- [Update Core File Information for an End Customer on page 181](#)
- [View Organization Messages on page 184](#)

## Update Core File Information for an End Customer

When operating Junos Space Service Now in Partner Proxy mode, use this API to update the FTP or SFTP server configuration for uploading core files for an end customer.

### URI

/api/juniper/servicenow/organization-management/organization/{id}/  
updateCoreFileConfigurationForEC (HTTP method = PUT)

### URI Parameters

| Parameter | Type   | Required | Description  |
|-----------|--------|----------|--|
| id        | String | Yes      | ID of the end customer organization for which FTP or SFTP server configuration must be updated |

### Consumes

- application/vnd.juniper.servicenow.organization-management.organization.uploadCoreFileConfigurationForEC+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.organization-management.organization.uploadCoreFileConfigurationForEC+json;version=1;charset=UTF-8

### Request Elements

| Element            | Type   | Description   |
|--------------------|--------|---|
| coreFileUploadType | String | Type of upload<br><br>Possible values—DISABLED, FTP, SFTP, and BOTH |
| ftpServer          | String | IP address in the IPv4 or IPv6 format or hostname of the FTP server |
| ftpUsername        | String | Username of the FTP server  |
| ftpPassword        | String | Password of the FTP server  |
| ftpPath            | String | Path on the FTP server to upload core files                         |

| Element      | Type   | Description  |
|--------------|--------|--|
| sftpServer   | String | IP address in the IPv4 or IPv6 format or hostname of the SFTP server |
| sftpUsername | String | Username of the SFTP server  |
| sftpPassword | String | Password of the SFTP server  |
| sftpPath     | String | Path on the SFTP server to upload core files                         |

**Produces**

- application/vnd.juniper.servicenow.organization-management.organization.uploadCoreFileConfigurationForEC+xml;version=1
- application/vnd.juniper.servicenow.organization-management.organization.uploadCoreFileConfigurationForEC+json;version=1

**Response Elements**

| Element            | Type   | Description   |
|--------------------|--------|---|
| coreFileUploadType | String | Type of upload<br><br>Possible values—DISABLED, FTP, SFTP, and BOTH |
| ftpServer          | String | IP address in the IPv4 or IPv6 format or hostname of the FTP server |
| ftpUsername        | String | Username of the FTP server  |
| ftpPassword        | String | Password of the FTP server  |
| ftpPath            | String | Path on the FTP server to upload core files                         |
| sftpServer         | String | IP address in the IPv4 or IPv6 format or hostname of the FTP server |
| sftpUsername       | String | Username of the SFTP server   |
| sftpPassword       | String | Password of the SFTP server   |
| sftpPath           | String | Path on the SFTP server to upload core files                        |

**Sample Input****Sample XML Input**

```
<uploadCoreFileConfigurationForEC>
<coreFileUploadType>BOTH</coreFileUploadType>
<ftpServer>ftp.example.com</ftpServer>
```

```
<ftpUsername>user@example.com</ftpUsername>
<ftpPassword>password</ftpPassword>
<ftpPath>/pub/incoming/</ftpPath>
<sftpServer>sftp.example.com</sftpServer>
<sftpUsername>user@example.com</sftpUsername>
<sftpPassword>password</sftpPassword>
<sftpPath>/pub/incoming/</sftpPath>
</uploadCoreFileConfigurationForEC>
```

**Sample JSON Input**

```
{
  "uploadCoreFileConfigurationForEC": {
    "coreFileUploadType": "BOTH",
    "ftpServer": "ftp.example.com",
    "ftpUsername": "user@example.com",
    "ftpPassword": "password",
    "ftpPath": "/pub/incoming/",
    "sftpServer": "sftp.example.com",
    "sftpUsername": "user@example.com",
    "sftpPassword": "password",
    "sftpPath": "/pub/incoming/"
  }
}
```

**Sample Output****Sample XML Output**

```
<uploadCoreFileConfigurationForEC>
<coreFileUploadType>BOTH</coreFileUploadType>
<ftpServer>ftp.example.com</ftpServer>
<ftpUsername>user@example.com</ftpUsername>
<ftpPassword>password</ftpPassword>
<ftpPath>/pub/incoming/</ftpPath>
<sftpServer>sftp.example.com</sftpServer>
<sftpUsername>user@example.com</sftpUsername>
<sftpPassword>password</sftpPassword>
<sftpPath>/pub/incoming/</sftpPath>
</uploadCoreFileConfigurationForEC>
```

**Sample JSON Output**

```
{
  "uploadCoreFileConfigurationForEC": {
    "coreFileUploadType": "BOTH",
    "ftpServer": "ftp.example.com",
    "ftpUsername": "user@example.com",
    "ftpPassword": "password",
    "ftpPath": "/pub/incoming/",
    "sftpServer": "sftp.example.com",
    "sftpUsername": "user@example.com",
    "sftpPassword": "password",
    "sftpPath": "/pub/incoming/"
  }
}
```

**Related Documentation**

- [Get All Organizations in Service Now on page 149](#)
- [Get information about an Organization on page 153](#)

- [Add an Organization on page 156](#)
- [Check Organization Status on page 160](#)
- [Get Information About Sites on page 161](#)
- [Get JMB Filter Levels Info on page 164](#)
- [Get Case Submission Values on page 166](#)
- [Modify an Organization on page 167](#)
- [Associate an Address Group with an Organization on page 170](#)
- [Delete an Organization by Organization ID on page 173](#)
- [Add an End Customer Organization in Partner Proxy Mode on page 174](#)
- [Modify an End-Customer Organization in Partner Proxy Mode on page 177](#)
- [View Organization Messages on page 184](#)

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## View Organization Messages

When operating Junos Space Service Now in Partner Proxy mode, use this API to view messages associated with an end-customer organization.

### URI

`https://[host]/api/juniper/servicenow/organization-management/organization/{id}/viewMessages` (HTTP method = GET)

### URI Parameters

| Parameter | Type   | Required | Description   |
|-----------|--------|----------|---|
| id        | String | Yes      | ID of the end-customer organization whose messages are to be viewed |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.organization-management.organization.memberMessages+xml;version=1`
- `application/vnd.juniper.servicenow.organization-management.organization.memberMessages+json;version=1`



**Response Elements**

| Element       | Type          | Description  |
|---------------|---------------|--|
| uri           | String        | URI of the collection of messages associated with the end-customer organization  |
| memberMessage | memberMessage | Message associated with the end-customer organization that is to be viewed   |
| title         | String        | Title of the message   |
| status        | String        | Status of delivery of the message to the end customer<br><br>Possible values <ul style="list-style-type: none"> <li>• Staged for Connected Member—Message is staged to be sent to the end customer.</li> <li>• Delivered—Message is delivered to the end customer.</li> <li>• Failed—Message failed to be delivered to the end customer</li> </ul> |

**Sample Output****Sample XML Output**

```
<memberMessages
  uri="/api/juniper/servicenow/organization-management/organization/34637/viewMessages">
  <memberMessage>
    <title>Title</title>
    <status>Staged for Connected Member</status>
  </memberMessage>
</memberMessages>
```

**Sample JSON Output**

```
{
  "memberMessages": {
    "@uri":
      "/api/juniper/servicenow/organization-management/organization/34637/viewMessages",
    "memberMessage": {
      "title": "Title",
      "status": "Staged for Connected Member"
    }
  }
}
```

**Related Documentation**

- [Get All Organizations in Service Now on page 149](#)
- [Get information about an Organization on page 153](#)
- [Add an Organization on page 156](#)
- [Check Organization Status on page 160](#)
- [Get Information About Sites on page 161](#)

- [Get JMB Filter Levels Info on page 164](#)
- [Get Case Submission Values on page 166](#)
- [Modify an Organization on page 167](#)
- [Associate an Address Group with an Organization on page 170](#)
- [Delete an Organization by Organization ID on page 173](#)
- [Add an End Customer Organization in Partner Proxy Mode on page 174](#)
- [Modify an End-Customer Organization in Partner Proxy Mode on page 177](#)
- [Update Core File Information for an End Customer on page 181](#)

## CHAPTER 9

# Device Group Management APIs

- [Device Group Management REST API Overview on page 187](#)
- [Create a Device Group on page 188](#)
- [Get All Device Groups on page 192](#)
- [Get Information About a Device Group on page 194](#)
- [Modify a Device Group on page 198](#)
- [Associate a Device Group with Devices on page 201](#)
- [Delete a Device Group on page 204](#)

### Device Group Management REST API Overview

---

The Device Group Management service allows you to create, retrieve details, associate a device group to a device and delete the device group. The device-group-management resources are available at

[https://\[host\]/api/juniper/servicenow/device-group-management](https://[host]/api/juniper/servicenow/device-group-management).

#### URI

[https://\[host\]/api/juniper/servicenow/device-group-management](https://[host]/api/juniper/servicenow/device-group-management) (HTTP method = GET)

#### Produces

- `application/vnd.juniper.servicenow.device-group-management+xml;version=1`
- `application/vnd.juniper.servicenow.device-group-management+json;version=1`

#### Sample Output

#### Sample XML Output

```
<servicenow-device-group-management>
  <collection href= "/api/juniper/servicenow/device-group-management/deviceGroup"
  />
  <method href=
"/api/juniper/servicenow/device-group-management/deviceGroup/createDeviceGroup"
  />
</servicenow-device-group-management>
```

**Sample JSON Output**

```
{
  "servicenow-device-group-management": {
    "collection": {
      "@href": "/api/juniper/servicenow/device-group-management/deviceGroup"
    },
    "method": {
      "@href":
"/api/juniper/servicenow/device-group-management/deviceGroup/createDeviceGroup"
    }
  }
}
```

The device group management service provides the following APIs:

- [Create a Device Group on page 188](#)
- [Get All Device Groups on page 192](#)
- [Get Information About a Device Group on page 194](#)
- [Modify a Device Group on page 198](#)
- [Associate a Device Group with Devices on page 201](#)
- [Delete a Device Group on page 204](#)

**Related Documentation**

- [Device Management REST API Overview on page 207](#)
- [Organization Management REST API Overview on page 147](#)

---

## Create a Device Group

The create Device Group operation creates a device group in Service Now.

**URI**

`https://[host]/api/juniper/servicenow/device-group-management/deviceGroup/createDeviceGroup` (HTTP method = POST)

**URI Parameters**

None

**Consumes**

- `application/vnd.juniper.servicenow.device-group-management.createdevicegroup+xml; version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.device-group-management.createdevicegroup+json; version=1; charset=UTF-8`

## Request Elements

| Element            | Type    | Description  |
|--------------------|---------|--|
| deviceGroupName    | String  | Name of the device group<br><br>This is a mandatory element.   |
| defaultDeviceGroup | String  | Flag to specify if the device group is the default device group<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—The device group is the default device group</li> <li>• false—The device group is not the default device group</li> </ul>  |
| organization       | String  | Organization to which the device group is to be assigned   |
| href               | String  | Link to the organization   |
| devices            | device  | Collection of devices to be assigned to the device group   |
| device             | String  | Link to a device to be included in the device group  |
| policies           | policy  | Collection of auto submit policies associated with the device group  |
| policy             | String  | Link to the auto submit policy associated with the device group  |
| domainId           | Integer | ID of the domain in which the device group should be created.<br><br>This is an optional element. If no domain ID is provided, the device group is created in the Global domain.<br><br><b>NOTE:</b> The create request fails if a user does not have access to the Global domain and if no domain ID is provided with the create request. |

## Produces

- application/vnd.juniper.servicenow.device-group-management.createdevicegroup.servicenowmsg+xml;version=2
- application/vnd.juniper.servicenow.device-group-management.createdevicegroup.servicenowmsg+json;version=2

## Response Elements

| Element | Type   | Description                                   |
|---------|--------|---|
| msg     | String | Status message of the create device group job |

## Sample Input

## Sample XML Input

```
<createDeviceGroup>
  <deviceGroupName>Juniper Device Group2</deviceGroupName>
  <defaultDeviceGroup>true</defaultDeviceGroup>
  <organization href
= "/api/juniper/servicenow/organization-management/organization/65546"/>
  <devices>
    <device href= "/api/juniper/servicenow/device-management/devices/65548"/>
    <device href= "/api/juniper/servicenow/device-management/devices/100"/>
  </devices>
  <policies>
    <policy
href="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/68597"/>

    <policy
href="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/201"/>

  </policies>
  <domainId>102</domainId>
</createDeviceGroup>
```

## Sample JSON Input

```
{
  "createDeviceGroup":{
    "deviceGroupName":"Juniper Device Group",
    "defaultDeviceGroup":"true",
    "domainId":"10"
    "organization":{

"@href":"/api/juniper/servicenow/organization-management/organization/65546"
    },
    "devices":{
      "device":[
        {
          "@href":"/api/juniper/servicenow/device-management/devices/65548"

        },
        {
          "@href":"/api/juniper/servicenow/device-management/devices/100"

        }
      ]
    }
    "policies":{
      "policy":[
        {

"@href":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/68597"

        },
        {

"@href":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/201"

        }
      ]
    }
  }
}
```

```
}
}
```

### Sample Output

#### Sample XML Output

```
<servicenowmsg>
  <status>
    <desc>
      Device group successfully created and devices are
      successfully associated with this device group.
    </desc>
    <keys>
      <key>65548</key>
      <key>100</key>
    </keys>
  </status>
  <exceptions>
    <exception>
      <severity>ERROR</severity>
      <code>SN-1000</code>
      <desc>Invalid Devices</desc>
      <keys>
        <key>100</key>
      </keys>
    </exception>
  </exceptions>
</servicenowmsg>
```

#### Sample JSON Output

```
{
  "servicenowmsg": {
    "status": {
      "desc": "Device group successfully created. and Devices are successfully
      associated with this device group",
      "keys": {
        "key": [
          229385,
          229382
        ]
      }
    },
    "exceptions": {
      "exception": {
        "severity": "ERROR",
        "code": "SN-1000",
        "desc": "Invalid Devices",
        "keys": {
          "key": 100
        }
      }
    }
  }
}
```

**Response Status Code**

| Message         | Description   |
|-----------------|---|
| SN-1000         | Invalid device ID, device not found   |
| 404 Not Found   | Invalid organization ID, organization not found   |
| 400 Bad Request | One of the following: <ul style="list-style-type: none"> <li>Invalid device group name is specified, device group name cannot be null or empty.</li> <li>Invalid organization name, organization name cannot be null or empty.</li> </ul> |

**Related Documentation**

- [Get All Device Groups on page 192](#)
- [Get Information About a Device Group on page 194](#)
- [Modify a Device Group on page 198](#)
- [Associate a Device Group with Devices on page 201](#)
- [Delete a Device Group on page 204](#)
- [Device Group Management REST API Overview on page 187](#)

## Get All Device Groups

Use this API to retrieve information, such as name and organization, of all device groups present in Junos Space Service Now. This operation does not display devices within the device group.

**URI**

`https://[host]/api/juniper/servicenow/device-group-management/deviceGroup` (HTTP method = GET)

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.device-group-management.devicegroups+xml;version=2`
- `application/vnd.juniper.servicenow.device-group-management.devicegroups+json;version=2`

**Response**

| Element | Type   | Description   |
|---------|--------|---|
| uri     | String | URI of the collection of device groups in Service Now |



| Element          | Type        | Description  |
|------------------|-------------|--|
| size             | Integer     | Number of device groups found.   |
| deviceGroup      | deviceGroup | A device group   |
| key              | Integer     | Unique key to identify this device group.  |
| uri              | String      | Device group resource identifier.  |
| deviceGroupName  | String      | Device group name.   |
| isDefault        | Boolean     | <p>Flag to specify if the device group is the default device group</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—The device group is the default device group</li> <li>• false—The device group is not the default device group</li> </ul> <p>This element is valid only if Service Now is operating in Partner Proxy mode. You cannot delete a default device group until another device group is set as the default.</p> |
| organizationName | String      | Organization to which this device group is assigned  |
| domainId         | Integer     | ID of the domain to which a device group belongs   |

### Sample Output

#### Sample XML Output

```
<devicegroups size="1"
  uri="/api/juniper/servicenow/device-group-management/deviceGroup">
  <devicegroup key="327680"
    uri="/api/juniper/servicenow/device-group-management/deviceGroup/327680"
    href="/api/juniper/servicenow/device-group-management/deviceGroup/327680">
    <deviceGroupName>test</deviceGroupName>
    <isDefault>true</isDefault>
    <organizationName>testdg</organizationName>
  </devicegroup>
  <domainId>10</domainId>
</devicegroups>
```

#### Sample JSON Output

```
devicegroups:{
  size:1,
  uri:'/api/juniper/servicenow/device-group-management/deviceGroup',
  devicegroup:{
    key:327680,

    uri:'/api/juniper/servicenow/device-group-management/deviceGroup/327680',
    href:'/api/juniper/servicenow/device-group-management/deviceGroup/327680',
    devicegroupname:'test',
    isDefault:'true'
  }
}
```

```
        organizationname:'testdg',
        domainId:'10'
    }
}
```

**Response Status Code**

| Message        | Description             |
|----------------|-------------------------|
| 204 No Content | No device groups found. |

**Related Documentation**

- [Create a Device Group on page 188](#)
- [Get Information About a Device Group on page 194](#)
- [Modify a Device Group on page 198](#)
- [Associate a Device Group with Devices on page 201](#)
- [Delete a Device Group on page 204](#)
- [Device Group Management REST API Overview on page 187](#)

## Get Information About a Device Group

Use this API to retrieve information about a device group, including devices that are a part of the device group.

**URI**

[https://\[host\]/api/juniper/servicenow/device-group-management/deviceGroup/{id}](https://[host]/api/juniper/servicenow/device-group-management/deviceGroup/{id})  
(HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the device group for which information is to be retrieved |

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.device-group-management.devicegroup+xml;version=2`
- `application/vnd.juniper.servicenow.device-group-management.devicegroup+json;version=2`

**Response**

| Element         | Type         | Description  |
|-----------------|--------------|--|
| uri             | String       | URI of the device group  |
| deviceGroupName | String       | Device group name  |
| isDefault       | Boolean      | Specifies if the device group is the default device group<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—The device group is the default group.</li> <li>• false—The device group is not the default device group.</li> </ul> |
| domainId        | Integer      | ID of the domain to which the device group is assigned   |
| organization    | organization | Organization to which the device group is assigned   |
| href            | String       | Link to the organization   |
| id              | Integer      | ID of the organization   |
| deviceGroupId   | Integer      | ID of the device group   |
| name            | String       | Organization name  |
| devices         | devices      | Collection of devices assigned to the device group   |
| href            | String       | Link to the collection of devices assigned to the device group   |
| size            | Integer      | Number of devices in the device group  |
| device          | device       | Device assigned to the device group  |
| href            | String       | Link to the device   |
| key             | Integer      | ID of the device   |
| hostName        | String       | Device hostname  |
| policies        | policies     | Collection of auto submit policies assigned to the device group  |
| href            | String       | Link to the collection of auto submit policies assigned to the device group  |
| size            | Integer      | Number of auto submit policies in the device group   |

| Element    | Type    | Description   |
|------------|---------|---|
| policy     | policy  | Auto submit policy assigned to the device group                     |
| href       | String  | Link to the auto submit policy                                      |
| key        | Integer | ID of the auto submit policy  |
| policyName | String  | Name of the auto submit policy                                      |
| rel        | String  | Description of an operation that can be performed on this resource. |
| domainId   | Integer | ID of the domain in which the device group is created               |
| method     | method  | Methods applicable to the device                                    |
| href       | String  | Link to the method applicable for the device group                  |

### Sample Output

#### Sample XML Output

```
<deviceGroup
  uri="/api/juniper/servicenow/device-group-management/deviceGroup/327680">
    <deviceGroupName>test</deviceGroupName>
    <organization
      href="/api/juniper/servicenow/organization-management/organization/229377">
        <id>229377</id>
        <deviceGroupId>327680</deviceGroupId>
        <name>testdg</name>
      </organization>
      <devices size="2">
        href="/api/juniper/servicenow/device-management/devices">
          <device key="99503">
            href="/api/juniper/servicenow/device-management/devices/99503">
              <hostName>SRX1400-b</hostName>
            </device>
          <device key="99504">
            href="/api/juniper/servicenow/device-management/devices/99504">
              <hostName>SRX1400-a</hostName>
            </device>
          <domainId>10</domainId>
        </devices>
      <policies
        href="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies"
        size="1">
          <policy
            href="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/1573152"
            key="1573152">
              <policyName>p1</policyName>
            </policy>
          </policies>
        <id>327680</id>
        <method href="/api/juniper/servicenow/device-group-management/deviceGroup
          /327680/associateDevices" rel="Associate devices to device group"/>
      </deviceGroup>
```

**Sample JSON Output**

```

devicegroup:{
  uri:'/api/juniper/servicenow/device-group-
management/deviceGroup/327680',
  devicegroupname:'test',
  organization:{

href:'/api/juniper/servicenow/organization-management/organization/229377',
  id:229377,
  devicegroupid:327680,
  name:'testdg'
},
  devices:{
    size:2,
    href:'/api/juniper/servicenow/device-management/devices',
    device:[
      {
        key:99503,

href:'/api/juniper/servicenow/device-management/devices/99503',
        hostname:'SRX1400-b'
      },
      {
        key:99504,

href:'/api/juniper/servicenow/device-management/devices/99504',
        hostname:'SRX1400-a'
      }
    ]
  },
  policies:{
    size:1,

href:'/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies',

    policy:[
      {
        key:1573152,

href:'/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/1573152',

        policyName:'p1'
      },
    ]
  },
  id:327680,
  method:{
    href:'/api/juniper/servicenow/device-group-management/deviceGroup/
327680/associateDevices',
    rel:'Associate devices to device group'
  }
  domainId:'10'
}

```

**Response Status Code**

| Message       | Description   |
|---------------|---|
| 404 Not Found | Invalid device group identifier specified. No device group found. |

**Related Documentation**

- [Create a Device Group on page 188](#)
- [Get All Device Groups on page 192](#)
- [Modify a Device Group on page 198](#)
- [Associate a Device Group with Devices on page 201](#)
- [Delete a Device Group on page 204](#)
- [Device Group Management REST API Overview on page 187](#)

## Modify a Device Group

Use this API to modify a device group.

**URI**

`https://[host]/api/juniper/servicenow/device-group-management/deviceGroup/{id}/modifyDeviceGroup` (HTTP method = PUT)

**URI Parameters**

| Parameter | Type    | Required | Description                           |
|-----------|---------|----------|---------------------------------------|
| id        | Integer | Yes      | ID of the device group to be modified |

**Consumes**

- `application/vnd.juniper.servicenow.device-group-management.modifydevicegroup+xml;version=1`
- `application/vnd.juniper.servicenow.device-group-management.modifydevicegroup+json;version=1`

**Request Elements**

| Element            | Type    | Description  |
|--------------------|---------|--|
| defaultDeviceGroup | Boolean | Flag to specify if the device group is the default device group in Junos Space Service Now<br><br>Possible values <ul style="list-style-type: none"><li>• <code>true</code>—Device group is the default device group</li><li>• <code>false</code>—Device group is not the default device group</li></ul> |
| devices            | devices | Collection of devices in the device group  |
| newDevice          | device  | Collection of devices to be added to the device group  |
| device             | device  | A device included in the device group  |
| uri                | String  | URI of the device  |

| Element      | Type     | Description  |
|--------------|----------|--|
| href         | String   | Link to the device   |
| removeDevice | device   | Collection of devices to be removed from the device group              |
| uri          | String   | URI of the device  |
| href         | String   | Link to the device   |
| policies     | policies | Collection of auto submit policies in the device group                 |
| newPolicy    | policy   | Collection of auto submit policies to be added to the device group     |
| policy       | String   | A new auto submit policy added to the device group                     |
| href         | String   | URI of the new auto submit policy                                      |
| removePolicy | Policy   | Collection of auto submit policies to be removed from the device group |
| policy       | policy   | Auto submit policy to be removed from the device group                 |
| href         | String   | Link to the auto submit policy to be removed from the device group     |
| organization | String   | Organization to which the device group is assigned                     |
| uri          | String   | URI of the organization  |
| href         | String   | Link to the organization   |

### Produces

- application/vnd.juniper.servicenow.device-group-management.modifydevicegroup.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.device-group-management.modifydevicegroup.servicenowmsg+json;version=1

### Response Elements

| Element | Type   | Description                                   |
|---------|--------|---|
| msg     | String | Status message of the modify device group job |

### Sample Input

**Sample XML Input**

```

<modifyDeviceGroup>
<defaultDeviceGroup>true</defaultDeviceGroup>
<devices>
<newDevice>
<device href="/api/juniper/servicenow/device-management/devices/34639"
uri="/api/juniper/servicenow/device-management/devices/34639" />
</newDevice>
<removeDevice>
<device href="/api/juniper/servicenow/device-management/devices/34641"
uri="/api/juniper/servicenow/device-management/devices/34641" />
<device href="/api/juniper/servicenow/device-management/devices/34813"
uri="/api/juniper/servicenow/device-management/devices/34813" />
</removeDevice>
</devices>
<policies>
<newPolicy>
<policy
href="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/68605"
/>
</newPolicy>
<removePolicy>
<policy
href="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/68597"
/>
</removePolicy>
</policies>
<organization
href="/api/juniper/servicenow/organization-management/organization/34635"
uri="/api/juniper/servicenow/organization-management/organization/34635" />
</modifyDeviceGroup>

```

**Sample JSON Input**

```

{
  "modifyDeviceGroup": {
    "defaultDeviceGroup": "true",
    "devices": {
      "newDevice": {
        "device": {
          "@href": "/api/juniper/servicenow/device-management/devices/34639",
          "@uri": "/api/juniper/servicenow/device-management/devices/34639"
        }
      },
      "removeDevice": {
        "device": [
          {
            "@href": "/api/juniper/servicenow/device-management/devices/34641",
            "@uri": "/api/juniper/servicenow/device-management/devices/34641"
          },
          {
            "@href": "/api/juniper/servicenow/device-management/devices/34813",
            "@uri": "/api/juniper/servicenow/device-management/devices/34813"
          }
        ]
      }
    },
    "policies": {
      "newPolicy": [

```



```

{
  "@href": "/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/68605"
},
{
  "removePolicy": [
    {
      "@href": "/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/68597"
    },
    {
      "organization": {
        "@href":
"/api/juniper/servicenow/organization-management/organization/34635",
        "@uri":
"/api/juniper/servicenow/organization-management/organization/34635"
      }
    }
  ],
  "organization": {
    "@href":
"/api/juniper/servicenow/organization-management/organization/34635",
    "@uri":
"/api/juniper/servicenow/organization-management/organization/34635"
  }
}

```

#### Sample Output

##### Sample XML Output

```

<servicenowmsg>
<msg>Device Group modified successfully</msg>
</servicenowmsg>

```

##### Sample JSON Output

```

{
  "servicenowmsg": { "msg": "Device Group modified successfully" }
}

```

#### Related Documentation

- [Create a Device Group on page 188](#)
- [Get All Device Groups on page 192](#)
- [Get Information About a Device Group on page 194](#)
- [Associate a Device Group with Devices on page 201](#)
- [Delete a Device Group on page 204](#)
- [Device Group Management REST API Overview on page 187](#)

## Associate a Device Group with Devices

Use this API to add devices to a device group.

#### URI

`https://[host]/api/juniper/servicenow/device-group-management/deviceGroup/{id}/associateDevices` (HTTP method = POST)

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the device group to which the devices should be associated |

**Consumes**

- application/vnd.juniper.servicenow.device-group-management.ssoassociateddevices+xml;version=1; charset=UTF-8
- application/vnd.juniper.servicenow.device-group-management.ssoassociateddevices+json;version=1 ;charset=UTF-8

**Request Elements**

| Element | Type    | Description                                     |
|---------|---------|---|
| devices | device  | Collection of devices                           |
| device  | device  | A device to be associated with the device group |
| href    | String  | Link to the device                              |
| key     | Integer | ID of the device                                |

**Produces**

- application/vnd.juniper.servicenow.device-group-management.servicenowmsg+json;version=1
- application/vnd.juniper.servicenow.device-group-management.servicenowmsg+json;version=1

**Response Elements**

| Element    | Type      | Description  |
|------------|-----------|--|
| desc       | String    | Description of the associate device with device group job status |
| key        | Integer   | ID of the device   |
| exceptions | exception | Exceptions that might have occurred in the job                   |
| severity   | String    | Severity of the exception  |
| code       | String    | Exception code   |
| desc       | String    | Description of the exception                                     |
| Key        | Integer   | ID of the exception  |

## Sample Input

## Sample XML Input

```
<associateddevices>
  <devices>
    <device href
="/api/juniper/servicenow/device-management/devices/99503"/>
    <device href
="/api/juniper/servicenow/device-management/devices/99505"/>
    <device href
="/api/juniper/servicenow/device-management/devices/100"/>
  </devices>
</associateddevices>
```

## Sample JSON Input

```
{
  "associateddevices": {
    "devices": {
      "device": [
        {
          "@href":
"/api/juniper/servicenow/device-management/devices/99503"
        },
        {
          "@href":
"/api/juniper/servicenow/device-management/devices/99505"
        },
        {
          "@href": "/api/juniper/servicenow/device-management/devices/100"
        }
      ]
    }
  }
}
```

## Sample Output

## Sample XML Output

```
<servicenowmsg>
  <deviceStatus>
    <desc>
      Device successfully associated with device group
    </desc>
    <keys>
      <key>99503</key>
      <key>99505</key>
    </keys>
  </deviceStatus>
  <exceptions>
    <exception>
      <severity>ERROR</severity>
      <code>SN-1000</code>
      <desc>Invalid devices</desc>
      < keys >
        <key>100</key>
      </ keys >
    </exception>
  </exceptions>
</servicenowmsg>
```

**Sample JSON Output**

```

servicenowmsg:{
  devicestatus:{
    desc:'Device successfully associated with device group',
    keys:{
      key:[
        99503,
        99505
      ]
    }
  },
  exceptions:{
    exception:{
      severity:'ERROR',
      code:'SN-1000',
      desc:'Invalid Devices',
      keys:{
        key:100
      }
    }
  }
}

```

**Response Status Code**

| Message       | Description   |
|---------------|---|
| 404 Not Found | Invalid device ID or invalid device group ID specified. |

**Related Documentation**

- [Create a Device Group on page 188](#)
- [Get All Device Groups on page 192](#)
- [Get Information About a Device Group on page 194](#)
- [Modify a Device Group on page 198](#)
- [Delete a Device Group on page 204](#)
- [Device Group Management REST API Overview on page 187](#)

**Delete a Device Group**

Use this API to delete a specified device group from Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/device-group-management/deviceGroup/{id}`  
(HTTP method = DELETE)

**URI Parameters**

| Parameter | Type    | Required | Description                          |
|-----------|---------|----------|--------------------------------------|
| id        | Integer | Yes      | ID of the device group to be deleted |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.device-group-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.device-group-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description                                   |
|---------|--------|---|
| msg     | String | Status message of the delete device group job |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
  <msg>
    Device group successfully deleted
  </msg>
</servicenowmsg>
```

**Sample JSON Output**

```
servicenowmsg:{
  msg:'Device group successfully deleted'
}
```

**Response Status Code**

| Message       | Description                        |
|---------------|------------------------------------|
| 404 Not Found | Invalid device group ID specified. |

**Related Documentation**

- [Create a Device Group on page 188](#)
- [Get All Device Groups on page 192](#)
- [Get Information About a Device Group on page 194](#)
- [Modify a Device Group on page 198](#)
- [Associate a Device Group with Devices on page 201](#)
- [Device Group Management REST API Overview on page 187](#)



## CHAPTER 10

# Device Management APIs

- Device Management REST API Overview on page 207
- Get All Devices in Service Now on page 210
- Get Information About a Device on page 213
- Export all Devices on page 219
- Export Device Inventory on page 220
- Add a Device to Service Now on page 222
- Associate a Device with a Device Group on page 225
- Create On-Demand Incident on page 227
- Install an Event Profile on a Device on page 232
- Uninstall an Event Profile from a Device on page 235
- Request RMA Incident on page 237
- Create an On-Demand Device Snapshot on page 241
- Configure Advanced Parameter Settings on page 244
- Get Create On-Demand incident Job Results on page 246
- Get Create On-Demand Device Snapshot Job Results on page 250
- Get Request RMA Job Results on page 252
- Configure Maintenance Mode on page 255
- View Exposure of a Device on page 257
- View Contract Information for a Service Now Device on page 259
- Delete a Device from Service Now on page 261

## Device Management REST API Overview

---

### Device Management REST API

The device management service allows you to retrieve device details, export device details and device inventory data to an Excel file, create on-demand incidents, delete device from Service Now and install event profiles on a device. The **device-management** resources are available at [https://\[host\]/api/juniper/servicenow/device-management](https://[host]/api/juniper/servicenow/device-management).

**URI**

https://[host]/api/juniper/servicenow/device-management (HTTP method = GET)

**Produces**

- application/vnd.juniper.servicenow.device-management+xml;version=1
- application/vnd.juniper.servicenow.device-management+json;version=1

**Sample Output****Sample XML Output**

```
<servicenow-device-management>
  <collection href="/api/juniper/servicenow/device-management/devices"
rel="devices"/>
  <method href="/api/juniper/servicenow/device-management/devices/exportDevice"
rel="Export devices in excel or CSV format"/>
  <method href="/api/juniper/servicenow/device-management/devices/devicesToAdd"
rel="Get devices to be added in Service Now"/>
  <method href="/api/juniper/servicenow/device-management/devices/add" rel="Add
devices in Service Now"/>
  <method
href="/api/juniper/servicenow/device-management/devices/exportDeviceInventory"
rel="Export device inventory in excel or CSV format"/>
  <method
href="/api/juniper/servicenow/device-management/devices/createOnDemandIncident"
rel="Create On-Demand Incident"/>
  <method
href="/api/juniper/servicenow/device-management/devices/associateAddressGroup"
rel="Associate Devices to Address Group"/>
</servicenow-device-management>
```

**Sample JSON Output**

```
{
  "servicenow-device-management": {
    "collection": {
      "@href": "/api/juniper/servicenow/device-management/devices",
      "@rel": "devices"
    },
    "method": [
      {
        "@href":
"/api/juniper/servicenow/device-management/devices/exportDevice",
        "@rel": "Export devices in excel or CSV format"
      },
      {
        "@href":
"/api/juniper/servicenow/device-management/devices/devicesToAdd",
        "@rel": "Get devices to be added in Service Now"
      },
      {
        "@href": "/api/juniper/servicenow/device-management/devices/add",
        "@rel": "Add devices in Service Now"
      },
      {
        "@href":
"/api/juniper/servicenow/device-management/devices/exportDeviceInventory",
        "@rel": "Export device inventory in excel or CSV format"
      }
    ]
  }
}
```



```

    {
      "@href":
"/api/juniper/servicenow/device-management/devices/createOnDemandIncident",
      "@rel": "Create On-Demand Incident"
    },
    {
      "@href":
"/api/juniper/servicenow/device-management/devices/associateAddressGroup",
      "@rel": "Associate Devices to Address Group"
    }
  ]
}
}

```

The device management service provides the following APIs:

- [Get All Devices in Service Now on page 210](#)
- [Get Information About a Device on page 213](#)
- [Export all Devices on page 219](#)
- [Export Device Inventory on page 220](#)
- [Add a Device to Service Now on page 222](#)
- [Create On-Demand Incident on page 227](#)
- [Install an Event Profile on a Device on page 232](#)
- [Uninstall an Event Profile from a Device on page 235](#)
- [Request RMA Incident on page 237](#)
- [Create an On-Demand Device Snapshot on page 241](#)
- [Get Create On-Demand incident Job Results on page 246](#)
- [Get Create On-Demand Device Snapshot Job Results on page 250](#)
- [Get Request RMA Job Results on page 252](#)
- [\*Check FTP Server for a Device\*](#)
- [Configure Maintenance Mode on page 255](#)
- [View Exposure of a Device on page 257](#)
- [View Contract Information for a Service Now Device on page 259](#)

#### Related Documentation

- [Organization Management REST API Overview on page 147](#)
- [Device Group Management REST API Overview on page 187](#)
- [Event Profile Management REST API Overview on page 263](#)
- [Script Bundle Management REST API Overview on page 297](#)
- [Incident Management REST API Overview on page 320](#)
- [Device Snapshot Management REST API Overview on page 491](#)

- [Auto Submit Policy Management REST API Overview on page 515](#)
- [Device Analysis REST API Overview on page 645](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

## Get All Devices in Service Now

Use this API to retrieve information about all the devices in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/device-management/devices` (HTTP method = GET)

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.device-management.devices+xml;version=7`
- `application/vnd.juniper.servicenow.device-management.devices+json;version=7`

### Response Elements

| Element         | Type    | Description   |
|-----------------|---------|---|
| uri             | String  | URI to the collection of devices in Service Now             |
| size            | Integer | Number of records in the collection                         |
| device          | device  | A device in Service Now                                     |
| uri             | String  | URI to the device   |
| key             | Integer | ID of the device  |
| hostName        | String  | Hostname of the device                                      |
| serialNumber    | String  | Serial number of the device                                 |
| product         | String  | Product name of the device                                  |
| softwareRelease | String  | Release number of the software installed on the device      |
| osPlatform      | String  | Operating system installed on the device                    |
| deviceFamily    | String  | Device family to which the device belongs, such as M Series |

| Element          | Type     | Description  |
|------------------|----------|--|
| shipToAddress    | String   | Ship-to address of the device; for example, the address of the company to which the replacement part of a router should be shipped.            |
| ipAddr           | String   | IP address of the device   |
| organizationName | String   | Name of the organization with which the device is associated   |
| deviceGroupName  | String   | Name of the device group with which the device is associated   |
| domain-id        | Integer  | ID of the Junos Space domain to which the device belongs   |
| domain-name      | String   | Name of the Junos Space domain to which the device belongs   |
| messages         | messages | Error messages generated on the device; for example, error while deleting JMB files from the device after copying the JMB files to Service Now |

### Sample Output

#### Sample XML Output

```
<devices uri="/api/juniper/servicenow/device-management/devices/" size="1">
  <device href="/api/juniper/servicenow/device-management/devices/4325412"
    uri="/api/juniper/servicenow/device-management/devices/4325412" key="4325412">

    <hostName>mx-480-sn1</hostName>
    <serialNumber>JN11AFF42AFB</serialNumber>
    <product>MX480</product>
    <softwareRelease>13.2R2</softwareRelease>
    <osPlatform>junos</osPlatform>
    <deviceFamily>junos</deviceFamily>
    <ipAddr>192.0.2.125</ipAddr>
    <organizationName>test</organizationName>
    <deviceGroupName>Default for test</deviceGroupName>
    <domain-id>3</domain-id>
    <domain-name>Global</domain-name>
    <messages>
      <warningMessages>
        <warningMessage>
          <message>This device will be exposed to known issues with the
selected Event Profile to be installed. Click the link in Exposure column to
view the Exposure.</message>
        </warningMessage>
        <warningMessage>
          <message>There is a mismatch of AI Scripts installed on 're1',
're0' of device mx-480-sn1</message>
        </warningMessage>
        <warningMessage>
          <message>One or more files (JMB/Attachments/Logs) could not be
deleted from the device.</message>
        </warningMessage>
      </warningMessages>
    </messages>
  </device>
</devices>
```

```

        </warningMessages>
    </messages>
</device>
</devices>

```

### Sample JSON Output

```

{
  "devices": {
    "@uri": "/api/juniper/servicenow/device-management/devices/",
    "@size": "1",
    "device": {
      "@href": "/api/juniper/servicenow/device-management/devices/4325412",
      "@uri": "/api/juniper/servicenow/device-management/devices/4325412",
      "@key": "4325412",
      "hostName": "mx-480-sn1",
      "serialNumber": "JN11AFF42AFB",
      "product": "MX480",
      "softwareRelease": "13.2R2",
      "osPlatform": "junos",
      "deviceFamily": "junos",
      "ipAddr": "192.0.2.125",
      "organizationName": "test",
      "deviceGroupName": "Default for test",
      "domain-id": 3,
      "domain-name": "Global",
      "messages": {
        "warningMessages": {
          "warningMessage": [
            {
              "message": "This device will be exposed to known issues with
the selected Event Profile to be installed. Click the link in Exposure column
to view the Exposure."
            },
            {
              "message": "There is a mismatch of AI Scripts installed on 're1',
're0' of device mx-480-sn1"
            },
            {
              "message": "One or more files (JMB/Attachments/Logs) could not
be deleted from the device."
            }
          ]
        }
      }
    }
  }
}

```

### Response Status Code

| Message        | Description      |
|----------------|------------------|
| 204 No Content | No devices found |

- Related Documentation**
- [Get Information About a Device on page 213](#)
  - [Export all Devices on page 219](#)

- [Export Device Inventory on page 220](#)
- [Add a Device to Service Now on page 222](#)
- [Create On-Demand Incident on page 227](#)
- [Install an Event Profile on a Device on page 232](#)
- [Uninstall an Event Profile from a Device on page 235](#)
- [Request RMA Incident on page 237](#)
- [Create an On-Demand Device Snapshot on page 241](#)
- [Get Create On-Demand incident Job Results on page 246](#)
- [Get Create On-Demand Device Snapshot Job Results on page 250](#)
- [Get Request RMA Job Results on page 252](#)
- [Check FTP Server for a Device](#)
- [Configure Maintenance Mode on page 255](#)
- [View Exposure of a Device on page 257](#)
- [View Contract Information for a Service Now Device on page 259](#)
- [Device Management REST API Overview on page 207](#)

## Get Information About a Device

Use this API to retrieve information such as serial number, hostname, and associated organization, of a specific device.

### URI

`https://[host]/api/juniper/servicenow/device-management/devices/{id}` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the device for which information is to be retrieved |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.device-management.device+xml;version=7`
- `application/vnd.juniper.servicenow.device-management.device+json;version=7`

## Response Elements

| Element                        | Type    | Description   |
|--------------------------------|---------|---|
| uri                            | String  | URI of the device   |
| hostName                       | String  | Hostname of the device  |
| serialNumber                   | String  | Serial number of the device   |
| product                        | String  | Product name of the device  |
| softwareRelease                | String  | Release number of the Junos OS software installed on the device   |
| scriptBundle                   | String  | Version of the script bundle installed on the device  |
| routingEngine                  | String  | Routing Engine model used in the device   |
| osPlatform                     | String  | Operating system installed on the device  |
| eventProfileInstallationStatus | String  | Status of event profile installation on the device<br><br>For an end customer, this element is set to Not Applicable.                               |
| connectionStatus               | String  | Status of the connection between device and Juniper Support Systems (JSS)<br><br>For an end-customer device, this element is set to Not Applicable. |
| ipAddr                         | String  | IP address of the device  |
| deviceFamily                   | String  | Device family to which the device belongs   |
| domain-id                      | Integer | ID of the Junos Space domain to which the device belongs  |
| domain-name                    | String  | Domain to which the device belongs  |
| rsiFileCollectionConfiguration | String  | Request Support Information (RSI) file collection configuration on the device   |
| logFileCollectionConfiguration | String  | Log file collection configuration on the device   |
| organization                   | String  | Organization to which the device belongs  |
| deviceGroup                    | String  | Device group to which the device belongs  |

| Element           | Type   | Description  |
|-------------------|--------|--|
| message           | String | Error messages generated on the device; for example, message when there is an error in deleting JMB files from the device while copying the JMB files to Service Now |
| installed-profile | String | Event profile installed on the device  |
| device-analysis   | String | Specifies details such as of Routing Engine, status of BIOS validation, and the time BIOS validation was performed   |
| method            | String | A method applicable to the device  |

### Sample Output

#### Sample XML Output

```
<device uri="/api/juniper/servicenow/device-management/devices/65545">
  <hostName>mx-480-sn2</hostName>
  <serialNumber>JN11742FFAFB</serialNumber>
  <product>MX480</product>
  <softwareRelease>12.3R6.6</softwareRelease>
  <scriptBundle>4.1R2.4</scriptBundle>
  <routingEngine>Dual RE</routingEngine>
  <eventProfileInstallationStatus>Event profile successfully installed on both
Routing Engines</eventProfileInstallationStatus>
  <osPlatform>junos</osPlatform>
  <ipAddr>192.0.2.127</ipAddr>
  <deviceFamily>junos</deviceFamily>
  <domain-id>2</domain-id>
  <domain-name>Global</domain-name>
  <rsiFileCollectionConfiguration>Collect, if not collected within 5
minutes.</rsiFileCollectionConfiguration>
  <logFileCollectionConfiguration>Always
collect</logFileCollectionConfiguration>
  <organization
href="/api/juniper/servicenow/organization-management/organization/65541">
    <id>65541</id>
    <name>TestOrg</name>
  </organization>
  <deviceGroup
href="/api/juniper/servicenow/device-group-management/deviceGroup/65542">
    <id>65542</id>
    <name>Default for TestOrg</name>
  </deviceGroup>
  <installed-profile
href="/api/juniper/servicenow/event-profile-management/eventProfiles/33654">
    <id>33654</id>
    <profileName>Base_Profile_4_1R2_4</profileName>
    <scriptBundleName>jais-4.1R2.4-signed.tgz</scriptBundleName>
    <scriptBundleVersion>4.1R2.4</scriptBundleVersion>
  </installed-profile>
  <device-analysis>
    <bios-validations
uri="/api/juniper/servicenow/device-management/devices/65545/BIOSValidations"
size="1">
      <biosValidation
```

```

href="/api/juniper/servicenow/device-analysis/BIOSValidations/786446"
key="786446">
  <entity>re0</entity>
  <status>Case Created</status>
  <occurred>2014-12-17 20:37:37 IST</occurred>
</biosValidation>
</bios-validations>
</device-analysis>
<id>65545</id>
<method
href="/api/juniper/servicenow/device-management/devices/65545/installEventProfile"/>

  <method
href="/api/juniper/servicenow/device-management/devices/65545/uninstallEventProfile"/>

  <method
href="/api/juniper/servicenow/device-management/devices/65545/exportDevice"/>

  <method
href="/api/juniper/servicenow/device-management/devices/65545/associateDeviceGroup"/>

  <method
href="/api/juniper/servicenow/device-management/devices/65545/exportDeviceInventory"/>

  <method
href="/api/juniper/servicenow/device-management/devices/65545/requestRMAIncident"/>

  <domain href="/api/space/domain-management/domains/2"/>
  <method
href="/api/juniper/servicenow/device-management/devices/65545/configureFileCollection"/>
<method href="/api/juniper/servicenow/device-management/devices/65545/
configureBIOSValidation"/></device>

```

### Sample JSON Output

```

{
  "device": {
    "@uri": "/api/juniper/servicenow/device-management/devices/65545",
    "hostName": "mx-480-sn2",
    "serialNumber": "JN11742FFAFB",
    "product": "MX480",
    "softwareRelease": "12.3R6.6",
    "scriptBundle": "4.1R2.4",
    "routingEngine": "Dual RE",
    "eventProfileInstallationStatus": "Event profile successfully installed on
both Routing Engines",
    "osPlatform": "junos",
    "ipAddr": "192.0.2.127",
    "deviceFamily": "junos",
    "domain-id": 2,
    "domain-name": "Global",
    "rsiFileCollectionConfiguration": "Collect, if not collected within 5
minutes.",
    "logFileCollectionConfiguration": "Always collect",
    "organization": {
      "@href":
"/api/juniper/servicenow/organization-management/organization/65541",
      "id": 65541,
      "name": "TestOrg"
    },
    "deviceGroup": {

```



```

        "@href":
"/api/juniper/servicenow/device-group-management/deviceGroup/65542",
        "id": 65542,
        "name": "Default for TestOrg"
    },
    "installed-profile": {
        "@href":
"/api/juniper/servicenow/event-profile-management/eventProfiles/33654",
        "id": 33654,
        "profileName": "Base_Profile_4_1R2_4",
        "scriptBundleName": "jais-4.1R2.4-signed.tgz",
        "scriptBundleVersion": "4.1R2.4"
    },
    "device-analysis": {
        "bios-validations": {
            "@uri":
"/api/juniper/servicenow/device-management/devices/65545/BIOSValidations",
            "@size": "2",
            "biosValidation": [
                {
                    "@href":
"/api/juniper/servicenow/device-analysis/BIOSValidations/786446",
                    "@key": "786446",
                    "entity": "re0",
                    "status": "Case Created",
                    "occurred": "2014-12-17 20:37:37 IST"
                },
                {
                    "@href":
"/api/juniper/servicenow/device-analysis/BIOSValidations/786473",
                    "@key": "786473",
                    "entity": "re1",
                    "status": "Pending Submission",
                    "occurred": "2014-12-17 20:37:06 IST"
                }
            ]
        }
    },
    "id": 65545,
    "method": [
        {
            "@href":
"/api/juniper/servicenow/device-management/devices/65545/installEventProfile"
        },
        {
            "@href":
"/api/juniper/servicenow/device-management/devices/65545/uninstallEventProfile"
        },
        {
            "@href":
"/api/juniper/servicenow/device-management/devices/65545/exportDevice"
        },
        {
            "@href":
"/api/juniper/servicenow/device-management/devices/65545/associateDeviceGroup"
        }
    ],
    {

```

```

      "@href":
      "/api/juniper/servicenow/device-management/devices/65545/exportDeviceInventory"
    },
    {
      "@href":
      "/api/juniper/servicenow/device-management/devices/65545/requestRMAIncident"
    },
    "domain": {
      "@href": "/api/space/domain-management/domains/2"
    }
  }
  {
    "@href":
    "/api/juniper/servicenow/device-management/devices/65545/configureFileCollection"
  }
  {
    "@href":
    "/api/juniper/servicenow/device-management/devices/65545/configureBIOSValidation"
  }
}
}

```

#### Error Codes

| Message        | Description      |
|----------------|------------------|
| 204 No Content | No devices found |

#### Related Documentation

- [Get All Devices in Service Now on page 210](#)
- [Export Device Inventory on page 220](#)
- [Add a Device to Service Now on page 222](#)
- [Create On-Demand Incident on page 227](#)
- [Install an Event Profile on a Device on page 232](#)
- [Uninstall an Event Profile from a Device on page 235](#)
- [Request RMA Incident on page 237](#)
- [Create an On-Demand Device Snapshot on page 241](#)
- [Get Create On-Demand incident Job Results on page 246](#)
- [Get Create On-Demand Device Snapshot Job Results on page 250](#)
- [Get Request RMA Job Results on page 252](#)
- [Check FTP Server for a Device](#)
- [Configure Maintenance Mode on page 255](#)
- [View Exposure of a Device on page 257](#)
- [View Contract Information for a Service Now Device on page 259](#)

- [Device Management REST API Overview on page 207](#)

## Export all Devices

Use this API to export information such as the hostname, serial number and so forth about devices managed by Junos Space to a Microsoft Excel or comma-separated view (CSV) file.

### URI

`https://[host]/api/juniper/servicenow/device-management/devices/exportDevice?type={type}` (HTTP method = POST)

### URI Parameters

| Parameter | Type   | Required | Description   |
|-----------|--------|----------|---|
| devices   | String | No       | Exports information about only the specified devices. If no devices are specified, exports information about all the discovered devices.  |
| type      | String | No       | Defines the output format.<br><br>Valid options—excel and csv. If type is not defined, the output is generated as a Microsoft Excel file. |

### Consumes

- `application/vnd.juniper.servicenow.device-management.export+xml;version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.device-management.export+json;version=1; charset=UTF-8`

### Request Elements

### Produces

`application/octet-stream`

### Response

The response is an Octet-Stream and the file is downloaded in either Excel or CSV format.

### Sample Input

#### Sample XML Input

To export information about specified devices:

```
<export>
  <devices>
    <device
      uri="/api/juniper/servicenow/device-management/devices/622592"/>
    <device
```

```
uri="/api/juniper/servicenow/device-management/devices/622593"/>
</devices>
</export>
To export information about all the discovered devices:
<export>
</export>
```

### Sample JSON Input

To export information about specified devices:

```
"export":{
  "devices":{
    "device":[
      {
        uri:'/api/juniper/servicenow/device-management/devices/622592'
      },
      {
        uri:'/api/juniper/servicenow/device-management/devices/622593'
      }
    ]
  }
}
```

To export information about all the discovered devices:

```
{
  "export":{
  }
}
```

### Response Status Code

| Message         | Description   |
|-----------------|---|
| 404 Not Found   | Invalid device ID.  |
| 400 Bad Request | Invalid type specified. The <i>type</i> element must be Excel or CSV. |

### Related Documentation

- [Get Information About a Device on page 213](#)
- [Export Device Inventory on page 220](#)
- [View Contract Information for a Service Now Device on page 259](#)
- [Device Management REST API Overview on page 207](#)

## Export Device Inventory

Use this API to export the device chassis information managed through Junos Space to a Microsoft Excel or comma-separated view (CSV) file.

### URI

`https://[host]/api/juniper/servicenow/device-management/devices/  
exportDeviceInventory?type={type}` (HTTP method = POST)

#### URI Parameters

| Parameter | Type   | Required | Description   |
|-----------|--------|----------|---|
| devices   | String |          | Exports only the listed device information. If no devices are specified, exports all found devices.   |
| type      | String |          | Defines the output format. Valid options are: <b>excel</b> and <b>csv</b> .<br><br>If type is not defined, the output is generated as a Microsoft Excel document. |

In the following example (listed both as XML and JSON) only the two specified devices are exported.

```
<export>
  <devices>
    <device
uri="/api/juniper/servicenow/device-management/devices/622592"/>
    <device
uri="/api/juniper/servicenow/device-management/devices/622593"/>
  </devices>
</export>
export:{
  devices:{
    device:[
      {

uri:'/api/juniper/servicenow/device-management/devices/622592'
      },
      {

uri:'/api/juniper/servicenow/device-management/devices/622593'
      }
    ]
  }
}
```

#### Consumes

- `application/vnd.juniper.servicenow.device-management.export+xml;version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.device-management.export+json;version=1; charset=UTF-8`

#### Request Elements

#### Produces

`application/octet-stream`

### Response

The response is an Octet-Stream and the file is downloaded in either Excel or CSV format.

### Response Status Code

| Message         | Description   |
|-----------------|---|
| 404 Not Found   | Invalid device ID.  |
| 400 Bad Request | Invalid type specified. The type element must be Excel or CSVs. |

### Related Documentation

- [Get All Devices in Service Now on page 210](#)
- [Export all Devices on page 219](#)
- [Add a Device to Service Now on page 222](#)
- [Check FTP Server for a Device](#)
- [View Exposure of a Device on page 257](#)
- [View Contract Information for a Service Now Device on page 259](#)
- [Device Management REST API Overview on page 207](#)

## Add a Device to Service Now

Use this API to add a device from Junos Space Network Management platform to Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/device-management/devices/add` (HTTP method = POST)

### URI Parameters

None.

### Consumes

- `application/vnd.juniper.servicenow.device-management.adddevices+xml;version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.device-management.adddevices+json;version=1; charset=UTF-8`

### Request Elements

| Element | Type   | Description                                      |
|---------|--------|--|
| devices | device | Collection of devices to be added to Service Now |

| Element | Type   | Description                         |
|---------|--------|-------------------------------------|
| device  | device | A device to be added to Service Now |
| href    | String | Link to the device                  |

### Produces

- application/vnd.juniper.servicenow.device-management.adddevice.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.device-management.adddevice.servicenowmsg+json;version=1

### Response

| Element      | Type         | Description  |
|--------------|--------------|--|
| deviceStatus | deviceStatus | Status message of the add device to Service Now job  |
| desc         | String       | Status message of the add device job   |
| key          | Integer      | ID of the device added to Service Now  |
| exceptions   | exception    | Collection of exceptions that occur during the add device job  |
| exception    | exception    | An exceptionC  |
| severity     | String       | Severity of the operation.<br><br>Possible values: <ul style="list-style-type: none"> <li>• WARN</li> <li>• ERROR</li> </ul> |
| code         | String       | Service Now-specific error code.   |
| desc         | String       | Description of the exception   |
| key          | Integer      | ID of the device for which the exception was raised  |

### Sample Input

#### Sample XML Input

```
<adddevices>
  <devices>
    <device href="/api/space/device-management/devices/262256"/>
    <device href="/api/space/device-management/devices/100"/>
    <device href="/api/space/device-management/devices/262220"/>
  </devices>
</adddevices>
```

## Sample JSON Input

```
{
  "adddevices":{
    "devices":{
      "device":[
        {
          "@href":"/api/space/device-management/devices/131098"
        },
        {
          "@href":"/api/space/device-management/devices/950279"
        },
        {
          "@href":"/api/space/device-management/devices/262220"
        }
      ]
    }
  }
}
```

## Sample Output

## Sample XML Output

```
<servicenowmsg>
  <deviceStatus>
    <desc>Devices successfully added</desc>
    <keys>
      <key>262256</key>
    </keys>
  </deviceStatus>
  <exceptions>
    <exception>
      <severity>ERROR</severity>
      <code>SN-1000</code>
      <desc>Invalid devices</desc>
      < keys >
        <key>100</key>
      </ keys >
    </exception>
    <exception>
      <severity>WARN</severity>
      <code>SN-1001</code>
      <desc> Devices already added/present in Service Now
    </desc>
      <keys>
        <key>262220</key>
      </keys>
    </exception>
  </exceptions>
</servicenowmsg>
```

## Sample JSON Output

```
servicenowmsg:{
  devicestatus:{
    desc:'Device Successfully Added to Service Now',
    keys:{
      key: 262256
    }
  },
  exceptions:{
    exception:[
```



```

{
  severity: 'WARN',
  code: 'SN-1001',
  desc: 'Devices already added/present in Service Now ',
  keys: {
    key: 262220
  }
},
{
  severity: 'ERROR',
  code: 'SN-1000',
  desc: 'Invalid Devices',
  keys: {
    key: 100
  }
}
]
}

```

#### Response Status Code

| Message                   | Description   |
|---------------------------|---|
| 500 Internal Server Error | <ul style="list-style-type: none"> <li>• Service Now is in Demo mode</li> <li>• Specified device ID does not exist</li> <li>• Error while adding device to Service Now</li> </ul> |

#### Related Documentation

- [Get Information About a Device on page 213](#)
- [Add a Device to Service Now on page 222](#)
- [Create On-Demand Incident on page 227](#)
- [Install an Event Profile on a Device on page 232](#)
- [Uninstall an Event Profile from a Device on page 235](#)
- [Request RMA Incident on page 237](#)
- [Create an On-Demand Device Snapshot on page 241](#)
- [Get Create On-Demand incident Job Results on page 246](#)
- [Check FTP Server for a Device](#)
- [Configure Maintenance Mode on page 255](#)
- [View Exposure of a Device on page 257](#)
- [View Contract Information for a Service Now Device on page 259](#)
- [Device Management REST API Overview on page 207](#)

## Associate a Device with a Device Group

Use this API to associate a device with a device group.

**URI**

https://[host]/api/juniper/servicenow/device-management/devices/{id}/associateDeviceGroup (HTTP method = POST)

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the device to be associated with the device group. |

**Consumes**

- application/vnd.juniper.servicenow.device-management.associateddevicegroup+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.device-management.associateddevicegroup+json;version=1;charset=UTF-8

**Request Elements**

| Element     | Type        | Description   |
|-------------|-------------|---|
| devicegroup | devicegroup | Device group with which the device should be associated |
| href        | String      | URI to the device group                                 |
| uri         | String      | URI to the device group                                 |

**Produces**

- application/vnd.juniper.servicenow.device-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.device-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Message indicating the result of the associate a device with a device group job |

**Sample Input****Sample XML Input**

```
<associateddevicegroup>
  <devicegroup
    href="/api/juniper/servicenow/device-group-management/deviceGroup/262194"
    uri="/api/juniper/servicenow/device-group-management/deviceGroup/262194" />
</associateddevicegroup>
```

**Sample JSON Input**

```
{
  "associateddevicegroup": {
    "devicegroup": {
      "@href":
"/api/juniper/servicenow/device-group-management/deviceGroup/262194",
      "@uri":
"/api/juniper/servicenow/device-group-management/deviceGroup/262194"
    }
  }
}
```

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg>Device successfully associated with device group</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": {
    "msg": "Device successfully associated with device group"
  }
}
```

## Create On-Demand Incident

Use this API to generate Juniper Message Bundles (JMBs) without having to wait for events to occur on devices.

**URI**

[https://\[host\]/api/juniper/servicenow/device-management/devices/createOnDemandIncident?queue=http://\[host\]/api/hornet-q/queues/jms.queue.\[queueName\]](https://[host]/api/juniper/servicenow/device-management/devices/createOnDemandIncident?queue=http://[host]/api/hornet-q/queues/jms.queue.[queueName]) (HTTP method = POST)

**URI Parameters**

| Parameter | Type   | Required | Description                                     |
|-----------|--------|----------|---|
| queueName | String | Yes      | Name of the create on-demand incident job queue |

**Consumes**

- application/vnd.juniper.servicenow.device-management.ondemandincident+xml;version=7;charset=UTF-8
- application/vnd.juniper.servicenow.device-management.ondemandincident+json;version=7;charset=UTF-8

## Request Elements

| Element          | Type       | Description  |
|------------------|------------|--|
| devices          | device     | Collection of devices on which on-demand incident is to be generated   |
| device           | device     | A device on which on-demand incident is to be generated  |
| uri              | String     | Link to the device   |
| followUpMethod   | String     | <p>Method used to follow up the case created for the on-demand incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>EMAIL_FULL_TEXT_UPDATE</li> <li>EMAIL_WEB_LINK</li> <li>PHONE_CALL</li> </ul> <p>For an end-customer Service Now, a value need not be provided for <b>followUpMethod</b>. Any value, if provided, is discarded.</p> |
| caseCCList       | caseCCList | Collection of e-mail ID of users to be notified about the on-demand incident   |
| email            | String     | E-mail ID of a user  |
| Priority         | Enum       | <p>Priority of the on-demand incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>Critical</li> <li>High</li> <li>Medium</li> <li>Low</li> </ul>  |
| synopsisComments | String     | Synopsis of the on-demand incident   |
| customerComments | String     | Comments from user for the on-demand incident  |
| createCase       | Boolean    | <p>Flag to indicate whether the incident should be submitted to JSS or Service Now partner for creating a case</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>true—The incident is submitted for creating a case</li> <li>false—The incident is not submitted for creating a case</li> </ul>   |

| Element                        | Type    | Description  |
|--------------------------------|---------|--|
| collectLogFiles                | Boolean | <p>Flag to indicate whether or not log files should be collected for this on-demand incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Log files are collected for the on-demand incident</li> <li>• false—Log files are not collected for the on-demand incident</li> </ul>   |
| verifyCPUUsage                 | Boolean | <p>Flag to indicate whether or not usage of device CPU must be verified while generating this on-demand incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—CPU usage is verified</li> <li>• false—CPU usage is not verified</li> </ul>   |
| useOffBoxJMBProcessing         | String  | <p>Flag to indicate whether the JMB for the on-demand incident should be created by using AI-Scripts or directive file</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Directive file is used for generating the JMB for the on-demand incident</li> <li>• false—AI-Scripts is used for generating the JMB for the on-demand incident</li> </ul> |
| associateCaseId                | String  | ID of the case with which the on-demand incident must be associated  |
| caseAssociationCustomerComment | String  | <p>Comments provided when associating an on-demand incident with a case</p> <p>The maximum number of characters allowed is 38000.</p>  |

#### Produces

- application/vnd.juniper.servicenow.device-management.ondemandincidentresult+xml;version=7
- application/vnd.juniper.servicenow.device-management.ondemandincidentresult+json;version=7

#### Response Elements

| Element             | Type            | Description                               |
|---------------------|-----------------|---|
| IncidentDetailsList | IncidentDetails | Collection of on-demand incidents created |

| Element         | Type            | Description   |
|-----------------|-----------------|---|
| IncidentDetails | IncidentDetails | Details of the on-demand incident                               |
| IncidentId      | Integer         | ID of the on-demand incident                                    |
| DeviceId        | Integer         | ID of the device for which the on-demand incident was created   |
| DeviceName      | String          | Name of the device for which the on-demand incident was created |
| Task            | Task            | Task for creating the on-demand incident                        |
| id              | Integer         | ID of the task for creating the on-demand incident              |

### Sample Input

#### Sample XML Input

```
<ondemandincident>
  <devices>
    <device uri="/api/juniper/servicenow/device-management/devices/34751"/>
  </devices>
  <associateCaseId>2017-1003-0243</associateCaseId>
  <caseAssociationCustomerComment>test REST API Case Association
comment</caseAssociationCustomerComment>
  <followUpMethod>Email Full Text Update</followUpMethod>
  <caseCCList>
    <email>user1k@juniper.net</email>
  </caseCCList>
  <priority>Low</priority>
  <problemSynopsis>
    Creating on Demand incident v6
  </problemSynopsis>
  <problemDescription>
    test
  </problemDescription>
  <createCase>false</createCase>
  <collectLogFiles>true</collectLogFiles>
  <verifyCPUUsage>false</verifyCPUUsage>
  <useOffBoxJMBProcessing>true</useOffBoxJMBProcessing>
  <associateCaseId>2017-0128-0013</associateCaseId>
</ondemandincident>
```

#### Sample JSON Input

```
{
  "ondemandincident": {
    "devices": {
      "device": { "-uri":
"/api/juniper/servicenow/device-management/devices/34751" }
    },
    "associateCaseId": "2017-1003-0243",
    "caseAssociationCustomerComment": "test REST API Case Association comment",
    "followUpMethod": "Email Full Text Update",
    "caseCCList": { "email": "user1k@juniper.net" },
  }
}
```

```

    "priority": "Low",
    "problemSynopsis": "
Creating on Demand incident v6
",
    "problemDescription": "
test
",
    "createCase": "false",
    "collectLogFiles": "true",
    "verifyCPUUsage": "false",
    "useOffBoxJMBProcessing": "true",
    "associateCaseId": "2017-0128-0013"
  }
}

```

### Sample Output

#### Sample XML Output

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<OnDemandIncidentProcessingResult>
  <IncidentDetailsList>
    <IncidentDetails>
      <IncidentId>197325</IncidentId>
      <DeviceId>34894</DeviceId>
      <DeviceName>mx-480-sn</DeviceName>
    </IncidentDetails>
  </IncidentDetailsList>
  <Task>
    <id>753664</id>
  </Task>
</OnDemandIncidentProcessingResult>

```

#### Sample JSON Output

```

{
  "OnDemandIncidentProcessingResult": {
    "IncidentDetailsList": {
      "IncidentDetails": {
        "IncidentId": 198375,
        "DeviceId": 34894,
        "DeviceName": "mx-480-sn"
      }
    },
    "Task": {
      "id": 753666
    }
  }
}

```

**Error Codess**

| Message         | Description   |
|-----------------|---|
| 400 Bad Request | <ul style="list-style-type: none"> <li>The device is not associated with any device group.</li> <li>The device is an end-customer device.</li> <li>The device is a fabric node (TOR).</li> <li>The device is a DCF device.</li> <li>The follow-up method specified in the request is invalid.</li> <li>The priority specified in the request is invalid.</li> <li>The e-mail ID specified in the request is invalid.</li> <li>The case ID provided for associating the incident refers to a closed case</li> <li>The case ID provided for associating the incident refers to a case related to BIOS incidents.</li> </ul> |
| 404 Not Found   | The device specified in the request is not a valid Service Now device.  |

**Related Documentation**

- [Get All Devices in Service Now on page 210](#)
- [Add a Device to Service Now on page 222](#)
- [Create On-Demand Incident on page 227](#)
- [Request RMA Incident on page 237](#)
- [Create an On-Demand Device Snapshot on page 241](#)
- [Get Create On-Demand incident Job Results on page 246](#)
- [Get Create On-Demand Device Snapshot Job Results on page 250](#)
- [Get Request RMA Job Results on page 252](#)
- [Check FTP Server for a Device](#)
- [Device Management REST API Overview on page 207](#)

**Install an Event Profile on a Device**

An event profile is a set of event scripts that are selected from an AI-Script bundle. When you install an event profile on Juniper Networks devices, the event scripts are installed on the devices and 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.

Use this API to install an event profile on a device.



**NOTE:** For information about behavior of AI-Scripts when installed on specific product families, see <https://kb.juniper.net/InfoCenter/index?page=content&id=KB29188>





**BEST PRACTICE:** For an SRX chassis cluster, you should not install and activate AI-Scripts on the nodes through Service Now at the same time. This is because configuration of SRX chassis cluster nodes is synchronized with each other and installing AI-Scripts on the nodes at the same time would lead to contention.

## URI

`https://[host]/api/juniper/servicenow/device-management/devices/{id}/installEventProfile?queue=http://[host]/api/hornet-q/queues/jms.queue.[QueueName]`  
(HTTP method = POST)

## URI Parameters

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the device on which the event profile must be installed |
| QueueName | String  | Yes      | Name of the install event profile job queue                   |

## Consumes

- `application/vnd.juniper.servicenow.device-management.installEventProfile+xml;version=2; charset=UTF-8`
- `application/vnd.juniper.servicenow.device-management.installEventProfile+json;version=2; charset=UTF-8`

## Request Elements

| Element                | Type         | Description   |
|------------------------|--------------|---|
| eventprofile           | eventprofile | Event profile to be installed   |
| href                   | String       | Link to the event profile   |
| neverStoreScriptBundle | Boolean      | Flag to store the script bundle on the device <ul style="list-style-type: none"> <li>• <code>true</code>—A copy of the script bundle is not stored on the device</li> <li>• <code>false</code>—A copy of the script bundle is stored on the device</li> </ul> |

| Element            | Type    | Description   |
|--------------------|---------|---|
| removeScriptBundle | Boolean | <p>Flag to remove script bundle from the device after the event profile is installed</p> <ul style="list-style-type: none"> <li>true—Script bundle is removed from the device after the event profile is installed</li> <li>false—Script bundle is retained on the device after the event profile is installed</li> </ul>   |
| alterDeviceConfig  | Boolean | <p>Flag to modify the device configuration while committing the event profile on the device</p> <ul style="list-style-type: none"> <li>true—Device configuration is modified while committing the event profile</li> <li>false—Device configuration is not modified while committing the event profile</li> </ul> <p><b>NOTE:</b> This element is applicable only while installing AI-Scripts 5.0 and later on a device for the first time.</p> |
| commitComment      | String  | <p>Comment provided while installing an event profile on a device</p> <p>Maximum number characters allowed is 255.</p>  |

#### Produces

- application/vnd.juniper.servicenow.device-management.device+xml;version=2
- application/vnd.juniper.servicenow.device-management.device+json;version=2

#### Response Elements

| Element | Type    | Description                           |
|---------|---------|---------------------------------------|
| task    | task    | Install event profile job             |
| href    | String  | Link to the install event profile job |
| id      | Integer | Device unique identifier              |

#### Sample Input

#### Example XML Input

```
<installEventProfile>
  <eventProfile
    href="/api/juniper/servicenow/event-profile-management/eventProfiles/33793"/>

    <neverStoreScriptBundle>false</neverStoreScriptBundle>
    <removeScriptBundle>false</removeScriptBundle>
    <alterDeviceConfig>true</alterDeviceConfig>
    <commitComment>Installing AI-Scripts</commitComment>
  </installEventProfile>
```

**Example JSON Input**

```
{
  "installEventProfile": {
    "eventprofile": { "@href":
"/api/juniper/servicenow/event-profile-management/eventProfiles/33793" },
    "neverStoreScriptBundle": "false",
    "removeScriptBundle": "false",
    "alterDeviceConfig": "true",
    "commitComment": "Installing AI-Scripts"
  }
}
```

**Sample Output****Example XML Output**

```
< task href= "/api/juniper/job-management/jobs/425986" >
  < id >425986< /id >
< /task >
```

**Example JSON Output**

```
{
  "task": {
    "href": "/api/juniper/job-management/jobs/425986",
    "id": "425986"
  }
}
```

**Response Status Code**

| Message       | Description                |
|---------------|----------------------------|
| 404 Not Found | Invalid address group ID.  |
| SN-1007       | Address type is not valid. |
| SN-1000       | Invalid devices.           |

**Related Documentation**

- [Get All Devices in Service Now on page 210](#)
- [Get Information About a Device on page 213](#)
- [Uninstall an Event Profile from a Device on page 235](#)
- [Device Management REST API Overview on page 207](#)

## Uninstall an Event Profile from a Device

Use this API to uninstall all event profiles installed on a device.

**URI**

/api/juniper/servicenow/device-management/devices/ {id} /uninstallEventProfile?  
 queue=https://[host]/api/hornet-q/queues/jms.queue.[QueueName] (HTTP method  
 = POST)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the device from which event profiles must be uninstalled |
| QueueName | String  | Yes      | Name of the uninstall event profile job queue                  |

### Consumes

- application/vnd.juniper.servicenow.device-management.device+xml;version=2;charset=UTF-8
- application/vnd.juniper.servicenow.device-management.device+json;version=2;charset=UTF-8

### Request Elements

| Element          | Type    | Description   |
|------------------|---------|---|
| partialUninstall | Boolean | Flag to prevent modifying AI-Scripts configuration when uninstalling an event profile from the device<br><br>Possible values <ul style="list-style-type: none"><li>• true—AI-Scripts configuration is not modified while uninstalling event profile</li><li>• false—AI-Scripts configuration is modified while uninstalling event profile</li></ul> |
| commitComment    | String  | Comment provided while uninstalling event profile from the device   |

### Produces

- application/vnd.juniper.servicenow.device-management.device+xml;version=2
- application/vnd.juniper.servicenow.device-management.device+json;version=2

### Response Elements

| Element | Type    | Description                    |
|---------|---------|--------------------------------|
| href    | String  | Link to the uninstallation job |
| id      | Integer | ID of the uninstallation job   |

### Sample Input

#### Example XML Input

```
<uninstalleventprofile>  
  <partialUninstall>false</partialUninstall>  
</uninstalleventprofile>
```

```
<commitComment>Uninstalling</commitComment>
</uninstalleventprofile>
```

**Example JSON Input**

```
{
  "uninstalleventprofile": {
    "partialUninstall": "false",
    "commitComment": "Uninstalling"
  }
}
```

**Sample Output****Example XML Output**

```
<task href= "/api/space/job-management/jobs/426000" >
<id>426000</id>
</task>
```

**Example JSON Output**

```
{
  "task": {
    "@href": "/api/space/job-management/jobs/426002",
    "id": 426002
  }
}
```

**Related Documentation**

- [Install an Event Profile on a Device on page 232](#)
- [Device Management REST API Overview on page 207](#)

## Request RMA Incident

Use this API to generate Return Material Authorization (RMA) incidents for devices.

**URI**

`https://[host]/api/juniper/servicenow/device-management/devices/{id}/requestRMAIncident?queue=https://[host]/api/hornet-q/queues/jms.queue.[QueueName]` (HTTP method = POST)

**URI Parameters**

| Parameter | Type   | Required | Description                       |
|-----------|--------|----------|-----------------------------------|
| QueueName | String | Yes      | Name of the request RMA job queue |

**Consumes**

- `application/vnd.juniper.servicenow.device-management.requestrmaincident+xml; version=7; charset=UTF-8`

- application/vnd.juniper.servicenow.device-management.requestrmaincident+json; version=7; charset=UTF-8

### Request Elements

| Element          | Type       | Description   |
|------------------|------------|---|
| followUpMethod   | String     | <p>Method used to follow up with the case created for the RMA incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• EMAIL_FULL_TEXT_UPDATE</li> <li>• EMAIL_WEB_LINK</li> <li>• PHONE_CALL</li> </ul> <p>For an end-customer Service Now, a value need not be provided for <b>followUpMethod</b>. Any value, if provided, is discarded.</p> |
| caseCCList       | caseCCList | Collection of e-mail ID of users to be notified about the RMA incident  |
| email            | String     | E-mail id of a user to be notified about the RMA incident   |
| Priority         | String     | <p>Priority of the incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Critical</li> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul>   |
| synopsisComments | String     | Synopsis of the RMA incident  |
| customerComments | String     | Comments from user for the RMA incident   |
| createCase       | Boolean    | <p>Flag to indicate if the RMA incident should be submitted to JSS for creating a case:</p> <p>Possibel values</p> <ul style="list-style-type: none"> <li>• true—The RMA incident is submitted for creating a case.</li> <li>• false—The RMA incident is not submitted for creating a case.</li> </ul>  |
| requestRMAParts  | String     | Device parts for which RMA is requested   |

| Element                        | Type    | Description  |
|--------------------------------|---------|--|
| collectLogFiles                | Boolean | <p>Flag to indicate whether or not log files should be collected for this on-demand incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Log files are collected for the on-demand incident</li> <li>• false—Log files are not collected for the on-demand incident</li> </ul> |
| verifyCPUUsage                 | Boolean | <p>Flag to indicate whether or not usage of device CPU must be verified while generating this on-demand incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—CPU usage is verified</li> <li>• false—CPU usage is not verified</li> </ul>                                       |
| associateCaseId                | String  | ID of the existing case with which an incident is to be associated   |
| caseAssociationCustomerComment | String  | <p>Comments provided when associating an on-demand incident with a case</p> <p>The maximum number of characters allowed is 38000.</p>  |

**Produces**

- application/vnd.juniper.servicenow.device-management.device+xml;version=8
- application/vnd.juniper.servicenow.device-management.device+json;version=8

**Response Elements**

| Element | Type    | Description                 |
|---------|---------|-----------------------------|
| href    | String  | Link to the request RMA job |
| id      | Integer | ID of the request RMA job   |

**Sample Input****Sample XML Input**

```

<requestrmaincident>
  <followUpMethod>Email Full Text Update</followUpMethod>
  <caseCCList>
    <email>test@juniper.net</email>
  </caseCCList>
  <priority>Critical</priority>
  <problemSynopsis>

```

```

These are my synopsis comments here
</problemSynopsis>
<problemDescription>
These are my customer comments here
</problemDescription>
<createCase>false</createCase>
<associateCaseId>2017-0101-0001</associateCaseId>
<caseAssociationCustomerComment>test REST RMA API Case Association
comment</caseAssociationCustomerComment>
<addressGroup
href="/api/juniper/servicenow/address-group-management/addressGroups/1278088"/>
<requestRMAParts> Routing Engine 0 Model Number: EX2200-24T-4G
Routing Engine 0 Part Number: 750-026468 (REV 13)
Routing Engine 0 SerialNumber: CW0210402769 CW0210402769
Routing Engine 0 Description: EX2200-24T-4G
FPC 0 Model Number: EX2200-24T-4G
FPC 0 Part Number: 750-026468 (REV 13)
FPC 0 SerialNumber: CW0210402769
FPC 0 Description: EX2200-24T-4G
</requestRMAParts>
<collectLogFiles>false</collectLogFiles>
<verifyCPUUsage>false</verifyCPUUsage>
</requestmainincident>

```

### Sample JSON Input

```

{
  "requestmainincident": {
    "followUpMethod": "Email Full Text Update",
    "caseCCList": { "email": "test@juniper.net" },
    "priority": "Critical",
    "problemSynopsis": "
These are my synopsis comments here
",
    "problemDescription": "
These are my customer comments here
",
    "createCase": "false",
    "associateCaseId": "2017-0101-0001",
    "caseAssociationCustomerComment": "test REST RMA API Case Association
comment",
    "addressGroup": { "-href":
"/api/juniper/servicenow/address-group-management/addressGroups/1278088" },
    "requestRMAParts": " Routing Engine 0 Model Number: EX2200-24T-4G
Routing Engine 0 Part Number: 750-026468 (REV 13)
Routing Engine 0 SerialNumber: CW0210402769 CW0210402769
Routing Engine 0 Description: EX2200-24T-4G
FPC 0 Model Number: EX2200-24T-4G
FPC 0 Part Number: 750-026468 (REV 13)
FPC 0 SerialNumber: CW0210402769
FPC 0 Description: EX2200-24T-4G
",
    "collectLogFiles": "false",
    "verifyCPUUsage": "false"
  }
}

```

### Sample Output



**Sample XML Output**

```
<task href="/api/juniper/job-management/jobs/3801101">
  <id>3801101</id>
</task>
```

**Sample JSON Output**

```
{
  "task":{
    "@href":"/api/space/job-management/jobs/3801101",
    "id":3801101
  }
}
```

**Error Codes**

| Message         | Description   |
|-----------------|---|
| 400 Bad Request | <ul style="list-style-type: none"> <li>The device is not associated with any device group.</li> <li>The device is an end-customer device.</li> <li>The device is a fabric node (TOR).</li> <li>The device is a DCF device.</li> <li>The follow-up method specified in the request is invalid.</li> <li>The priority specified in the request is invalid.</li> <li>The e-mail ID specified in the request is invalid.</li> <li>The case ID provided for associating the incident refers to a closed case</li> <li>The case ID provided for associating the incident refers to a case related to BIOS incidents.</li> </ul> |
| 404 Not Found   | The device specified in the request is not a valid Service Now device.  |

**Related Documentation**

- [Create On-Demand Incident on page 227](#)
- [Create an On-Demand Device Snapshot on page 241](#)
- [Get Request RMA Job Results on page 252](#)
- [Device Management REST API Overview on page 207](#)

## Create an On-Demand Device Snapshot

Use this API to generate a device snapshot without having to wait for receiving one from the device.

**URI**

```
https://[host]/api/juniper/servicenow/device-management/devices/
createOnDemandDeviceSnapshot?queue=https://[host]/api/hornet-q/queues/
jms.queue.[QueueName](HTTP method = POST)
```

**URI Parameters**

| Parameter | Type   | Required | Description  |
|-----------|--------|----------|--|
| QueueName | String | Yes      | Name of the create on-demand device snapshot job queue |

**Consumes**

- application/vnd.juniper.servicenow.device-management.ondemanddevicesnapshot+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.device-management.ondemanddevicesnapshot+json;version=1;charset=UTF-8

**Request Elements**

| Element        | Type    | Description  |
|----------------|---------|--|
| device         | String  | Link to the device for which device snapshot should be created   |
| uploadIJMB     | Boolean | <p>Flag to indicate whether this on-demand device snapshot files should be uploaded to JSS or not</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• true—The on-demand device snapshot files are uploaded to JSS.</li><li>• false—The on-demand device snapshot files are not uploaded to JSS.</li></ul> |
| verifyCPUUsage | Boolean | <p>Flag to indicate whether or not usage of device CPU must be verified while generating this on-demand incident</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• true—CPU usage is verified</li><li>• false—CPU usage is not verified</li></ul>  |

**Produces**

- application/vnd.juniper.servicenow.device-management.device+json;version=1
- application/vnd.juniper.servicenow.device-management.device+xml;version=1

**Response Elements**

| Element | Type    | Description                                      |
|---------|---------|--|
| href    | String  | Link to the create on-demand device snapshot job |
| id      | Integer | ID of the create on-demand device snapshot job   |

**Sample Input****Sample XML Input**

```
<ondemanddevicesnapshot>
  <devices>
    <device uri="/api/juniper/servicenow/device-management/devices/7340140"/>
  </devices>
  <uploadIJMB>true</uploadIJMB>
  <verifyCPUUsage>true</verifyCPUUsage>
</ondemanddevicesnapshot>
```

**Sample JSON Input**

```
{
  "ondemanddevicesnapshot": {
    "devices": {
      "device": { "@uri": "/api/juniper/servicenow/device-management/devices/34614"

    },
    "uploadIJMB": "true",
    "verifyCPUUsage": "true"
  }
}
```

**Sample Output****Sample XML Output**

```
<task href="/api/juniper/job-management/jobs/3801101">
<id>3801101</id>
</task>
```

**Sample JSON Output**

```
{
  "task":{
    "@href":"/api/space/job-management/jobs/3801101",
    "id":3801101
  }
}
```

**Error Codes**

| Message         | Description  |
|-----------------|--|
| 400 Bad Request | <ul style="list-style-type: none"> <li>Cannot create on-demand device snapshot if more than five devices are selected.</li> <li>The device is not associated with any device group.</li> <li>The device is an end-customer device.</li> <li>The device is a fabric node (TOR).</li> <li>The device is a DCF device.</li> <li>The follow-up method specified in the request is invalid.</li> <li>The priority specified in the request is invalid.</li> <li>The e-mail ID specified in the request is invalid.</li> </ul> |
| 404 Not Found   | The device specified in the request is not a valid Service Now device.   |

**Related Documentation**

- [Create On-Demand Incident on page 227](#)
- [Request RMA Incident on page 237](#)
- [Get Create On-Demand Device Snapshot Job Results on page 250](#)
- [Device Management REST API Overview on page 207](#)

## Configure Advanced Parameter Settings

Use this API to configure AI-Scripts on a device by using Service Now GUI.

**URI**

`https://[host]/api/juniper/servicenow/device-management/devices/  
configureAdvancedParamsSettings?queue=https://[host]/api/  
hornet-q/queues/jms.queue.testdee (HTTP method = POST)`

**URI Parameters**

None

**Consumes**

- `application/vnd.juniper.servicenow.device-management.configureadvancedparams+xml;version=1;charset=UTF-8`
- `application/vnd.juniper.servicenow.device-management.configureadvancedparams+json;version=1;charset=UTF-8`

**Request Elements**

| Element                     | Type                       | Description  |
|-----------------------------|----------------------------|--|
| advancedParametersSettings  | advancedParametersSettings | advancedParametersSettings object  |
| devices                     | device                     | Collection of devices on which AI-Scripts should be configured   |
| device                      | device                     | A device on which AI-Scripts should be configured  |
| uri                         | String                     | URI of the device on which AI-Scripts should be configured   |
| jmbCleanupAgeInDays         | Integer                    | Number of days from this list after which AI-Scripts should delete JMBs from the device.                             |
| deviceSnapshotCollectionDOW | Integer                    | Day of the week from this list when AI-Scripts should execute scripts for collecting device snapshot from the device |

| Element                                   | Type    | Description   |
|---|---------|---|
| deviceSnapshotCollectionTOD               | Integer | Time of the day from this list when AI-Scripts should execute scripts for collecting device snapshot from the device.   |
| collectLogsFromAllNodes                   | Boolean | Specifies whether system log files should be collected from all devices.<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—Log files are collected from all devices</li> <li>• false—Log files are not collected from all devices</li> </ul>  |
| maxSimultaneouslyProcessedEventsOnBox     | Integer | Number of events that AI-Scripts can process when multiple events occur on the device at the same time  |
| thresholdDiskUsagePercentForWarnMessage   | Integer | Percentage of disk used beyond which AI-Scripts should log a warning message indicating that the disk usage has reached the specified threshold   |
| thresholdDiskUsagePercentForDataDampening | Integer | Percentage of disk used after which AI-Scripts should not generate JMBs when one or more events occur on the device   |
| applyToAllDevices                         | Boolean | Specifies if the AI-Scripts configuration should be applied to all managed devices<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—AI-Scripts configuration is applied on all managed devices</li> <li>• false—AI-Scripts configuration is not applied only on the selected device</li> </ul> |
| domainId                                  | Integer | ID to which the device belongs  |

#### Produces

- application/vnd.juniper.servicenow.device-management.device+xml;version=1
- application/vnd.juniper.servicenow.device-management.device+json;version=1

### Sample Input

#### Sample XML Input

```
<advancedParametersSettings>
  <devices>
    <device uri="/api/juniper/servicenow/device-management/devices/34959"/>
  </devices>
  <jmbCleanupAgeInDays>4</jmbCleanupAgeInDays>
  <deviceSnapshotCollectionDOW>Monday</deviceSnapshotCollectionDOW>
  <deviceSnapshotCollectionTOD>12:01 am</deviceSnapshotCollectionTOD>
  <collectLogsFromAllNodes>1</collectLogsFromAllNodes>

  <maxSimultaneouslyProcessedEventsOnBox>11</maxSimultaneouslyProcessedEventsOnBox>

  <thresholdDiskUsagePercentForWarnMessage>70</thresholdDiskUsagePercentForWarnMessage>

  <thresholdDiskUsagePercentForDataDampening>80</thresholdDiskUsagePercentForDataDampening>

  <applyToAllDevices>false</applyToAllDevices>
  <domainId>2</domainId>
</advancedParametersSettings>
```

#### Sample JSON Input

```
{
  "advancedParametersSettings": {
    "devices": {
      "device": {
        "@href": "/api/juniper/servicenow/device-management/devices/34951"
      }
    },
    "jmbCleanupAgeInDays": "4",
    "deviceSnapshotCollectionDOW": "Monday",
    "deviceSnapshotCollectionTOD": "12:01 am",
    "collectLogsFromAllNodes": "1",
    "maxSimultaneouslyProcessedEventsOnBox": "11",
    "thresholdDiskUsagePercentForWarnMessage": "70",
    "thresholdDiskUsagePercentForDataDampening": "80",
    "applyToAllDevices": "false",
    "domainId": "2"
  }
}
```

---

## Get Create On-Demand Incident Job Results

Use this API to retrieve results of create on-demand incident jobs.

### URI

`http://[host]/api/juniper/servicenow/device-management/devices/job-instances/[job-id]/create-ondemand-incident-job-results` (HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description                              |
|-----------|---------|----------|--|
| job-id    | Integer | Yes      | ID of the create on-demand incident job. |

**Consumes**

None

**Produces**

None

**Response Elements**

| Element            | Type       | Description   |
|--------------------|------------|---|
| uri                | String     | URI to the collection of create on-demand incident job results  |
| total              | Integer    | Number of job results in the collection   |
| jobResult          | jobResult  | A create on-demand incident job result  |
| serviceNowDeviceID | Integer    | ID of the Service Now device on which on-demand incident was requested  |
| deviceHostName     | String     | Hostname of the device  |
| profileName        | String     | Name of the event profile installed on the device   |
| caseCCList         | caseCCList | List of e-mail IDs of users who should be notified about the on-demand incident   |
| email              | String     | List of e-mail IDs of users who should be notified about the on-demand incident.  |
| priority           | Enum       | Priority of the on-demand incident.<br><br>The possible values are: <ul style="list-style-type: none"> <li>• Critical</li> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul> |
| synopsis           | String     | Synopsis of the incident  |
| problemDescription | String     | Description of the incident   |

| Element         | Type    | Description   |
|-----------------|---------|---|
| jobStatus       | Enum    | <p>Status of the create on-demand incident job</p> <p>The possible values are:</p> <ul style="list-style-type: none"> <li>• Success</li> <li>• Failed</li> <li>• Inprogress</li> <li>• Not started</li> </ul>   |
| jobRemarks      | String  | Remarks about the create on-demand incident job   |
| createCase      | Boolean | <p>Flag to indicate whether or not the incident is submitted to JSS for creating a case</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—The on-demand incident is submitted for creating a case</li> <li>• false—The on-demand incident is not submitted for creating a case</li> </ul> |
| collectLogFiles | Boolean | <p>Flag to indicate whether or not log files should be collected for this on-demand incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Log files are collected for the on-demand incident</li> <li>• false—Log files are not collected for the on-demand incident</li> </ul>      |
| verifyCPUUsage  | Boolean | <p>Flag to indicate whether or not usage of device CPU must be verified while generating this on-demand incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—CPU usage is verified</li> <li>• false—CPU usage is not verified</li> </ul>  |

### Sample Output

#### Sample XML Output

```
<create-ondemand-incident-job-results
uri="/api/juniper/servicenow/device-management/devices/job-instances/5472256/
create-ondemand-incident-job-results" total="1">
<jobResult>
<serviceNowDeviceID>7340140</serviceNowDeviceID>
<deviceHostName>mx-480-sn1</deviceHostName>
<profileName>General</profileName>
<caseCCList>
<email>apathodia@juniper.net</email>
<email>biruk@juniper.net</email>
</caseCCList>
<priority>CRITICAL</priority>
<synopsis> These are my synopsis comments here </synopsis>
```



```

<problemDescription> These are my customer comments here </problemDescription>

<jobStatus>INPROGRESS</jobStatus>
<jobRemarks>
On-demand JMB was generated for device and will be available in the Incidents
table under Service Central. Attachments/Log files generation is under process.

</jobRemarks>
<createCase>true</createCase>
<collectLogFiles>true</collectLogFiles>
<verifyCPUUsage>true</verifyCPUUsage>
</jobResult>
</create-ondemand-incident-job-results>

```

### Sample JSON Output

```

{
  "create-ondemand-incident-job-results": {
    "uri":
"/api/juniper/servicenow/device-management/devices/job-instances/5472256/
create-ondemand-incident-job-results",
    "total": "1",
    "jobResult": {
      "serviceNowDeviceID": "7340140",
      "deviceHostName": "mx-480-sn1",
      "profileName": "General",
      "caseCCList": {
        "email": [
          "apathodia@juniper.net",
          "biruk@juniper.net"
        ]
      },
      "priority": "CRITICAL",
      "synopsis": " These are my synopsis comments here ",
      "problemDescription": " These are my customer comments here ",
      "jobStatus": "INPROGRESS",
      "jobRemarks": "
On-demand JMB was generated for device and will be available in the Incidents
table under Service Central. Attachments/Log files generation is under process.
",
      "createCase": "true",
      "collectLogFiles": "true",
      "verifyCPUUsage": "true"
    }
  }
}

```

### Related Documentation

- [Create On-Demand Incident on page 227](#)
- [Get Create On-Demand Device Snapshot Job Results on page 250](#)
- [Get Request RMA Job Results on page 252](#)
- [Check FTP Server for a Device](#)
- [Device Management REST API Overview on page 207](#)

## Get Create On-Demand Device Snapshot Job Results

Use this API to retrieve results of create on-demand device snapshot jobs.

### URI

http://

[host]/api/juniper/servicenow/device-management/devices/job-instances/[job-id]/create-ondemand-incident-job-results (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description                                    |
|-----------|---------|----------|--|
| job-id    | Integer | Yes      | ID of the create on-demand device snapshot job |

### Consumes

None

### Produces

None

### Response Elements

| Element            | Type      | Description  |
|--------------------|-----------|--|
| uri                | String    | URI to the collection of create on-demand device snapshot job results.   |
| total              | Integer   | Number of job results in the collection  |
| jobResult          | jobResult | A create on-demand device snapshot job result  |
| serviceNowDeviceID | Integer   | ID of the Service Now device on which on-demand device snapshot was requested  |
| deviceHostName     | String    | Hostname of the Service Now device   |
| jobStatus          | Enum      | Status of the create on-demand device snapshot job<br><br>The possible values are: <ul style="list-style-type: none"><li>• Success</li><li>• Failed</li><li>• Inprogress</li><li>• Not started</li></ul> |
| jobRemarks         | String    | Remarks about the create on-demand device snapshot job   |

| Element        | Type    | Description   |
|----------------|---------|---|
| createCase     | Boolean | <p>Flag to indicate whether or not the device snapshot incident is submitted to JSS for creating a case</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—The on-demand device snapshot incident is submitted for creating a case</li> <li>• false—The on-demand device snapshot incident is not submitted for creating a case</li> </ul> |
| verifyCPUUsage | Boolean | <p>Flag to indicate whether or not usage of device CPU must be verified while generating this on-demand device snapshot incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—CPU usage is verified</li> <li>• false—CPU usage is not verified</li> </ul>  |

### Sample Output

#### Sample XML Output

```
<create-ondemand-device-snapshot-job-results
uri="/api/juniper/servicenow/device-management/devices/job-instances/5472256/
create-ondemand-device-snapshot-job-results" total="1">
  <jobResult>
    <serviceNowDeviceID>7340140</serviceNowDeviceID>
    <deviceHostName>mx-480-sn1</deviceHostName>
    <jobStatus>SUCCESS</jobStatus>
    <jobRemarks>
      On-demand JMB was generated for device and will be available in the Incidents
      table under Service Central.
    </jobRemarks>
    <createCase>true</createCase>
    <verifyCPUUsage>true</verifyCPUUsage>
  </jobResult>
</create-ondemand-device-snapshot-job-results>
```

#### Sample JSON Output

```
{
  "create-ondemand-device-snapshot-job-results": {
    "uri":
"/api/juniper/servicenow/device-management/devices/job-instances/5472256/
create-ondemand-device-snapshot-job-results",
    "total": "1",
    "jobResult": {
      "serviceNowDeviceID": "7340140",
      "deviceHostName": "mx-480-sn1",
      "jobStatus": "SUCCESS",
      "jobRemarks": "
On-demand JMB was generated for device and will be available in the Incidents
table under Service Central.
",
      "createCase": "true",
      "verifyCPUUsage": "true"
    }
  }
}
```

```
}  
}
```

**Related  
Documentation**

- [Create an On-Demand Device Snapshot on page 241](#)
- [Get Create On-Demand incident Job Results on page 246](#)
- [Get Create On-Demand Device Snapshot Job Results on page 250](#)
- [Get Request RMA Job Results on page 252](#)
- [Device Management REST API Overview on page 207](#)

## Get Request RMA Job Results

Use this API to retrieve results of Request Materials Authorization (RMA) jobs.

**URI**

http://  
[host]/api/juniper/servicenow/device-management/devices/job-instances/[job-id]/  
request-rma-job-results (HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description               |
|-----------|---------|----------|---------------------------|
| job-id    | Integer | Yes      | ID of the request RMA job |

**Consumes**

None

**Produces**

None

**Response Elements**

| Element            | Type           | Description  |
|--------------------|----------------|--|
| uri                | String         | URI of the collection of request RMA job results         |
| total              | Integer        | Number of results present in the collection              |
| jobResult          | jobResulttring | A request RMA job result                                 |
| serviceNowDeviceID | Integer        | ID of the Service Now device for which RMA was requested |
| deviceHostName     | String         | Hostname of the device                                   |

| Element                  | Type       | Description   |
|--------------------------|------------|---|
| profileName              | String     | Name of the event profile installed on the device   |
| caseCCList               | caseCCList | Collection of e-mail IDs of users who should be notified about the RMA incident   |
| email                    | String     | E-mail ID of a userS  |
| synopsis                 | String     | Synopsis of the request RMA job   |
| problemDescription       | String     | Description of the request RMA job  |
| jobStatus                | Enum       | <p>Status of the request RMA job</p> <p>The possible values are:</p> <ul style="list-style-type: none"> <li>• Success</li> <li>• Failed</li> <li>• Inprogress</li> <li>• Not started</li> </ul>   |
| selectedDeviceComponents | String     | Components of the device for which RMA is requested   |
| addressGroupld           | String     | ID of the address group to which the RMA is addressed   |
| createCase               | Boolean    | <p>Flag to indicate whether or not the request RMA incident is submitted to JSS for creating a case</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—The request RMA incident is submitted for creating a case</li> <li>• false—The request RMA incident is not submitted for creating a case</li> </ul> |
| collectLogFiles          | Boolean    | <p>Flag to indicate whether or not log files should be collected for this request RMA incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Log files are collected for the request RMA incident</li> <li>• false—Log files are not collected for the request RMA incident</li> </ul>                |
| verifyCPUUsage           | Boolean    | <p>Flag to indicate whether or not usage of device CPU must be verified while generating this request RMA incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—CPU usage is verified</li> <li>• false—CPU usage is not verified</li> </ul>  |

## Sample Output

## Sample XML Output

```
<request-rma-job-results
uri="/api/juniper/servicenow/device-management/devices/job-instances/5373984/
request-rma-job-results" total="1">
<jobResult>
  <serviceNowDeviceID>7340140</serviceNowDeviceID>
  <deviceHostName>mx-480-sn1</deviceHostName>
  <profileName>General</profileName>
  <caseCCList>
    <email>apathodia@juniper.net</email>
    <email>biruk@juniper.net</email>
  </caseCCList>
  <priority>CRITICAL</priority>
  <synopsis> These are my synopsis comments here </synopsis>
  <problemDescription> These are my customer comments here </problemDescription>
  <jobStatus>INPROGRESS</jobStatus>
  <selectedDeviceComponents>
    Routing Engine 0 Model Number: EX2200-24T-4G Routing Engine 0 Part Number:
    750-026468 (REV 13) Routing Engine 0 SerialNumber: CW0210402769 CW0210402769
    Routing Engine 0 Description: EX2200-24T-4G FPC 0 Model Number: EX2200-24T-4G
    FPC 0 Part Number: 750-026468 (REV 13) FPC 0 SerialNumber: CW0210402769 FPC
    0 Description: EX2200-24T-4G
  </selectedDeviceComponents>
  <addressGroupId>0</addressGroupId>
  <createCase>true</createCase>
  <collectLogFiles>false</collectLogFiles>
  <verifyCPUUsage>true</verifyCPUUsage>
</jobResult>
</request-rma-job-results>
```

## Sample JSON Output

```
{
  "request-rma-job-results": {
    "uri":
"/api/juniper/servicenow/device-management/devices/job-instances/5373984/
request-rma-job-results", "total": "1",
    "jobResult": {
      "serviceNowDeviceID": "7340140",
      "deviceHostName": "mx-480-sn1",
      "profileName": "General",
      "priority": "CRITICAL",
      "synopsis": " These are my synopsis comments here ",
      "problemDescription": " These are my customer comments here ",
      "jobStatus": "INPROGRESS",
      "selectedDeviceComponents": "
Routing Engine 0 Model Number: EX2200-24T-4G Routing Engine 0 Part Number:
750-026468 (REV 13) Routing Engine 0 SerialNumber: CW0210402769 CW0210402769
Routing Engine 0 Description: EX2200-24T-4G FPC 0 Model Number: EX2200-24T-4G
FPC 0 Part Number: 750-026468 (REV 13) FPC 0 SerialNumber: CW0210402769 FPC
0 Description: EX2200-24T-4G
",
      "addressGroupId": "0",
      "createCase": "true",
      "collectLogFiles": "false",
      "verifyCPUUsage": "true"
    }
  }
}
```

**Related Documentation**

- [Request RMA Incident on page 237](#)
- [Get Create On-Demand incident Job Results on page 246](#)
- [Get Create On-Demand Device Snapshot Job Results on page 250](#)
- [Device Management REST API Overview on page 207](#)

## Configure Maintenance Mode

Use this API to move a device to maintenance mode.

When a device is in maintenance mode, you cannot generate on-demand JMBs or device snapshots and configure BIOS validations or configure product health data checks.

**URI**

`/api/juniper/servicenow/device-management/devices/{id}//configureMaintenanceMode?queue=http://[host]/api/hornet-q/queues/jms.queue.queueName` (HTTP method = GET)

`/api/juniper/servicenow/device-management/devices/configureMaintenanceMode?queue=http://[host]/api/hornet-q/queues/jms.queue.queueName` (HTTP method = POST)

| Element   | Type    | Required | Description                                      |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the device to be moved to maintenance mode |
| queueName | String  | Yes      | Name of the configure maintenance mode job queue |

**Consumes**

- `application/vnd.juniper.servicenow.device-management.configuremaintenancemode+xml; version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.device-management.configuremaintenancemode+json; version=1; charset=UTF-8`

**Request Elements**

| Element | Type    | Description   |
|---------|---------|---|
| devices | devices | Collection of Service Now devices                             |
| device  | device  | A Service Now device  |
| uri     | String  | URI of the Service Now device to be moved to maintenance mode |

| Element           | Type    | Description  |
|-------------------|---------|--|
| href              | String  | Link to the Service Now device   |
| maintenanceMode   | String  | Flag to enable or disable maintenance mode on the device<br><br>Possible values: <ul style="list-style-type: none"> <li>enable—Device is placed in maintenance mode</li> <li>disable—Device is not placed in maintenance mode</li> </ul>   |
| applyToAllDevices | Boolean | Flag to apply the maintenance mode setting on all other devices<br><br>Possible values: <ul style="list-style-type: none"> <li>true—All Service Now devices are placed in maintenance mode</li> <li>false—All Service Now devices are not placed in maintenance mode</li> </ul> This is an optional element. |

**Produces**

- application/vnd.juniper.servicenow.device-management.device+xml;version=1
- application/vnd.juniper.servicenow.device-management.device+json;version=1

**Response Elements**

| Element | Type    | Description                                |
|---------|---------|--|
| href    | String  | Link to the configure maintenance mode job |
| id      | Integer | ID of the job                              |

**Sample Input****Sample XML Input**

```
<maintenanceModeConfiguration>
  <devices>
    <device href= "/api/juniper/servicenow/device-management/devices/4949351"
      uri="/api/juniper/servicenow/device-management/devices/4949351" key="4718593"
    />
  </devices>
  <maintenanceMode>enable</maintenanceMode>
  <applyToAllDevices>false</applyToAllDevices>
</maintenanceModeConfiguration>
```

**Sample JSON Input**

```
{
  "maintenanceModeConfiguration": {
    "devices": {
      "device": {
```



```

      "@href":
        "/api/juniper/servicenow/device-management/devices/4949351",
      "@uri":
        "/api/juniper/servicenow/device-management/devices/4949351"
    },
    "maintenanceMode": "enable",
    "applyToAllDevices": "false"
  }
}

```

#### Sample Output

#### Sample XML Output

```

<task href= "/api/space/job-management/jobs/17825806" >
<id>17825806</id>
</task>

```

#### Sample JSON Output

```

{
  "task": {
    "@href": "/api/space/job-management/jobs/17825806";
    "id": "17825806"
  }
}

```

#### Related Documentation

- [Get All Devices in Service Now on page 210](#)
- [Create On-Demand Incident on page 227](#)
- [Request RMA Incident on page 237](#)
- [Create an On-Demand Device Snapshot on page 241](#)
- [Check FTP Server for a Device](#)
- [Device Management REST API Overview on page 207](#)

## View Exposure of a Device

Use this API to view exposure of a Service Now device to known issues.

#### URI

`https://[host]/api/juniper/servicenow/device-management/devices/{id}/viewExposure`  
(HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description              |
|-----------|---------|----------|--------------------------|
| id        | Integer | Yes      | ID of Service Now device |

#### Consumes

None

### Produces

- application/vnd.juniper.servicenow.device-management.device-exposures+xml;version=1
- application/vnd.juniper.servicenow.device-management.device-exposures+json;version=1

### Response Elements

| Element         | Type           | Description  |
|-----------------|----------------|--|
| uri             | String         | URI of the collection of issues applicable for the device      |
| href            | String         | Link to the collection of issues applicable for the device     |
| size            | Integer        | Number of records in the device exposure collection            |
| deviceExposure  | deviceExposure | An issue applicable to the device                              |
| title           | String         | Title of a notification issued by Juniper Support System (JSS) |
| issueDate       | String         | Date and time the notification was issued                      |
| prNumber        | Integer        | PR number associated with the notification                     |
| linkInPRSearch  | String         | Link to the PR associated with the notification                |
| junosVersion    | String         | Version of Junos OS for which the notification is issued       |
| aiScriptVersion | String         | Version of AI-Scripts impacted by the notification             |
| products        | String         | Products on which the notification has an impact               |
| platforms       | String         | Platforms on which the notification has an impact              |

### Sample Output

#### Sample XML Output

```
<deviceExposures
  href="/api/juniper/servicenow/device-management/devices/34639/viewExposures"
  >
  <deviceExposure>
    <title>test</title>
    <issueDate></issueDate>
    <prNumber>12</prNumber>
    <linkInPRSearch>test</linkInPRSearch>
    <junosVersion>1</junosVersion >
    <aiScriptVersion>1</aiScriptVersion >
    <products>test</products>
```

```
<platforms>test</platforms>
</deviceExposure>
</deviceExposures>
```

Sample JSON Code

```
{
  "deviceExposures": {
    "@href":
"/api/juniper/servicenow/device-management/devices/34639/viewExposures",
    "deviceExposure": {
      "title": "test",
      "prNumber": "12",
      "linkInPRSearch": "test",
      "junosVersion": "1",
      "aiScriptVersion": "1",
      "products": "test",
      "platforms": "test"
    }
  }
}
```

Related Documentation

- [Get All Devices in Service Now on page 210](#)
- [View Contract Information for a Service Now Device on page 259](#)
- [Device Management REST API Overview on page 207](#)

## View Contract Information for a Service Now Device

Use this API to view contract information of a Service Now device.

URI

https://[host]/api/juniper/servicenow/device-management/devices/{id}/viewContractInformation (HTTP method = GET)

URI Parameters

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the Service Now device for which contract information is to be viewed |

Consumes

None

Produces

- application/vnd.juniper.servicenow.device-management.device-contracts+xml;version=1
- application/vnd.juniper.servicenow.device-management.device-contracts+json;version=1

Response Elements

| Element                 | Type           | Description   |
|-------------------------|----------------|---|
| uri                     | String         | URI of the collection of service contracts for a device |
| size                    | Integer        | Number of records in the contract collection            |
| deviceContract          | deviceContract | A device contract                                       |
| href                    | String         | Link to the device contract                             |
| key                     | Integer        | ID of the device contract                               |
| contractAgreementNumber | String         | Contract agreement number                               |
| contractAgreementStatus | String         | Status of the contract agreement                        |
| contractSKU             | String         | SKU number of the contract                              |
| contractSKUType         | String         | Type of contract SKU                                    |
| contractStartDate       | String         | Contract start date                                     |
| contractEndDate         | String         | Contract end date                                       |

Sample Output

Sample XML Output

```
<deviceContracts
  uri="/api/juniper/servicenow/device-management/devices/{id}/contracts">
  <deviceContract>
    <contractNumber/>
    <contractAgreementStatus />
    <sku/>
    <skuType/>
    <startDate/>
    <endDate/>
  </deviceContract>
</deviceContracts>
```

Sample JSON Code

```
{
  "deviceContracts": {
    "@uri": "/api/juniper/servicenow/device-management/devices/{id}/contracts",

    "deviceContract": {
      "contractNumber": "8778988898",
      "sku": "abc",
      "skuType": "abc",
      "startDate": "03-12-2015",
      "endDate": "12-24-2015"
    }
  }
}
```

```

    }
  }
}

```

#### Related Documentation

- [View Exposure of a Device on page 257](#)
- [View Contract Information for a Service Now Device on page 259](#)
- [Device Management REST API Overview on page 207](#)

## Delete a Device from Service Now

Use this API to delete a specific device from Junos Space Service Now.



**NOTE:** You can delete only one device at a time by using this API.

#### URI

`https://[host]/api/juniper/servicenow/device-management/devices/{id}` (HTTP method = DELETE)

#### URI Parameters

| Parameter | Type    | Required | Description                     |
|-----------|---------|----------|---------------------------------|
| id        | Integer | Yes      | ID of the device to be deleted. |

#### Produces

- `application/vnd.juniper.servicenow.device-management.servicenowmsg+xml;version=1`
- `application/vnd.juniper.servicenow.device-management.servicenowmsg+json;version=1`

#### Response Elements

| Element       | Type   | Description   |
|---------------|--------|---|
| servicenowmsg | msg    | Service Now message object  |
| msg           | String | Message indicating the result of the associate a device with a device group job |

#### Sample Output

#### Sample XML Output

```

<servicenowmsg>
  <msg>Device successfully deleted</msg>
</servicenowmsg>

```

### Sample JSON Output

```
{
  "servicenowmsg": {
    "msg": "Device successfully deleted"
  }
}
```

Related •  
Documentation

## CHAPTER 11

# Event Profile APIs

- [Event Profile Management REST API Overview on page 263](#)
- [Get All Event Profiles on page 265](#)
- [Get Information About an Event Profile on page 267](#)
- [Create an Event Profile on page 272](#)
- [Install Event Profile on Devices on page 277](#)
- [Export All Event Profiles by Type on page 280](#)
- [Export Event Profiles by ID and Type on page 282](#)
- [Import Event Profiles from a File on page 284](#)
- [Get Import Event Profiles Job Details on page 287](#)
- [Get Event Profiles Import Job Results on page 290](#)
- [Clone an Event Profile on page 293](#)
- [Set an Event Profile as the Default Event Profile on page 295](#)

## Event Profile Management REST API Overview

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An event profile is a set of event scripts that are selected from an AI-Script bundle. When you install an event profile on Juniper Networks devices, the event scripts are installed on the devices and provide the information needed to automatically detect and report problem (incident) and information events, thus ensuring maximum network uptime.

The **event-profile-management** resources are available under `https://[host]/api/juniper/servicenow`.

### URI

`https://[host]/api/juniper/servicenow/event-profile-management`

### Produces

- `application/vnd.juniper.servicenow.event-profile-management+xml;version=1`
- `application/vnd.juniper.servicenow.event-profile-management+json;version=1`

### Sample Output

**Sample XML Output**

```
<servicenow-event-profile-management>
  <collection
href="/api/juniper/servicenow/event-profile-management/eventProfiles"
rel="event-profiles"/>
</servicenow-event-profile-management>
```

**Sample JSON Output**

```
servicenow-event-profile-management:{
servicenow-event-profile-management:{
  collection:{

    href: '/api/juniper/servicenow/event-profile-management/eventProfiles',
    rel: 'event-profiles'
  }
}
collection:{

  href: '/api/juniper/servicenow/event-profile-management/eventProfiles',
  rel: 'event-profiles'
}
}
```

The event profile management service provides the following APIs:

- [Get All Event Profiles on page 265](#)
- [Get Information About an Event Profile on page 267](#)
- [Create an Event Profile on page 272](#)
- [Install Event Profile on Devices on page 277](#)
- [Export All Event Profiles by Type on page 280](#)
- [Export Event Profiles by ID and Type on page 282](#)
- [Import Event Profiles from a File on page 284](#)
- [Get Import Event Profiles Job Details on page 287](#)
- [Get Event Profiles Import Job Results on page 290](#)
- [Clone an Event Profile on page 293](#)
- [Set an Event Profile as the Default Event Profile on page 295](#)

**Related Documentation**

- [Device Management REST API Overview on page 207](#)
- [Script Bundle Management REST API Overview on page 297](#)
- [Incident Management REST API Overview on page 320](#)
- [JMB Error Management REST API Overview on page 637](#)
- [Device Analysis REST API Overview on page 645](#)



## Get All Event Profiles

The Get All Event Profiles operation lists all event profiles in Service Now, including their name, description, the AI-Script bundle that it is associated with, and the event scripts it contains.

### URI

`https://[host]/api/juniper/servicenow/event-profile-management/eventProfiles` (HTTP method = GET)

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.event-profile-management.eventprofiles+xml;version=1`
- `application/vnd.juniper.servicenow.event-profile-management.eventprofiles+json;version=1`

### Response

| Element              | Type         | Description  |
|----------------------|--------------|--|
| uri                  | String       | URI of the collection of event profiles in Service Now   |
| size                 | Integer      | Number of event profiles in the collection   |
| eventProfile         | eventProfile | An event profile   |
| uri                  | String       | URI of the event profile   |
| href                 | String       | Link to the event profile  |
| key                  | Integer      | ID of the event profile  |
| profileName          | String       | Event profile name   |
| scriptsEnabledCount  | Integer      | Number of events selected for the event profile  |
| scriptsDisabledCount | Integer      | Number of disabled scripts associated with the event profile   |
| createdBy            | String       | Username of person that created this event profile. If the event profile is auto-generated, createdBy is set to <b>Service Now</b> . |
| description          | String       | Brief description of the event profile.  |

| Element   | Type    | Description   |
|-----------|---------|---|
| isDefault | String  | Flag to indicate if the event profile is the default event profile in Service Now<br><br>Possible Values: <ul style="list-style-type: none"> <li>true—The event profile is the default event profile</li> <li>false—The event profile is not the default event profile</li> </ul> |
| domainId  | Integer | ID of the domain in which an event profile is created   |

### Sample Output

#### Sample XML Output

```
<eventprofiles size="2"
uri="/api/juniper/servicenow/event-profile-management/eventProfiles">
  <eventProfile
href="/api/juniper/servicenow/event-profile-management/eventProfiles/99066"

uri="/api/juniper/servicenow/event-profile-management/eventProfiles/99066"
key="99066">
    <profileName>Base_Profile_3_1R1_1</profileName>
    <scriptsEnabledCount>380</scriptsEnabledCount>
    <scriptsDisabledCount>0</scriptsDisabledCount>
    <createdBy>Service Now</createdBy>
    <description>
        Base Profile for Bundle Version: 3.1R1.1
    </description>
    <domainId>10</domainId>
    <isDefault>true</isDefault>
  </eventProfile>
  <eventProfile
href="/api/juniper/servicenow/event-profile-management/eventProfiles/163857"

uri="/api/juniper/servicenow/event-profile-management/eventProfiles/163857"
key="163857">
    <profileName>testProfile</profileName>
    <scriptsEnabledCount>5</scriptsEnabledCount>
    <scriptsDisabledCount>375</scriptsDisabledCount>
    <createdBy>super</createdBy>
    <domainId>10</domainId>
    <isDefault>false</isDefault>
  </eventProfile>
</eventprofiles>
```

#### Sample JSON Output

```
eventprofiles:{
  size:2,
  uri:'/api/juniper/servicenow/event-profile-management/eventProfiles',

  eventprofile:[
    {

href:'/api/juniper/servicenow/event-profile-management/eventProfiles/99066'
uri="/api/juniper/servicenow/event-profile-management/eventProfiles/99066",
key:99066,
```

```

        profilename:'Base_Profile_3_1R1_1',
        scriptsenabledcount:380,
        scriptsdisabledcount:0,
        createdby:'Service Now',
        description:'Base Profile for Bundle Version: 3.1R1.1',
        domainId:'10',
        isdefault:'true'
    },
    {
        href:'/api/juniper/servicenow/event-profile-management/eventProfiles/163857'
        "uri="/api/juniper/servicenow/event-profile-management/eventProfiles/163857',

        key:163857,
        profilename:'testProfile',
        scriptsenabledcount:5,
        scriptsdisabledcount:375,
        createdby:'super',
        domainId:'10',
        isdefault:'false'
    }
]
}

```

#### Related Documentation

- [Get Information About an Event Profile on page 267](#)
- [Create an Event Profile on page 272](#)
- [Install Event Profile on Devices on page 277](#)
- [Export All Event Profiles by Type on page 280](#)
- [Export Event Profiles by ID and Type on page 282](#)
- [Import Event Profiles from a File on page 284](#)
- [Get Import Event Profiles Job Details on page 287](#)
- [Get Event Profiles Import Job Results on page 290](#)
- [Clone an Event Profile on page 293](#)
- [Set an Event Profile as the Default Event Profile on page 295](#)
- [Event Profile Management REST API Overview on page 263](#)

## Get Information About an Event Profile

Use this API to retrieve information about an event profile.

#### URI

`https://[host]/api/juniper/servicenow/event-profile-management/eventProfiles/{id}`  
(HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the event profile for which information is to be retrieved |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.event-profile-management.eventprofile+xml;version=3
- application/vnd.juniper.servicenow.event-profile-management.eventprofile+json;version=3

**Response**

| Element             | Type             | Description   |
|---------------------|------------------|---|
| uri                 | String           | URI of the event profile                                      |
| id                  | Integer          | Unique ID of this event profile                               |
| profileName         | String           | Event profile name  |
| scriptBundleName    | String           | Name of the script bundle from which this profile is created  |
| scriptBundleVersion | String           | Version number of the script bundle                           |
| method              | String           | Method applicable to the event profile                        |
| installed-device    | installed-device | Collection of devices on which the event profile is installed |
| device              | device           | A device on which the event profile is installed              |
| id                  | Integer          | ID of the device  |
| profileId           | Integer          | Unique ID of this event profile (same as the id element)      |
| hostName            | String           | Hostname of the device on which this profile is installed     |
| events              | event            | Collection of events in the event profile                     |
| uri                 | String           | URI of the events in the event profile                        |
| size                | Integer          | Number of events in this profile                              |

| Element          | Type    | Description  |
|------------------|---------|--|
| event            | event   | An event in the event profile                          |
| name             | String  | Name of each event in this profile                     |
| category         | String  | Category of each event in this profile                 |
| type             | String  | Event type of each event in this profile               |
| subType          | String  | Subtype of each event in this profile                  |
| priority         | String  | Event priority   |
| KBArticle        | String  | Link to KB article related for that event              |
| briefDescription | String  | Terse description of the event                         |
| eventDescription | String  | Detailed description of the event                      |
| domainId         | Integer | ID of the domain in which the event profile is created |

### Sample Output

#### Sample XML Output

```

<eventprofile
  uri="/api/juniper/servicenow/event-profile-management/eventProfiles/163857">
  <id>163857</id>
  <profileName>testProfile</profileName>
  <domainId>10</domainId>
  <scriptBundleName>jais-3.1R1.1-signed.tgz</scriptBundleName>
  <scriptBundleVersion>3.1R1.1</scriptBundleVersion>
  <method
    href="/api/juniper/servicenow/event-profile-management/eventProfiles/163857/installEventProfile"

    rel="Install Profile on Devices"/>
  <installed-devices
    uri="/api/juniper/servicenow/event-profile-management/eventProfiles/163857/installedDevices">

    <device
      href="/api/juniper/servicenow/device-management/devices/163840">
      <id>163840</id>
      <profileId>163857</profileId>
      <hostName>mx480-2-re0</hostName>
    </device>
    <device
      href="/api/juniper/servicenow/device-management/devices/163841">
      <id>163841</id>
      <profileId>163857</profileId>
      <hostName>ex-4200.50.182</hostName>
    </device>
    <device
      href="/api/juniper/servicenow/device-management/devices/163842">
      <id>163842</id>

```

```

        <profileId>163857</profileId>
        <hostName>mx480_ais_1.re0</hostName>
    </device>
    <device
href="/api/juniper/servicenow/device-management/devices/163843">
        <id>163843</id>
        <profileId>163857</profileId>
        <hostName>SN-SRX1400test</hostName>
    </device>
</installed-devices>
<events size="4">
uri="/api/juniper/servicenow/event-profile-management/eventProfiles/163857/events">

    <event>
        <name>ACCT_XFER_POPEN_FAIL</name>
        <category>ACCT</category>
        <type>Software Failure</type>
        <subType>Communication Error</subType>
        <priority>MED</priority>
        <KBArticle>

https://kb.juniper.net/InfoCenter/index?page=content&actp=SN&id=KB18778
        </KBArticle>
        <briefDescription>
            ACCT_XFER_POPEN_FAIL
        </briefDescription>
        <eventDescription>
            A call to the popen() function failed when
the accounting statistics process invoked the indicated command to transfer
the indicated file.
        </eventDescription>
    </event>
    <event>
        <name>CONNECTION_CHASSISD_FAIL</name>
        <category>ALARMD</category>
        <type>Software Failure</type>
        <subType>Initialization failure</subType>
        <priority>HIGH</priority>
        <KBArticle>

https://kb.juniper.net/InfoCenter/index?page=content&actp=SN&id=KB18779
        </KBArticle>
        <briefDescription>
            CONNECTION_CHASSISD_FAIL
        </briefDescription>
        <eventDescription>
            The alarm process (alarmd) was unable to
connect to the chassis process (chassisd).
        </eventDescription>
    </event>
</events>
</eventprofile>

```

**Sample JSON Output**

```

eventprofile:{
  uri:'/api/juniper/servicenow/event-profile-management/eventProfiles/163857',
  id:163857,
  profilename:'testProfile',
  scriptbundlename:'jais-3.1R1.1-signed.tgz',

```

```

        domainId:"10",
        scriptbundleversion:'3.1R1.1',
        method:{

href:'/api/juniper/servicenow/event-profile-management/eventProfiles/163857/installEventProfile',

        rel:'Install Profile on Devices'
    },
    installed-devices:{

uri:'/api/juniper/servicenow/event-profile-management/eventProfiles/163857/installedDevices',

        device:[
            {

href:'/api/juniper/servicenow/device-management/devices/163840',
                id:163840,
                profileid:163857,
                hostname:'mx480-2-re0'

            },
            {

href:'/api/juniper/servicenow/device-management/devices/163841',
                id:163841,
                profileid:163857,
                hostname:'ex-4200.50.182'

            },
            {

href:'/api/juniper/servicenow/device-management/devices/163842',
                id:163842,
                profileid:163857,
                hostname:'mx480_ais_1.re0'

            },
            {

href:'/api/juniper/servicenow/device-management/devices/163843',
                id:163843,
                profileid:163857,
                hostname:'SN-SRX1400test'

            }
        ]
    },
    events:{
        size:4,

uri:'/api/juniper/servicenow/event-profile-management/eventProfiles/163857/events',

        event:[
            {
                name:'ACCT_XFER_POPEN_FAIL',
                category:'ACCT',
                type:'Software Failure',
                subtype:'Communication Error',
                priority:'MED',

```

**Response Status Code**

| Message       | Description                         |
|---------------|-------------------------------------|
| 404 Not Found | Invalid event profile ID specified. |

**Related Documentation**

- [Get All Event Profiles on page 265](#)
- [Create an Event Profile on page 272](#)
- [Install Event Profile on Devices on page 277](#)
- [Export All Event Profiles by Type on page 280](#)
- [Export Event Profiles by ID and Type on page 282](#)
- [Import Event Profiles from a File on page 284](#)
- [Get Import Event Profiles Job Details on page 287](#)
- [Get Event Profiles Import Job Results on page 290](#)
- [Clone an Event Profile on page 293](#)
- [Set an Event Profile as the Default Event Profile on page 295](#)
- [Event Profile Management REST API Overview on page 263](#)

## Create an Event Profile

An event profile is a set of event scripts selected from an AI-Script bundle. Using event profiles, you can specify the event scripts that you want to install on Service Now devices.

Use this API to create an event profile.

**URI**

`https://[host]/api/juniper/servicenow/event-profile-management/createEventProfile`  
(HTTP method = POST)

**Consumes**

- `application/vnd.juniper.servicenow.event-profile-management.createeventprofile+xml;version=1;charset=UTF-8`
- `application/vnd.juniper.servicenow.event-profile-management.createeventprofile+json;version=1;charset=UTF-8`

**Request Elements**

| Element            | Type   | Description                      |
|--------------------|--------|----------------------------------|
| profileName        | String | Name of the event profile        |
| profileDescription | String | Description of the event profile |



| Element      | Type    | Description   |
|--------------|---------|---|
| scriptBundle | String  | URL of the script bundle from which the event profile is to be created  |
| events       | event   | Collection of events in the event profile   |
| allEvents    | Boolean | Indicates if all the events should be included in the auto submit policy.<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—All events that are supported by AI-Scripts are included in the auto submit policy.</li> <li>• false—All events that are supported by AI-Scripts are not included in the auto submit policy.</li> </ul> If you set false for this option, you must specify the names and the IDs of the events that you want to include in the event profile. |
| event        | event   | An event in the event profile   |
| ID           | Integer | ID of the event script in the Service Now database  |
| Dampening    | String  | Dampening status of the event<br><br>Possible values: <ul style="list-style-type: none"> <li>• NONE—An Incident is created in Service Now for each occurrence of the event.</li> <li>• ALWAYS—No incident is created in Service Now after the first occurrence of the event.</li> <li>• <i>Dampening interval</i>—Time interval (between 1 hr to 120 hrs) for which an incident is not created for the event when the event recurs on a device.</li> </ul>                                    |
| priority     | String  | Priority level of the event script. Values are: <ul style="list-style-type: none"> <li>• Critical</li> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul>   |
| domainId     | Integer | ID of the domain in which the event profile should be created.<br><br>This is an optional element. If no domain ID is provided, the event profile is created in the Global domain.<br><br><b>NOTE:</b> The create request fails if a user does not have access to the Global domain and if no domain ID is provided with the create request.  |

### Produces

- application/vnd.juniper.servicenow.event-profile-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.event-profile-management.servicenowmsg+json;version=1

#### Response Elements

| Element | Type    | Description   |
|---------|---------|---|
| status  | String  | Status of the create event profile job                                  |
| desc    | String  | Description of the job status   |
| keys    | key     | Collection of IDs of event scripts of events included the event profile |
| key     | Integer | ID of the event script  |

#### Sample Input

##### Sample XML Input when allEvents is False

```
<createEventProfile>
  <profileName>testEventProfile_12</profileName>
  <description>testEventProfile1Test1</description>
  <scriptBundle
    uri="/api/juniper/servicenow/scriptbundle-management/scriptbundles/589829" />

    <events>
      <allEvents>false</allEvents>
    <event>
      <id>32770</id>
      <dampening>ALWAYS</dampening>
    </event>

  </events>
</createEventProfile>
```

##### Sample XML Input when allEvents is True and dampening is ALWAYS for an Event

```
<createEventProfile>
  <profileName>testEventProfile</profileName>
  <description>testEventProfile1Test1</description>
  <scriptBundle
    uri="/api/juniper/servicenow/scriptbundle-management/scriptbundles/589829" />

    <events>
      <allEvents>true</allEvents>
    <event>
      <id>32770</id>
      <dampening>ALWAYS</dampening>
    </event>

  </events>
</createEventProfile>
```

```

<createEventProfile>
  <profileName>testEventProfile</profileName>
  <description>testEventProfile1Test1</description>
  <scriptBundle
uri="/api/juniper/servicenow/scriptbundle-management/scriptbundles/589829" />

    <events>
      <allEvents>true</allEvents>

    </events>
</createEventProfile>

```

**Sample XML Input  
when allEvents is True  
and Without  
dampening**

```

<createEventProfile>
  <profileName>testEventProfile</profileName>
  <description>testEventProfile1Test1</description>
  <scriptBundle
uri="/api/juniper/servicenow/scriptbundle-management/scriptbundles/589829" />

    <events>
      <allEvents>true</allEvents>

    </events>
</createEventProfile>

```

**Sample JDON Input  
when allEvents is False**

```

{
  "createEventProfile": {
    "profileName": "testEventProfile_12",
    "description": "testEventProfile1Test1",
    "scriptBundle": {
      "uri":
"/api/juniper/servicenow/scriptbundle-management/scriptbundles/589829"
    },
    "events": {
      "allEvents": "false",
      "event": {
        "id": "32770",
        "dampening": "ALWAYS"
      }
    }
  }
}

```

**Sample JSON Input  
when allEvents is True  
and dampening is  
ALWAYS for an Event**

```

{
  "createEventProfile": {
    "profileName": "testEventProfile",
    "description": "testEventProfile1Test1",
    "scriptBundle": {
      "uri":
"/api/juniper/servicenow/scriptbundle-management/scriptbundles/589829"
    },
    "events": {
      "allEvents": "true",
      "event": {
        "id": "32770",
        "dampening": "ALWAYS"
      }
    }
  }
}

```

```
}
  }
}
```

**Sample JSON Input  
when allEvents is True  
and Without  
dampening**

```
{
  "createEventProfile": {
    "profileName": "testEventProfile",
    "description": "testEventProfile1Test1",
    "scriptBundle": {
      "uri":
"/api/juniper/servicenow/scriptbundle-management/scriptbundles/589829"
    },
    "events": {
      "allEvents": "true"
    }
  }
}
```

#### Sample Output

**Sample XML Output**

```
<servicenowmsg>
  <status>
    <desc>Event profile created successfully</desc>
    <keys>
      <key>98306</key>
    </keys>
  </status>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg":{
    "status":{
      "desc":"Event profile created successfully",
      "keys":{
        "key":98306
      }
    }
  }
}
```

#### Response Status Code

| Message                   | Description                               |
|---------------------------|---|
| 500 Internal Server Error | Profile Name is already in Use            |
| 400 Bad Request           | Profile does not contain any valid events |
| 404 Not Found             | Invalid Script Bundle ID                  |

- Related Documentation**
- [Get Information About an Event Profile on page 267](#)
  - [Install Event Profile on Devices on page 277](#)
  - [Export All Event Profiles by Type on page 280](#)
  - [Export Event Profiles by ID and Type on page 282](#)
  - [Get Event Profiles Import Job Results on page 290](#)
  - [Clone an Event Profile on page 293](#)
  - [Set an Event Profile as the Default Event Profile on page 295](#)
  - [Event Profile Management REST API Overview on page 263](#)

## Install Event Profile on Devices

Use this API to install an event profile on a Juniper Networks device. The event scripts are installed on the devices and provide the information needed to automatically detect and report events, thus ensuring maximum network uptime.

An event profile is a set of event scripts that are selected from an AI-Script bundle. When you install an event profile on Juniper Networks devices, the event scripts are installed on the devices and provide the information needed to automatically detect and report events. 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.

### URI

`https://[host]/api/juniper/servicenow/event-profile-management/eventProfiles/{id}/installEventProfile?queue=https://[host]/api/hornet-q/queues/jms.queue.[queuenam]`  
(HTTP method = POST)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the event profile to be installed on devices . |
| queuenam  | String  | Yes      | Name of the install event profile job queue          |

### Consumes

- `application/vnd.juniper.servicenow.event-profile-management.installeventprofile+xml;version=2; charset=UTF-8`
- `application/vnd.juniper.servicenow.event-profile-management.installeventprofile+json;version=2; charset=UTF-8`

## Request Elements

| Element                | Type    | Description   |
|------------------------|---------|---|
| neverstorescriptbundle | Boolean | <p>Flag to specify whether or not to store the script bundle on the device. Valid values are <b>true</b> or <b>false</b>.</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Script bundle is not stored on the device</li> <li>• false—Script bundle is stored on the device</li> </ul>   |
| removescriptbundle     | Boolean | <p>Flag to specify whether or not to delete the script bundle files after a successful installation of AI-Scripts on the device.</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Script bundle files are deleted from the device</li> <li>• false—Script bundle files are not deleted from the device</li> </ul>  |
| alterDeviceConfig      | Boolean | <p>Flag to modify the device configuration while committing the event profile on the device</p> <ul style="list-style-type: none"> <li>• true—Device configuration is modified while committing the event profile</li> <li>• false—Device configuration is not modified while committing the event profile</li> </ul> <p><b>NOTE:</b> This element is applicable only while installing AI-Scripts 5.0 and later on a device for the first time.</p> |
| commitComment          | String  | <p>Comment provided when installing event profile on devices</p> <p>Maximum number of characters allowed is 255.</p>  |

## Produces

- application/vnd.juniper.servicenow.event-profile-management.eventprofiles+xml;version=2
- application/vnd.juniper.servicenow.event-profile-management.eventprofiles+json;version=2

## Response Elements

| Element | Type    | Description                           |
|---------|---------|---------------------------------------|
| href    | String  | Link to the install event profile job |
| id      | Integer | ID of the job                         |

## Sample Input

## Sample XML Input

```
<installeventprofile>
  <devices>
```

```
<device href="/api/juniper/servicenow/device-management/devices/65803"/>
</devices>
<neverStoreScriptBundle>false</neverStoreScriptBundle>
<removeScriptBundle>false</removeScriptBundle>
<alterDeviceConfig>true</alterDeviceConfig>
<commitComment>Installing AI-Scripts</commitComment>
</installeventprofile>
```

**Sample JSON Input**

```
{
  "installeventprofile": {
    "devices": {
      "device": [
        { "@href": "/api/juniper/servicenow/device-management/devices/65803"
      },
        { "@href": "/api/juniper/servicenow/device-management/devices/69410"
      }
      ]
    },
    "neverStoreScriptBundle": "false",
    "removeScriptBundle": "false",
    "alterDeviceConfig": "true",
    "commitComment": "Installing AI-Scripts"
  }
}
```

**Sample Output****Sample XML Output**

```
task href= "/api/space/job-management/jobs/425990" >
<id>425990</id>
</task>
```

**Sample JSON Output**

```
{
  "task": {
    "@href": "/api/space/job-management/jobs/425995",
    "id": 425995
  }
}
```

**Response Status Code**

| Message                   | Description   |
|---------------------------|---|
| 404 Not Found             | <ul style="list-style-type: none"> <li>Invalid device ID</li> <li>event profile does not exist</li> </ul>   |
| 500 Internal Server Error | <ul style="list-style-type: none"> <li>Device is not associated with any device group</li> <li>Installing event profile on a connected member device is not allowed</li> <li>Install event profile on a fabric node is not allowed</li> </ul> |

**Related Documentation**

- [Get All Event Profiles on page 265](#)
- [Get Information About an Event Profile on page 267](#)
- [Create an Event Profile on page 272](#)
- [Export All Event Profiles by Type on page 280](#)
- [Export Event Profiles by ID and Type on page 282](#)
- [Import Event Profiles from a File on page 284](#)
- [Get Import Event Profiles Job Details on page 287](#)
- [Get Event Profiles Import Job Results on page 290](#)
- [Event Profile Management REST API Overview on page 263](#)

## Export All Event Profiles by Type

Use this API to export event profiles installed on a device to an XML file.

**URI**

`https://[host]/api/juniper/servicenow/event-profile-management/eventProfiles/export/{type}`  
(HTTP method = GET)

**URI Parameters**

| Parameter | Type   | Required | Description  |
|-----------|--------|----------|--|
| type      | String | Yes      | Type of file to which event profile data is to be exported<br><br>In this release, you can export data in the XML format only. |

**Consumes**

None

**Produces**

An XML file containing the event profile data is output.

**Response Elements**

| Element             | Type    | Description  |
|---------------------|---------|--|
| profileName         | String  | Name of the event profile                            |
| description         | String  | Description of the event profile                     |
| scriptsEnabledCount | Integer | Number of event scripts enabled in the event profile |



| Element              | Type    | Description  |
|----------------------|---------|--|
| scriptsDisabledCount | Integer | Number of event scripts disabled in the event profile  |
| createdBy            | String  | Entity that created the event profile.<br><br>The value is always set to <i>Service Now</i> .                          |
| bundle               | String  | Specifies details such as name and version of the script bundle to which the event profile belongs                     |
| event                | String  | Specifies details such as description, category, KB article, and AI-Script bundle ID associated with the event profile |

### Sample Output

#### Sample XML Output

```

<event-profiles>
  <event-profile>
    <profileName>Base_Profile_4_1R4_1</profileName>
    <description>Base Profile for Bundle Version: 4.1R4.1</description>
    <scriptsEnabledCount>2</scriptsEnabledCount>
    <scriptsDisabledCount>0</scriptsDisabledCount>
    <createdBy>Service Now</createdBy>
    <bundle>
      <name>jais-4.1R4.1-signed.tgz</name>
      <version>4.1R4.1</version>
    </bundle>
    <events>
      <event>
        <activateDescription>Capture ACCT_MALLOC_FAILURE
Events</activateDescription>
        <briefDescription>ACCT_MALLOC_FAILURE</briefDescription>
        <category>PFED</category>
        <eventDescription>The accounting statistics process could not allocate
memory from the heap.</eventDescription>
        <expressRMA>>false</expressRMA>
        <featureName>ACCT_MALLOC_FAILURE.slax</featureName>
        <fileName>ACCT_MALLOC_FAILURE.slax</fileName>
        <helpText>ACCT_MALLOC_FAILURE</helpText>
        <kbURL>KB18749</kbURL>
        <minimumVersion>9.4</minimumVersion>
        <name>ACCT_MALLOC_FAILURE</name>
        <priority>3</priority>
        <scriptId>47</scriptId>
        <subType>Memory Consumption</subType>
        <type>Resource Exhaustion</type>
      </event>
      <event>
        <activateDescription>Capture ACCT_XFER_POPEN_FAIL
Events</activateDescription>
        <briefDescription>ACCT_XFER_POPEN_FAIL</briefDescription>
        <category>ACCT</category>
        <eventDescription>A call to the open() function failed when the
accounting statistics process invoked the indicated command to transfer the
indicated file.</eventDescription>
        <expressRMA>>false</expressRMA>

```

```

<featureName>ACCT_XFER_POPEN_FAIL.s1ax</featureName>
<fileName>ACCT_XFER_POPEN_FAIL.s1ax</fileName>
<helpText>ACCT_XFER_POPEN_FAIL</helpText>
<kbURL>KB18750</kbURL>
<minimumVersion>9.4</minimumVersion>
<name>ACCT_XFER_POPEN_FAIL</name>
<priority>3</priority>
<scriptId>263</scriptId>
<subType>Communication Error</subType>
<type>Software Failure</type>
</event>events>
</event-profile>
</event-profiles>

```

#### Related Documentation

- [Get All Event Profiles on page 265](#)
- [Create an Event Profile on page 272](#)
- [Export Event Profiles by ID and Type on page 282](#)
- [Import Event Profiles from a File on page 284](#)
- [Get Import Event Profiles Job Details on page 287](#)
- [Get Event Profiles Import Job Results on page 290](#)
- [Event Profile Management REST API Overview on page 263](#)

## Export Event Profiles by ID and Type

Use this API to export a specific event profile to an XML file.

#### URI

[https://\[host\]/api/juniper/servicenow/event-profile-management/eventProfiles/{id}/export/{type}](https://[host]/api/juniper/servicenow/event-profile-management/eventProfiles/{id}/export/{type}) (HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the event profile whose data is to be exported   |
| type      | String  | Yes      | Type of file to which the event profile data is to be exported<br><br>In this release, you can export data only in the XML format. |

#### Consumes

None

#### Produces

An XML file containing the event profile data is output.

#### Response Elements

| Element              | Type    | Description  |
|----------------------|---------|--|
| profileName          | String  | Name of the event profile  |
| description          | String  | Description of the event profile   |
| scriptsEnabledCount  | Integer | Number of scripts enabled in the event profile   |
| scriptsDisabledCount | Integer | Number of scripts disabled in the event profile  |
| createdBy            | String  | Entity that created the event profile<br>The value is always set to <i>Service Now</i> .                               |
| bundle               | String  | Specifies details such as name and version of the script bundle to which the event profile belongs                     |
| event                | String  | Specifies details such as description, category, KB article, and AI-Script bundle ID associated with the event profile |

#### Sample Output

##### Sample XML Output

```
<event-profiles>
  <event-profile>
    <profileName>Base_Profile_4.1R4.1</profileName>
    <description>Base Profile for Bundle Version: 4.1R4.1</description>
    <scriptsEnabledCount>2</scriptsEnabledCount>
    <scriptsDisabledCount>0</scriptsDisabledCount>
    <createdBy>Service Now</createdBy>
    <bundle>
      <name>jais-4.1R4.1-signed.tgz</name>
      <version>4.1R4.1</version>
    </bundle>
    <events>
      <event>
        <activateDescription>Capture ACCT_MALLOC_FAILURE
Events</activateDescription>
        <briefDescription>ACCT_MALLOC_FAILURE</briefDescription>
        <category>PFED</category>
        <eventDescription>The accounting statistics process could not allocate
memory from the heap.</eventDescription>
        <expressRMA>false</expressRMA>
        <featureName>ACCT_MALLOC_FAILURE.slax</featureName>
        <fileName>ACCT_MALLOC_FAILURE.slax</fileName>
        <helpText>ACCT_MALLOC_FAILURE</helpText>
        <kbURL>KB18749</kbURL>
        <minimumVersion>9.4</minimumVersion>
        <name>ACCT_MALLOC_FAILURE</name>
        <priority>3</priority>
        <scriptId>47</scriptId>
```

```

        <subType>Memory Consumption</subType>
        <type>Resource Exhaustion</type>
    </event>
    <event>
        <activateDescription>Capture ACCT_XFER_POPEN_FAIL
Events</activateDescription>
        <briefDescription>ACCT_XFER_POPEN_FAIL</briefDescription>
        <category>ACCT</category>
        <eventDescription>A call to the popen() function failed when the
accounting statistics process invoked the indicated command to transfer the
indicated file.</eventDescription>
        <expressRMA>false</expressRMA>
        <featureName>ACCT_XFER_POPEN_FAIL.slax</featureName>
        <fileName>ACCT_XFER_POPEN_FAIL.slax</fileName>
        <helpText>ACCT_XFER_POPEN_FAIL</helpText>
        <kbURL>KB18750</kbURL>
        <minimumVersion>9.4</minimumVersion>
        <name>ACCT_XFER_POPEN_FAIL</name>
        <priority>3</priority>
        <scriptId>263</scriptId>
        <subType>Communication Error</subType>
        <type>Software Failure</type>
    </event>events>
</event-profile>
</event-profiles>

```

#### Related Documentation

- [Get All Event Profiles on page 265](#)
- [Create an Event Profile on page 272](#)
- [Export All Event Profiles by Type on page 280](#)
- [Import Event Profiles from a File on page 284](#)
- [Get Import Event Profiles Job Details on page 287](#)
- [Get Event Profiles Import Job Results on page 290](#)
- [Event Profile Management REST API Overview on page 263](#)

## Import Event Profiles from a File

Use this API to import event profiles to a device from an XML file.

The XML file must be sent as part of the import event profile request. Currently, this API can import event profiles from only one file. However, the input file can contain any number of event profiles in it. Once the request is validated, a job is scheduled and the **job-id** is returned to the consumer for tracking the job. A queue has to be created before invoking this API.

#### URI

`https://[host]/api/juniper/servicenow/event-profile-management/eventProfiles/import?queue= https://[host]/api/hornet-q/queues/queue-name` (HTTP method = POST)

**URI Parameters**

| Parameter  | Type   | Required | Description                                     |
|------------|--------|----------|---|
| queue-name | string | Yes      | Name of the queue for import event profiles job |

**Consumes**

Multipart form data. The XML file containing the event profiles must be sent as a part of the request.

**Request Elements**

| Element              | Type    | Description   |
|----------------------|---------|---|
| profileName          | String  | Name of the event profile   |
| description          | String  | Description of the event profile  |
| scriptsEnabledCount  | Integer | Number of scripts enabled in the event profile  |
| scriptsDisabledCount | Integer | Number of scripts disabled in the event profile   |
| createdBy            | String  | Entity that created the event profile.<br><br>The value is always set to <i>Service Now</i> .                           |
| bundle               | String  | Specifies details such as name and version of the script bundle to which the event profile belongs                      |
| event                | String  | Specifies details such as description, category, KB article, and AI-Scripts bundle ID associated with the event profile |

**Produces**

Import event profile job ID to track the import event profile job.

**Response Elements**

| Element | Type    | Description                            |
|---------|---------|--|
| href    | String  | Link to the import event profiles job. |
| id      | Integer | ID of the import event profiles job.   |

**Sample Input****Sample XML Input**

```
<event-profiles>
  <event-profile>
```

```

    <profileName>Base_Profile_4_1R4_1</profileName>
    <description>Base Profile for Bundle Version: 4.1R4.1</description>
    <scriptsEnabledCount>2</scriptsEnabledCount>
    <scriptsDisabledCount>0</scriptsDisabledCount>
    <createdBy>Service Now</createdBy>
    <bundle>
      <name>jais-4.1R4.1-signed.tgz</name>
      <version>4.1R4.1</version>
    </bundle>
    <events>
      <event>
        <activateDescription>Capture ACCT_MALLOC_FAILURE
Events</activateDescription>
        <briefDescription>ACCT_MALLOC_FAILURE</briefDescription>
        <category>PFED</category>
        <eventDescription>The accounting statistics process could not allocate
memory from the heap.</eventDescription>
        <expressRMA>false</expressRMA>
        <featureName>ACCT_MALLOC_FAILURE.slax</featureName>
        <fileName>ACCT_MALLOC_FAILURE.slax</fileName>
        <helpText>ACCT_MALLOC_FAILURE</helpText>
        <kbURL>KB18749</kbURL>
        <minimumVersion>9.4</minimumVersion>
        <name>ACCT_MALLOC_FAILURE</name>
        <priority>3</priority>
        <scriptId>47</scriptId>
        <subType>Memory Consumption</subType>
        <type>Resource Exhaustion</type>
      </event>
      <event>
        <activateDescription>Capture ACCT_XFER_POPEN_FAIL
Events</activateDescription>
        <briefDescription>ACCT_XFER_POPEN_FAIL</briefDescription>
        <category>ACCT</category>
        <eventDescription>A call to the popen() function failed when the
accounting statistics process invoked the indicated command to transfer the
indicated file.</eventDescription>
        <expressRMA>false</expressRMA>
        <featureName>ACCT_XFER_POPEN_FAIL.slax</featureName>
        <fileName>ACCT_XFER_POPEN_FAIL.slax</fileName>
        <helpText>ACCT_XFER_POPEN_FAIL</helpText>
        <kbURL>KB18750</kbURL>
        <minimumVersion>9.4</minimumVersion>
        <name>ACCT_XFER_POPEN_FAIL</name>
        <priority>3</priority>
        <scriptId>263</scriptId>
        <subType>Communication Error</subType>
        <type>Software Failure</type>
      </event>
    </events>
  </event-profile>
</event-profiles>

```

### Sample XML Output

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<task href="/api/space/job-management/jobs/262146">
  <id>262146</id>
</task>

```

**Related Documentation**

- [Get Information About an Event Profile on page 267](#)
- [Install Event Profile on Devices on page 277](#)
- [Export All Event Profiles by Type on page 280](#)
- [Export Event Profiles by ID and Type on page 282](#)
- [Get Import Event Profiles Job Details on page 287](#)
- [Get Event Profiles Import Job Results on page 290](#)
- [Clone an Event Profile on page 293](#)
- [Set an Event Profile as the Default Event Profile on page 295](#)
- [Event Profile Management REST API Overview on page 263](#)

## Get Import Event Profiles Job Details

---

Use this API to retrieve the details of an import event profiles job. The details about tasks involved within the import event profiles job can be obtained from **detail-link** output by this API.

**URI**

`http://{host-ip}/api/space/job-management/jobs/{job-id}` (HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| job-id    | Integer | Yes      | ID of the import event profiles job to be retrieved |

**Consumes**

None

**Produces**

None

**Response Element**

| Element | Type    | Description                                   |
|---------|---------|---|
| uri     | String  | Link to the import event profiles job details |
| id      | Integer | ID of the import event profiles job           |
| name    | String  | Name of the job                               |

| Element              | Type    | Description   |
|----------------------|---------|---|
| job-type             | String  | Type of the job<br><br>The value is always <i>Import event profile</i> .  |
| detail-link          | String  | Link to obtain details of the tasks involved in the import event profiles job   |
| job-state            | String  | Current state of the job<br><br>The values are: <ul style="list-style-type: none"> <li>Scheduled—The import event profiles job has been scheduled.</li> <li>Inprogress—The import event profiles job is in progress.</li> <li>Done—The import event profiles job is completed.</li> </ul> |
| job-status           | String  | Current status of the import event profiles job<br><br>The values are: <ul style="list-style-type: none"> <li>Success—Event profiles were successfully imported to Service Now.</li> <li>Failed—Importing event profiles to Service Now failed.</li> </ul>                                |
| percent-complete     | Integer | Percentage of the import event profiles job completed   |
| scheduled-start-time | Date    | Date and time the import event profiles job was scheduled to start  |
| start-time           | Date    | Date and time the import event profiles job actually started  |
| end-time             | Date    | Date and time the import event profiles job actually ended  |
| owner                | String  | User executing the import event profiles job  |
| summary              | String  | Summary of the import event profiles job<br><br>Includes information about number of profiles imported successfully and the number of profiles that failed to import  |
| supports-recurrence  | Boolean | Flat to specify whether or not the import event profiles job should reoccur <ul style="list-style-type: none"> <li>true—The import event profile job reoccurs</li> <li>false—The import event profile job does not reoccur</li> </ul>   |
| schedule-string      | String  | String representation of the job schedule   |
| domain-name          | String  | Domain to which the event profiles are imported   |



| Element     | Type    | Description  |
|-------------|---------|--|
| domain-id   | Integer | ID of the domain to which the event profiles are imported  |
| domain-href | String  | URL of the domain to which the event profiles are imported |

### Sample Output

#### Sample XML Output

```
<job uri="/api/space/job-management/jobs/851990"
href="/api/space/job-management/jobs/851990">
  <id>851990</id>
  <name>Import event profile-851990</name>
  <job-type>Import event profile</job-type>
  <detail-link href="/api/juniper/servicenow/event-profile-management/
eventProfiles/job-instances/851990/event-profiles-import-job-results"
type="vnd.juniper.servicenow.event-profile-management.eventprofiles-import-job-results">

<name>/api/juniper/servicenow/event-profile-management/eventProfiles/job-instances/
851990/event-profiles-import-job-results</name>
  </detail-link>
  <job-state>DONE</job-state>
  <job-status>FAILURE</job-status>
  <percent-complete>100.0</percent-complete>
  <scheduled-start-time>Wed, 31 Dec 2014 14:54:35 IST</scheduled-start-time>

  <start-time>Wed, 31 Dec 2014 14:54:38 IST</start-time>
  <end-time>Wed, 31 Dec 2014 14:55:46 IST</end-time>
  <owner>super</owner>
  <summary>Total Profiles : 10 Successful imports : 5 Failed imports :
5</summary>
  <supports-recurrence>false</supports-recurrence>
  <schedule-string/>
  <domain-name>Global</domain-name>
  <domain-id>2</domain-id>
  <domain href="/api/space/domain-management/domains/2"/>
</job>
```

#### Sample JSON Output

```
{
  "job": {
    "@uri": "/api/space/job-management/jobs/851990",
    "@href": "/api/space/job-management/jobs/851990",
    "id": 851990,
    "name": "Import event profile-851990",
    "job-type": "Import event profile",
    "detail-link": {
      "@href":
"/api/juniper/servicenow/event-profile-management/eventProfiles/job-instances/851990/
event-profiles-import-job-results",
      "@type":
"vnd.juniper.servicenow.event-profile-management.eventprofiles-import-job-results",

      "name":
"/api/juniper/servicenow/event-profile-management/eventProfiles/job-instances/851990/
event-profiles-import-job-results"
    }
  }
}
```

```
    },
    "job-state": "DONE",
    "job-status": "FAILURE",
    "percent-complete": 100,
    "scheduled-start-time": "Wed, 31 Dec 2014 14:54:35 IST",
    "start-time": "Wed, 31 Dec 2014 14:54:38 IST",
    "end-time": "Wed, 31 Dec 2014 14:55:46 IST",
    "owner": "super",
    "summary": "Total Profiles : 10<br>Successful imports : 5<br>Failed imports : 5<br>",
    "supports-recurrence": false,
    "schedule-string": "",
    "domain-name": "Global",
    "domain-id": 2,
    "domain": {
      "@href": "/api/space/domain-management/domains/2"
    }
  }
}
```

**Related Documentation**

- [Get All Event Profiles on page 265](#)
- [Get Information About an Event Profile on page 267](#)
- [Install Event Profile on Devices on page 277](#)
- [Export All Event Profiles by Type on page 280](#)
- [Export Event Profiles by ID and Type on page 282](#)
- [Import Event Profiles from a File on page 284](#)
- [Get Import Event Profiles Job Details on page 287](#)
- [Get Event Profiles Import Job Results on page 290](#)
- [Clone an Event Profile on page 293](#)
- [Set an Event Profile as the Default Event Profile on page 295](#)
- [Event Profile Management REST API Overview on page 263](#)

---

## Get Event Profiles Import Job Results

Use this API to list the details of tasks involved in importing event profiles. The URI of this API is output by the Get Import Event Profiles Job Details API.

**URI**

`https://[host]/api/juniper/servicenow/event-profile-management/eventProfiles/job-instances/{job-id}/event-profiles-import-job-results` (HTTP method = GET)

**URI Parameters**

| Parameter | Data Type | Required | Description   |
|-----------|-----------|----------|---|
| job-id    | Integer   | Yes      | ID of the import event profiles job that is to be retrieved |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.event-profile-management.eventprofiles-import-job-results+xml;version=1
- application/vnd.juniper.servicenow.event-profile-management.eventprofiles-import-job-results+json;version=1

**Response Elements**

| Element     | Type    | Description   |
|-------------|---------|---|
| uri         | String  | Link to the collection of import event profiles job result  |
| total       | Integer | Number of records in the collection   |
| id          | Integer | ID of the task within the Import event profiles job   |
| jobId       | Integer | ID of the import event profiles job   |
| profileId   | Integer | ID of the imported event profile  |
| profileName | String  | Name of the imported event profile  |
| bundleName  | String  | Name of the script bundle associated with the imported event profile  |
| jobStatus   | Enum    | Status of sub tasks within the import event profiles job.<br>The possible values are: <ul style="list-style-type: none"> <li>• New—The sub task is newly initiated.</li> <li>• Scheduled—The sub task is scheduled.</li> <li>• Inprogress—The sub task is in progress.</li> <li>• Success—The sub task completed successfully.</li> <li>• Failed—The sub task failed to execute.</li> </ul> |
| jobRemarks  | String  | Remarks about the import event profiles job   |

**Sample Output**

**Sample XML Output**

```
<eventProfilesImportJobResults
uri="/api/juniper/servicenow/event-profile-management/eventProfiles/job-instances/
163840/event-profiles-import-job-results" total="1">
  <eventProfilesImportJobResult>
    <id>1638429</id>
    <jobId>163840</jobId>
    <profileId>34625</profileId>
    <profileName>Base_Profile_4_1R2_0</profileName>
    <bundleName>jais-4.1R24.0-signed.tgz</bundleName>
    <jobStatus>SUCCESS</jobStatus>
    <jobRemarks>
      Successful
    </jobRemarks>
    <job href="/api/space/job-management/jobs/163840"/>
    <event-profile
href="/api/juniper/servicenow/event-profile-management/eventProfiles/34625"/>

  </eventProfilesImportJobResult>
</eventProfilesImportJobResults>
```

**Sample JSON Output**

```
{
  "eventProfilesImportJobResults": {
    "@uri":
"/api/juniper/servicenow/event-profile-management/eventProfiles/job-instances/851990/
event-profiles-import-job-results",
    "@total": "1",
    "eventProfilesImportJobResult": [
      {
        "id": 1638420,
        "jobId": 851990,
        "profileId": 3741756,
        "profileName": "test_profile_21",
        "bundleName": "jais-4.1R2.4-signed.tgz",
        "jobStatus": "SUCCESS",
        "jobRemarks": "Event profile name has been changed to
'test_profile_21-1420017902'. ",
        "job": {
          "@href": "/api/space/job-management/jobs/851990"
        },
        "event-profile": {
          "@href":
"/api/juniper/servicenow/event-profile-management/eventProfiles/3741756"
        }
      }
    ]
  }
}
```

**Related Documentation**

- [Export All Event Profiles by Type on page 280](#)
- [Export Event Profiles by ID and Type on page 282](#)
- [Import Event Profiles from a File on page 284](#)
- [Get Import Event Profiles Job Details on page 287](#)
- [Clone an Event Profile on page 293](#)

- [Set an Event Profile as the Default Event Profile on page 295](#)
- [Event Profile Management REST API Overview on page 263](#)

## Clone an Event Profile

Use this API to clone an event profile.

### URI

`https://[host]/api/juniper/servicenow/event-profile-management/eventprofiles/{id}/cloneEventProfile` (HTTP method = POST)

### URI Parameters

| Parameter | Type    | Required | Description                          |
|-----------|---------|----------|--------------------------------------|
| id        | Integer | Yes      | ID of the event profile to be cloned |

### Consumes

- `application/vnd.juniper.servicenow.event-profile-management.cloneEventProfile+xml;version=1`
- `application/vnd.juniper.servicenow.event-profile-management.cloneEventProfile+json;version=1`

### Request Elements

| Element      | Type         | Description   |
|--------------|--------------|---|
| profileName  | String       | Name of the event profile                               |
| description  | String       | Description of the event profile                        |
| scriptBundle | scriptBundle | Script bundle using which the event profile was created |
| href         | String       | URI of the script bundle                                |
| uri          | String       | Link to the Script bundle                               |
| events       | event        | Collection of events in the event profile               |
| event        | event        | An event in the event profile                           |
| id           | Integer      | ID of an event in the event profile                     |

| Element  | Type   | Description   |
|----------|--------|---|
| priority | String | Priority of the event<br><br>Possible values: <ul style="list-style-type: none"> <li>• Critical</li> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul> |

**Produces**

- application/vnd.juniper.servicenow.event-profile-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.event-profile-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description                                   |
|---------|--------|---|
| msg     | String | Status message of the clone event profile job |

**Sample Input****Sample XML Input**

```
<cloneEventProfile>
  <profileName>clone_Base_Profile_4_1R2_4</profileName>
  <description>testing</description>
  <scriptBundle
    href="/api/juniper/servicenow/scriptbundle-management/scriptbundles/33216"
    uri="/api/juniper/servicenow/scriptbundle-management/scriptbundles/33216" />
  <events>
    <event>
      <id>32888</id>
      <priority>Critical</priority>
    </event>
  </events>
</cloneEventProfile>
```

**Sample JSON Input**

```
{
  "cloneEventProfile": {
    "profileName": "clone_Base_Profile_4_1R2_4",
    "description": "testing",
    "scriptBundle": {
      "@href":
"/api/juniper/servicenow/scriptbundle-management/scriptbundles/33216",
      "@uri":
"/api/juniper/servicenow/scriptbundle-management/scriptbundles/33216"
    },
    "events": {
      "event": {
```

```

        "id": "32888",
        "priority": "Critical"
      }
    }
  }
}

```

**Sample Output****Sample XML Output**

```

<servicenowmsg>
<msg>Profile created Successfully with name: clone_Base_Profile_4_1R2_4 id:
33242</msg>
</servicenowmsg>

```

**Sample JSON Output**

```

{
  "servicenowmsg": {
    "msg": "Profile created Successfully with name: clone_Base_Profile_4_1R2_4
id: 33242"
  }
}

```

**Related Documentation**

- [Get All Event Profiles on page 265](#)
- [Create an Event Profile on page 272](#)
- [Import Event Profiles from a File on page 284](#)
- [Set an Event Profile as the Default Event Profile on page 295](#)
- [Event Profile Management REST API Overview on page 263](#)

## Set an Event Profile as the Default Event Profile

Use this API to set an event profile as the default event profile in Junos Space Service Now.

**URI**

[https://\[host\]/api/juniper/servicenow/event-profile-management/eventprofiles/{id}](https://[host]/api/juniper/servicenow/event-profile-management/eventprofiles/{id})  
 setAsDefaultProfile (HTTP method = PUT)

**URI Parameters**

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the event profile to be set as the default event profile in Service Now |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.event-profile-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.event-profile-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Status message of the set as the default event profile job |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg> Event Profile set as default profile</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": { "msg": "Event Profile set as default profile" }
}
```

**Related Documentation**

- [Get All Event Profiles on page 265](#)
- [Create an Event Profile on page 272](#)
- [Install Event Profile on Devices on page 277](#)
- [Import Event Profiles from a File on page 284](#)
- [Clone an Event Profile on page 293](#)
- [Event Profile Management REST API Overview on page 263](#)



## CHAPTER 12

# Script Bundle APIs

- [Script Bundle Management REST API Overview on page 297](#)
- [Get All Script Bundles on page 298](#)
- [Get Information About a Script Bundle on page 300](#)
- [Get All Event Scripts in a Script Bundle on page 304](#)
- [Add a Script Bundle to Service Now on page 306](#)
- [Set a Script Bundle as the Default Script Bundle on page 308](#)
- [Install Script Bundle on a Device on page 309](#)
- [Uninstall Script Bundle from a Device on page 313](#)
- [Delete a Script Bundle on page 316](#)

### Script Bundle Management REST API Overview

---

Scripts are configuration and diagnostic automation tools provided by the Junos OS. They help reduce network downtime and configuration complexity, automate common tasks, and decrease the time to problem resolution. You can group multiple scripts into a script bundle to deploy and execute the script bundle on devices running Junos OS. The script bundle APIs let you retrieve a list of events from the script bundle.

The **scriptbundle-management** resources are available under `https://[host]/api/juniper/servicenow`.

#### URI

`https://[host]/api/juniper/servicenow/scriptbundle-management` (HTTP method = GET)

#### Produces

- `application/vnd.juniper.servicenow.scriptbundle-management+xml;version=1`
- `application/vnd.juniper.servicenow.scriptbundle-management+json;version=1`

#### Sample Output

#### Sample XML Output

```
<servicenow-scriptbundle-management>
  <collection>
```

```
href="/api/juniper/servicenow/scriptbundle-management/scriptbundles"
rel="scriptbundle-management/scriptbundles"/>
</servicenow-scriptbundle-management>
```

**Sample JSON Output**

```
{
  "Servicenow-scriptbundle-management":{
    "collection":[
      "@href":"/api/juniper/servicenow/scriptbundle-management/scriptbundles"
      rel="scriptbundle-management/scriptbundles"]
    }
  }
```

The script bundle management service provides the following APIs:

- [Get All Script Bundles on page 298](#)
- [Get Information About a Script Bundle on page 300](#)
- [Get All Event Scripts in a Script Bundle on page 304](#)
- [Add a Script Bundle to Service Now on page 306](#)
- [Set a Script Bundle as the Default Script Bundle on page 308](#)
- [Install Script Bundle on a Device on page 309](#)
- [Uninstall Script Bundle from a Device on page 313](#)
- [Delete a Script Bundle on page 316](#)

**Related Documentation**

- [Event Profile Management REST API Overview on page 263](#)
- [Device Management REST API Overview on page 207](#)

---

## Get All Script Bundles

Use this API to retrieve information about all the script bundles loaded on a device.

**URI**

`http://[host]/api/juniper/servicenow/scriptbundle-management/scriptbundles` (HTTP method = GET)

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.scriptbundle-management.scriptbundles+xml;version=1`
- `application/vnd.juniper.servicenow.scriptbundle-management.scriptbundles+json;version=1`

## Response Elements

| Element      | Type         | Description  |
|--------------|--------------|--|
| uri          | String       | Link to the collection of script bundle loaded on a device   |
| size         | Integer      | Number of records in the collection  |
| scriptBundle | scriptBundle | A script bundle loaded on the device   |
| key          | Integer      | ID of the script bundle  |
| name         | String       | Name of the script bundle  |
| receiveTime  | String       | Date and time the script bundle was created  |
| version      | String       | Version of the script bundle.  |
| isDefault    | Boolean      | <p>Flag to specify if the script bundle is the default script bundle</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—The script bundle is the default script bundle in Service Now</li> <li>• false—The script bundle is not the default script bundle in Service now</li> </ul> |

## Sample Output

## Sample XML Output

```
<scriptbundles
  uri="/api/juniper/servicenow/scriptbundle-management/scriptbundles/" size="2">
  <scriptbundle key="295312"
    uri="/api/juniper/servicenow/scriptbundle-management/scriptbundles/295312">
    <name>jais-3.2R1.2-signed.tgz</name>
    <receiveTime>2012-01-19 04:58:04.0</receiveTime>
    <version>3.2R1.2</version>
    <isDefault>>false</isDefault>
  </scriptbundle>
  <scriptbundle key="851968"
    uri="/api/juniper/servicenow/scriptbundle-management/scriptbundles/851968">
    <name>jais-3.2I20111114_2332_rsalaiz-signed.tgz</name>
    <receiveTime>2012-01-19 04:58:04.0</receiveTime>
    <version>3.2I20111114_2332_rsalaiz</version>
    <isDefault>>false</isDefault>
  </scriptbundle>
</scriptbundles>
```

## Sample JSON Output

```
{
  "scriptbundles":{
    "@uri":"/api/juniper/servicenow/scriptbundle-management/scriptbundles/",
```

```

    "@size": "2",
    "scriptbundle": [
      {
        "@key": "295312",
        "@uri": "/api/juniper/servicenow/scriptbundle-management/scriptbundles/295312",
        "name": "jais-3.2R1.2-signed.tgz",
        "receivetime": "2012-01-19 04:58:04.0",
        "version": "3.2R1.2",
        "isdefault": "false"
      },
      {
        "@key": "851968",
        "@uri": "/api/juniper/servicenow/scriptbundle-management/scriptbundles/851968",
        "name": "jais-3.2I20111114_2332_rsalaiz-signed.tgz",
        "receivetime": "2012-01-19 04:58:04.0",
        "version": "3.2I20111114_2332_rsalaiz",
        "isdefault": "false"
      }
    ]
  }
}

```

#### Response Status Code

| Message        | Description             |
|----------------|-------------------------|
| 204 No Content | No script bundle exists |

#### Related Documentation

- [Get Information About a Script Bundle on page 300](#)
- [Get All Event Scripts in a Script Bundle on page 304](#)
- [Add a Script Bundle to Service Now on page 306](#)
- [Set a Script Bundle as the Default Script Bundle on page 308](#)
- [Install Script Bundle on a Device on page 309](#)
- [Uninstall Script Bundle from a Device on page 313](#)
- [Delete a Script Bundle on page 316](#)
- [Script Bundle Management REST API Overview on page 297](#)

## Get Information About a Script Bundle

Use this API to retrieve information, including events, about a script bundle.

#### URI

`https://[host]/api/juniper/servicenow/scriptbundle-management/scriptbundles/{id}`  
(HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the script bundle for which information is to be retrieved |

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.scriptbundle-management.scriptbundles+xml;version=1;`
- `application/vnd.juniper.servicenow.scriptbundle-management.scriptbundles+json;version=1;`

#### Response

| Element      | Type         | Description   |
|--------------|--------------|---|
| name         | String       | Name of script bundle   |
| receiveTime  | String       | Date and time AI-Script was installed   |
| version      | String       | AI-Script package version   |
| isDefault    | Boolean      | Flag to indicate whether or not the script bundle is the default script bundle in Service Now<br><br>Possible values: <ul style="list-style-type: none"> <li>• <code>true</code>—The script bundle is the default script bundle</li> <li>• <code>false</code>—The script bundle is not the default script bundle</li> </ul> |
| bundleEvents | bundleEvents | Collection of events in the script bundle   |
| uri          | String       | Link to the events in the script bundle   |
| event        | event        | An event in the script bundle   |
| eventID      | Integer      | ID of the AI-Script event   |
| category     | String       | AI-Script event category  |

| Element          | Type   | Description   |
|------------------|--------|---|
| type             | String | Type of event that triggers the script. Types include: <ul style="list-style-type: none"> <li>• Software failure</li> <li>• Hardware failure</li> <li>• Resource exhaustion</li> </ul>  |
| subType          | String | Detailed description for the type of event that triggers the script <p>For example, file system error, communication error, socket failure, excessive memory utilization, database failure, session error, memory allocation error, initialization error, process error, and so on.</p> |
| priority         | String | Priority level of the event script. Values are: <ul style="list-style-type: none"> <li>• Critical</li> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul>   |
| briefDescription | String | Terse description of the event  |
| eventDescription | String | Detailed description of the event   |

### Sample Output

#### Sample XML Output

```
<scriptbundle>
  <name>jais-3.2R1.2-signed.tgz</name>
  <receiveTime>2012-01-19 04:58:04.0</receiveTime>
  <version>3.2R1.2</version>
  <isDefault>>false</isDefault>
  <bundleEvents
uri="/api/juniper/servicenow/scriptbundle-management/scriptbundles/295312/
bundleEvents">
    <event>
      <eventId>0</eventId>
      <category>ACCT</category>
      <type>Software Failure</type>
      <subType>Communication Error</subType>
      <priority>MED</priority>
      <briefDescription>ACCT_XFER_POPEN_FAIL</briefDescription>
      <eventDescription>A call to the popen() function failed when
the accounting statistics process invoked the indicated command to transfer
the indicated file.</eventDescription>
    </event>
    <event>
      <eventId>0</eventId>
      <category>ALARMD</category>
      <type>Software Failure</type>
      <subType>Initialization failure</subType>
      <priority>HIGH</priority>
      <briefDescription>CONNECTION_CHASSISD_FAIL</briefDescription>
    </event>
  </bundleEvents>
</scriptbundle>
```

```
        <eventDescription>The alarm process (alarmd) was unable to
connect to the chassis process (chassisd).</eventDescription>
    </event>
    ...
</bundleEvents>
</scriptbundle>
```

Sample JSON Output

```
{
  "scriptbundle":{
    "name":"jais-3.2R1.2-signed.tgz",
    "receivetime":"2012-01-19 04:58:04.0",
    "version":"3.2R1.2",
    "isdefault":"false",
    "bundleevents":{

"@uri":"/api/juniper/servicenow/scriptbundle-management/scriptbundles/295312/bundleEvents",

      "event":[
        {
          "eventid":"0",
          "category":"ACCT",
          "type":"Software Failure",
          "subtype":"Communication Error",
          "priority":"MED",
          "briefdescription":"ACCT_XFER_POPEN_FAIL",
          "eventdescription":"A call to the popen() function failed
when the accounting statistics process invoked the indicated command to
transfer the indicated file. "
        },
        {
          "eventid":"0",
          "category":"ALARMD",
          "type":"Software Failure",
          "subtype":"Initialization failure",
          "priority":"HIGH",
          "briefdescription":"CONNECTION_CHASSISD_FAIL",
          "eventdescription":"The alarm process (alarmd) was unable
to connect to the chassis process (chassisd). "
        }
      ]
    }
  }
}
```

Response Status Code

| Message       | Description              |
|---------------|--------------------------|
| 404 Not Found | Invalid script bundle ID |

Related Documentation

- [Get All Script Bundles on page 298](#)
- [Get All Event Scripts in a Script Bundle on page 304](#)
- [Add a Script Bundle to Service Now on page 306](#)

- [Set a Script Bundle as the Default Script Bundle on page 308](#)
- [Install Script Bundle on a Device on page 309](#)
- [Uninstall Script Bundle from a Device on page 313](#)
- [Delete a Script Bundle on page 316](#)
- [Script Bundle Management REST API Overview on page 297](#)

## Get All Event Scripts in a Script Bundle

Use this API to retrieve event scripts included in a script bundle loaded on a device. Unlike the Get Information About a Script Bundle API, this API does not return the script bundle itself.

### URI

`https://[host]/api/juniper/servicenow/scriptbundle-management/scriptbundles/{id}/bundleEvents` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| ID        | Integer | Yes      | ID of the script bundle from which event scripts are to be retrieved |

### Consumes

- `vnd.juniper.servicenow.scriptbundle-management.bundleevents+json;version=1; charset=UTF-8`
- `vnd.juniper.servicenow.scriptbundle-management.bundleevents+xml;version=1; charset=UTF-8`

### Response Elements

| Element  | Type    | Description                                  |
|----------|---------|--|
| uri      | String  | URI of the script bundle                     |
| size     | Integer | Number of event scripts in the script bundle |
| event    | event   | An event script in the script bundle         |
| ID       | Integer | ID of the event script                       |
| category | String  | Category of the event script                 |



| Element          | Type   | Description  |
|------------------|--------|--|
| type             | String | Type of event that triggers the script. Types include: <ul style="list-style-type: none"> <li>• Software failure</li> <li>• Hardware failure</li> <li>• Resource exhaustion</li> </ul>   |
| subType          | String | Detailed description for the type of event that triggers the script.<br><br>For example, file system error, communication error, socket failure, excessive memory utilization, database failure, session error, memory allocation error, initialization error, process error, and so on. |
| priority         | String | Priority level of the event script. Values are: <ul style="list-style-type: none"> <li>• Critical</li> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul>  |
| briefDescription | String | A terse description of the event.  |
| eventDescription | String | A detailed description of the event.   |

### Sample Output

#### Sample XML Output

```
<bundleevents size="398"
uri="/api/juniper/servicenow/scriptbundle-management/scriptbundles/295312/bundleevents">

  <event>
    <id>294914</id>
    <category>ACCT</category>
    <type>Software Failure</type>
    <subType>Communication Error</subType>
    <priority>MED</priority>
    <briefDescription>ACCT_XFER_POPEN_FAIL</briefDescription>
    <eventDescription>A call to the popen() function failed when
the accounting statistics process invoked the indicated command to transfer
the indicated file.</eventDescription>
  </event>
  <event>
    <id>295021</id>
    <category>ALARMD</category>
    <type>Software Failure</type>
    <subType>Initialization failure</subType>
    <priority>HIGH</priority>
    <briefDescription>CONNECTION_CHASSISD_FAIL</briefDescription>
    <eventDescription>The alarm process (alarmd) was unable to
connect to the chassis process (chassisd).</eventDescription>
  </event>
  ...
</bundleevents>
```

**Sample JSON Output**

```
{
  "bundleevents":{
    "@size":"398",

    "@uri":"/api/juniper/servicenow/scriptbundle-management/scriptbundles/295312/bundleevents",

    "event":[
      {
        "id":"294914",
        "category":"ACCT",
        "type":"Software Failure",
        "subtype":"Communication Error",
        "priority":"MED",
        "briefdescription":"ACCT_XFER_POPEN_FAIL",
        "eventdescription":"A call to the popen() function failed when
the accounting statistics process invoked the indicated command to transfer
the indicated file. "
      },
      {
        "id":"295021",
        "category":"ALARMD",
        "type":"Software Failure",
        "subtype":"Initialization failure",
        "priority":"HIGH",
        "briefdescription":"CONNECTION_CHASSISD_FAIL",
        "eventdescription":"The alarm process (alarmd) was unable to
connect to the chassis process (chassisd). "
      }
    ]
  }
}
```

**Response Status Code**

| Message                   | Description                                |
|---------------------------|--|
| 500 Internal Server Error | No event is available in the script bundle |

**Related Documentation**

- [Get All Script Bundles on page 298](#)
- [Get Information About a Script Bundle on page 300](#)
- [Add a Script Bundle to Service Now on page 306](#)
- [Set a Script Bundle as the Default Script Bundle on page 308](#)
- [Install Script Bundle on a Device on page 309](#)
- [Uninstall Script Bundle from a Device on page 313](#)
- [Delete a Script Bundle on page 316](#)
- [Script Bundle Management REST API Overview on page 297](#)

**Add a Script Bundle to Service Now**

Use this API to add a script bundle to Junos Space Service Now.

**URI**

https://[host]/api/juniper/servicenow/scriptBundle-management/addScriptBundle  
(HTTP method = POST)

**Consumes**

Multipart/form-upload

**Request Elements**

| Element     | Type    | Description   |
|-------------|---------|---|
| uri         | String  | URI of the script bundle to be added to Service Now |
| href        | String  | Link to the script bundle                           |
| id          | Integer | ID of the script bundle                             |
| priority    | String  | Priority of the script bundle                       |
| profileName | Integer | Event profile included in the script bundle         |
| description | String  | Description of the script bundle                    |
| events      | events  | Events included in the script bundle                |

**Produces**

- application/vnd.juniper.servicenow.event-profile-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.event-profile-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description                                 |
|---------|--------|---|
| msg     | String | Status message of the add script bundle job |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg> File upload successful</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": {
```

```
    "msg": " File upload successful"
  }
}
```

**Related Documentation**

- [Get Information About a Script Bundle on page 300](#)
- [Get All Event Scripts in a Script Bundle on page 304](#)
- [Set a Script Bundle as the Default Script Bundle on page 308](#)
- [Install Script Bundle on a Device on page 309](#)
- [Uninstall Script Bundle from a Device on page 313](#)
- [Delete a Script Bundle on page 316](#)
- [Script Bundle Management REST API Overview on page 297](#)

## Set a Script Bundle as the Default Script Bundle

Use this API to set a script bundle as the default script bundle in Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/scriptBundle-management/scriptbundles/{id}/setAsDefaultBundle (HTTP method = PUT)`

**URI Parameters**

| Parameter | Type    | Required | Description                                  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the script bundle to be set as default |

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.scriptbundle-management.servicenowmsg+xml;version=2`
- `application/vnd.juniper.servicenow.scriptbundle-management.servicenowmsg+json;version=2`

**Response Elements**

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Status message of the set as the default script bundle job |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg>Script Bundle set as default bundle</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": { "msg": "Script Bundle set as default bundle" }
}
```

**Related Documentation**

- [Get All Script Bundles on page 298](#)
- [Get All Event Scripts in a Script Bundle on page 304](#)
- [Add a Script Bundle to Service Now on page 306](#)
- [Install Script Bundle on a Device on page 309](#)
- [Uninstall Script Bundle from a Device on page 313](#)
- [Script Bundle Management REST API Overview on page 297](#)

## Install Script Bundle on a Device

Use this API to install a script bundle on a device managed by Service Now. The Retrieve Job Details API <https://{host-id}/api/space/job-management/jobs/{jobs-id}> outputs the URI for this API.

**URI**

<https://{host-id}/api/juniper/servicenow/event-profile-management/eventProfiles/job-instances/{job-id}/event-profiles-install-job-results>

**URI Parameters**

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| job-id    | Integer | Yes      | ID of the job for installing service bundle on a device |

**Consumes**

None

**Produces**

None

## Response Elements

| Element            | Type      | Description   |
|--------------------|-----------|---|
| uri                | String    | URI to the collection of install script bundle job results  |
| total              | Integer   | Number of records in the collection   |
| jobResult          | jobResult | A install script bundle job result  |
| id                 | Integer   | ID of the script bundle in Service Now database   |
| profileId          | Integer   | ID of the event profile associated with the script bundle   |
| bundleId           | Integer   | ID of the script bundle in Junos Space  |
| jobType            | String    | Type of job; the value is always <i>install</i> in this operation   |
| serviceNowDeviceID | Integer   | ID of the device on which the script bundle is installed in the Service Now database  |
| spaceDeviceID      | Integer   | ID of the device on which the script bundle is installed in Junos Space Network Management Platform   |
| jobStatus          | String    | Status of the script bundle installation job<br><br>Possible values are: <ul style="list-style-type: none"> <li>• Success—The script bundle successfully installed on the device.</li> <li>• Failed—The script bundle failed to install on the device.</li> <li>• Scheduled—The script bundle is scheduled to be installed on the device.</li> </ul>  |
| jobRemarks         | String    | Remarks about the script bundle installation job  |
| jobSteps           | jobSteps  | Provides details about the steps performed for installing the script bundle on the device and the results of each step<br><br>The steps include: <ul style="list-style-type: none"> <li>• Connecting to the device</li> <li>• Copying the script bundle to the device</li> <li>• Installing the script bundle on the device</li> <li>• Copying the .slax files to the device</li> <li>• Committing the .slax files on the device</li> </ul> |
| id                 | Integer   | ID of the job step  |
| stepName           | String    | Name of the step  |

| Element            | Type   | Description                                |
|--------------------|--------|--|
| jobStatus          | String | Status of the step in the installation job |
| detailedJobRemarks | String | Remarks about the step                     |

### Sample Output

#### Sample XML Output

```
<event-profiles-install-job-results
uri="/api/juniper/servicenow/event-profile-management/eventProfiles/job-instances/
163850/event-profiles-install-job-results" total="1">
<jobResult>
  <id>32770</id>
  <profileId>33654</profileId>
  <bundleId>33211</bundleId>
  <jobType>Install</jobType>
  <serviceNowDeviceID>34631</serviceNowDeviceID>
  <spaceDeviceID>-1</spaceDeviceID>
  <jobStatus>FAILED</jobStatus>
  <jobRemarks> An error occurred during Event Profile installation. The device
configuration is not in Sync. Please make sure the device 'Managed status'
in Manage Device (space platform) should be 'In Sync' before
installing/uninstalling AI script.
</jobRemarks>

  <jobSteps>
    <id>35177</id>
    <stepName>Connect to device</stepName>
    <joStatus>FAILURE</joStatus>
    <detailedJobRemarks>
      The device configuration is not in Sync. Please make sure the device 'Managed
status' in Manage Device (space platform) should be 'In Sync' before
installing/uninstalling AI script.
    </detailedJobRemarks>
  </jobSteps>

    <jobSteps>
      <id>35178</id>
      <stepName>Copy script bundle to device</stepName>
      <joStatus>NOTSTARTED</joStatus>
    </jobSteps>

    <jobSteps>
      <id>35179</id>
      <stepName>Commit configuration</stepName>
      <joStatus>NOTSTARTED</joStatus>
    </jobSteps>

    <jobSteps>
      <id>35180</id>
      <stepName>Install script bundle on device</stepName>
      <joStatus>NOTSTARTED</joStatus>
    </jobSteps>

    <jobSteps>
      <id>35181</id>
      <stepName>Copy slax file to device</stepName>
      <joStatus>NOTSTARTED</joStatus>
    </jobSteps>
  </jobSteps>
</jobResult>
</event-profiles-install-job-results>
```

```

<jobSteps>
  <id>35182</id>
  <stepName>Commit slax file on device</stepName>
  <joStatus>NOTSTARTED</joStatus>

</jobSteps>
</jobResult>
</event-profiles-install-job-results>

```

### Sample JSON Output

```

{
  "event-profiles-install-job-results":{
    "@uri":"/api/juniper/servicenow/event-profile-management/
eventProfiles/job-instances/393221/event-profiles-install-job-results",
    "@total":"1",
    "jobResult":{
      "id":32770,
      "profileId":33654,
      "bundleId":33211,
      "jobType":"Install",
      "serviceNowDeviceID":393217,
      "spaceDeviceID":-1,
      "jobStatus":"FAILED",
      "jobRemarks":"An error occurred during Event Profile installation.
The device configuration is not in Sync. Please make sure the device 'Managed
status' in Manage Device (space platform) should be 'In Sync' before
installing/uninstalling AI script.",
      "jobSteps":[
        {
          "id":426304,
          "stepName":"Connect to device",
          "joStatus":"FAILURE",
          "detailedJobRemarks":"The device configuration is not in Sync.
Please make sure the device 'Managed status' in Manage Device (space platform)
should be 'In Sync' before installing/uninstalling AI script."
        },
        {
          "id":426305,
          "stepName":"Copy script bundle to device",
          "joStatus":"NOTSTARTED"
        },
        {
          "id":426306,
          "stepName":"Commit configuration",
          "joStatus":"NOTSTARTED"
        },
        {
          "id":426307,
          "stepName":"Install script bundle on device",
          "joStatus":"NOTSTARTED"
        },
        {
          "id":426308,
          "stepName":"Copy slax file to device",
          "joStatus":"NOTSTARTED"
        },
        {
          "id":426309,

```



```

    "stepName": "Commit slax file on device",
    "jobStatus": "NOTSTARTED"
  },

```

#### Error Codes

| Message | Description                                |
|---------|--|
| 200 OK  | The script bundle was installed correctly. |

#### Related Documentation

- [Get All Script Bundles on page 298](#)
- [Add a Script Bundle to Service Now on page 306](#)
- [Set a Script Bundle as the Default Script Bundle on page 308](#)
- [Uninstall Script Bundle from a Device on page 313](#)
- [Delete a Script Bundle on page 316](#)
- [Script Bundle Management REST API Overview on page 297](#)

## Uninstall Script Bundle from a Device

Use this API to uninstall a Script Bundle from a device running Junos OS and managed by Service Now. The Retrieve Job Details API <https://{host-id}/api/space/job-management/jobs/{jobs-id}> outputs the URI for this API.

#### URI

<https://{host-id}/api/juniper/servicenow/event-profile-management/eventProfiles/job-instances/{job-id}/event-profiles-install-job-results> (HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description                           |
|-----------|---------|----------|---------------------------------------|
| job-id    | Integer | Yes      | ID of the uninstall script bundle job |

#### Consumes

None

#### Produces

None

#### Response Elements

| Element | Type   | Description  |
|---------|--------|--|
| uri     | String | Link to the collection of uninstall script bundle job result |

| Element            | Type      | Description   |
|--------------------|-----------|---|
| total              | Integer   | Number of records in the collection   |
| jobResult          | jobResult | An uninstall script bundle job result   |
| ID                 | Integer   | ID of the script bundle in the Service Now database   |
| profileId          | Integer   | ID of the event profile associated with the script bundle   |
| bundleId           | Integer   | ID of the script bundle in Junos Space Network Management Platform  |
| jobType            | String    | Type of job; the value is always <i>uninstall</i> in this operation   |
| serviceNowDeviceID | Integer   | ID of the device in the Service Now database.   |
| spaceDeviceID      | Integer   | ID of the device in Junos Space Platform.   |
| jobStatus          | Enum      | <p>Status of the script bundle uninstallation job</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• Success—The script bundle is successfully uninstalled from the device.</li> <li>• Failed—Uninstallation of the script bundle failed on the device.</li> <li>• Scheduled—The script bundle is scheduled to be uninstalled from the device.</li> </ul> |
| jobRemarks         | String    | Remarks about the uninstallation job  |
| jobSteps           | jobSteps  | <p>Provides details about the steps performed for uninstalling the script bundle from the device and the results of each step</p> <p>The steps are:</p> <ul style="list-style-type: none"> <li>• Connecting to the device</li> <li>• Deleting configuration</li> <li>• Uninstalling event profile</li> <li>• Deleting .slax files from the device</li> </ul>                    |
| id                 | Integer   | ID of the job step  |
| stepName           | String    | Name of the step  |
| jobStatus          | String    | Status of the step in the uninstallation job  |
| detailedJobRemarks | String    | Remarks about the step  |

### Sample Output

## Sample XML Output

```

<event-profiles-install-job-results
uri="/api/juniper/servicenow/event-profile-management/eventProfiles/job-instances/
163852/event-profiles-install-job-results" total="1">
  <jobResult>
    <id>32771</id>
    <profileId>0</profileId>
    <bundleId>0</bundleId>
    <jobType>UnInstall</jobType>
    <serviceNowDeviceID>34631</serviceNowDeviceID>
    <spaceDeviceID>-1</spaceDeviceID>
    <jobStatus>FAILED</jobStatus>
    <jobRemarks>Error: Could not connect to the device.The device configuration
is not in Sync. Please make sure the device 'Managed status' in Manage Device
(space platform) should be 'In Sync' before installing/uninstalling AI
script.</jobRemarks>
    <jobSteps>
      <id>35183</id>
      <stepName>Connect to device</stepName>
      <joStatus>FAILURE</joStatus>
      <detailedJobRemarks>The device configuration is not in Sync. Please make
sure the device 'Managed status' in Manage Device (space platform) should be
'In Sync' before installing/uninstalling AI script.</detailedJobRemarks>
    </jobSteps>
    <jobSteps>
      <id>35184</id>
      <stepName>Deleting configuration</stepName>
      <joStatus>NOTSTARTED</joStatus>
    </jobSteps>
    <jobSteps>
      <id>35185</id>
      <stepName>Uninstall event profile</stepName>
      <joStatus>NOTSTARTED</joStatus>
    </jobSteps>
    <jobSteps>
      <id>35186</id>
      <stepName>Delete slax file</stepName>
      <joStatus>NOTSTARTED</joStatus>
    </jobSteps>
  </jobResult>
</event-profiles-install-job-results>

```

## Sample JSON Output

```

{
  "event-profiles-install-job-results":{
    "@uri":"/api/juniper/servicenow/event-profile-management/eventProfiles/job-instances/
393223/event-profiles-install-job-results",
    "@total":"1",
    "jobResult":{
      "id":32771,
      "profileId":0,
      "bundleId":0,
      "jobType":"UnInstall",
      "serviceNowDeviceID":393217,
      "spaceDeviceID":-1,
      "jobStatus":"FAILED",
      "jobRemarks":"Error: Could not connect to the device.The device
configuration is not in Sync. Please make sure the device 'Managed status' in
Manage Device (space platform) should be 'In Sync' before
installing/uninstalling AI script."},

```

```

    "jobSteps":[
      {
        "id":426316,
        "stepName":"Connect to device",
        "joStatus":"FAILURE",
        "detailedJobRemarks":"The device configuration is not in Sync.
Please make sure the device 'Managed status' in Manage Device (space platform)
should be 'In Sync' before installing/uninstalling AI script."
      },
      {
        "id":426317,
        "stepName":"Deleting configuration",
        "joStatus":"NOTSTARTED"
      },
      {
        "id":426318,
        "stepName":"Uninstall event profile",
        "joStatus":"NOTSTARTED"
      },
      {
        "id":426319,
        "stepName":"Delete slax file",
        "joStatus":"NOTSTARTED"
      }
    ]
  }
}

```

#### Error Codes

| Message | Description   |
|---------|---|
| 200 OK  | The script bundle was successfully uninstalled from the device. |

#### Related Documentation

- [Add a Script Bundle to Service Now on page 306](#)
- [Install Script Bundle on a Device on page 309](#)
- [Delete a Script Bundle on page 316](#)
- [Script Bundle Management REST API Overview on page 297](#)

## Delete a Script Bundle

Use this API to delete a script bundle from Junos Space Service Now.

#### URI

`https://[host]/api/juniper/servicenow/scriptBundle-management/scriptbundles/{id}`  
(HTTP method = DELETE)

**URI Parameters**

| Parameter | Type    | Required | Description                           |
|-----------|---------|----------|---------------------------------------|
| id        | Integer | Yes      | ID of the script bundle to be deleted |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.scriptbundle-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.scriptbundle-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description                                    |
|---------|--------|--|
| msg     | String | Status message of the delete script bundle job |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
  <msg>Bundle with ID=39389 deleted Successfully</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": { "msg": "Bundle with ID=39389 deleted Successfully" }
}
```

**Related Documentation**

- [Add a Script Bundle to Service Now on page 306](#)
- [Install Script Bundle on a Device on page 309](#)
- [Script Bundle Management REST API Overview on page 297](#)



## CHAPTER 13

# Incident Management APIs

- Incident Management REST API Overview on page 320
- Get All Incidents in Service Now on page 321
- Get an Incident by Incident ID on page 325
- Get Incident by Customer Tracking Number on page 339
- Delete an Incident by Incident ID on page 342
- Export a JMB in the HTML or XML Format on page 344
- Save a Case on page 345
- Submit a Case on page 350
- Get the Location of a Case in Case Manager on page 356
- Assign an Owner to an incident on page 358
- Flag an Incident to Users on page 360
- Export the Summary of an Incident to Excel on page 362
- Create a Case for an End-Customer Incident on page 363
- Upload Core Files for an Incident on page 365
- Get Attachment Details by Incident ID on page 367
- Close an End-Customer Case on page 369
- Update an End-Customer Case on page 371
- Upload Attachment to Incident by Using SCP on page 372
- Upload Attachment to Incident by Using HTTP on page 374
- Download Log Files and JMB of an Incident on page 375
- Download all Attachments of an Incident on page 376
- Download an Attachment of an Incident on page 377
- Get User-Uploaded Attachments by Incident ID on page 378
- Download an User-Uploaded Attachment of an Incident on page 379
- Collect Additional Information for an Incident on page 380
- Modify Configuration for Collecting Additional Information for an Incident on page 382
- View Commands Used for Collecting Additional Information for an Incident on page 384
- Get All Additional Information Attachments of an Incident on page 386

- [Download an Attachment Containing Additional Information for an Incident on page 388](#)
- [Download All Attachments Containing Additional Information for an Incident on page 388](#)
- [Get Details About Collect Additional Information Job for an Incident on page 389](#)
- [Associate an Incident to an Existing Case on page 391](#)

## Incident Management REST API Overview

---

In Service Now, incidents are problem events that are detected on a device. When an incident, such as a process crash, an ASIC error, or a fan failure, occurs on an AI-Scripts-enabled device, the AI-Script builds a JMB file with the incident data and forwards it to the Junos Space server. AI-Scripts create files called Juniper Message Bundles (JMBs). A JMB file is an XML file that contains diagnostic information about the device and other information specific to the condition that triggered the event message. The incident contains information such as hostname, time stamp of the incident, synopsis, description, chassis serial number, and the severity and priority of the incident.

The **incident-management** resources are available under `https://[host]/api/juniper/servicenow`.

### URI

`https://[host]/api/juniper/servicenow/incident-management` (HTTP method = GET)

### Produces

- `application/vnd.juniper.servicenow.incident-management+xml;version=1`
- `application/vnd.juniper.servicenow.incident-management+json;version=1`

### Sample Output

#### Sample XML Output

```
<servicenow-incident-management>
  <collection href="/api/juniper/servicenow/incident-management/incidents"
    rel="incidents"/>
</servicenow-incident-management>
```

#### Sample JSON Output

```
{
  "servicenow-incident-management": {
    "collection": {
      "@href": "/api/juniper/servicenow/incident-management/incidents",
      "@rel": "incidents"
    }
  }
}
```

The incident management service provides the following APIs:

- [Get All Incidents in Service Now on page 321](#)
- [Get an Incident by Incident ID on page 325](#)



- [Get Incident by Customer Tracking Number on page 339](#)
- [Delete an Incident by Incident ID on page 342](#)
- [Export a JMB in the HTML or XML Format on page 344](#)
- [Save a Case on page 345](#)
- [Submit a Case on page 350](#)
- [Get the Location of a Case in Case Manager on page 356](#)
- [Assign an Owner to an incident on page 358](#)
- [Flag an Incident to Users on page 360](#)
- [Export the Summary of an Incident to Excel on page 362](#)
- [Create a Case for an End-Customer Incident on page 363](#)
- [Upload Core Files for an Incident on page 365](#)
- [Download all Attachments of an Incident on page 376](#)
- [Get the Location of a Case in Case Manager on page 356](#)
- [Close an End-Customer Case on page 369](#)
- [Update an End-Customer Case on page 371](#)
- [Download Log Files and JMB of an Incident on page 375](#)
- [View a Tech Support Case in Case Manager on page 466](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)

**Related  
Documentation**

- [Tech Support Case Management REST API Overview on page 453](#)
- [Service Now End Customer Case Management REST API Overview on page 479](#)
- [Global Settings Management REST API Overview on page 102](#)
- [Device Snapshot Management REST API Overview on page 491](#)
- [Auto Submit Policy Management REST API Overview on page 515](#)
- [JMB Error Management REST API Overview on page 637](#)
- [Device Analysis REST API Overview on page 645](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)
- [Service Now Notification Management REST API Overview on page 747](#)

---

## Get All Incidents in Service Now

Use this API to retrieve all incidents in Junos Space Service Now chronologically by organization name and device group.

**URI**

https://[host]/api/juniper/servicenow/incident-management/incidents (HTTP method = GET)

**URI Parameters**

None.

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.incident-management.incidents+xml;version=4
- application/vnd.juniper.servicenow.incident-management.incidents+json;version=4

**Response**

| Element          | Type     | Description   |
|------------------|----------|---|
| uri              | String   | URI to the collection of incidents in Service Now           |
| size             | Integer  | Number of records in the collection                         |
| incident         | incident | An incident in the collection                               |
| href             | String   | Link to the incident  |
| uri              | String   | URI of the incident   |
| key              | Integer  | ID of the incident  |
| organizationName | String   | Name of the organization to which this incident is assigned |
| organizationID   | Integer  | ID of the organization associated with the incident         |
| deviceGroupName  | String   | Name of the device group to which this incident is assigned |
| deviceGroupID    | Integer  | Device group ID   |
| priority         | String   | Incident priority   |
| defectType       | String   | Type of defect on the event that triggered this incident    |

| Element                | Type    | Description   |
|------------------------|---------|---|
| incidentType           | String  | <p>Type of event for which the incident was generated</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>Event—indicates that an event is detected on the Service Now managed devices.</li> <li>On-demand—Indicates that the incident created is an on-demand incident.</li> <li>Event-RMA—indicates that an RMA event is detected on the Service Now managed devices.</li> <li>Event (low end)—indicates that the JMB generated on a device is a low impact JMB. User can manually collect troubleshooting data and update case through Case Manager or Service Now.</li> <li>On-demand RMA—Indicates that the RMA event detected on the device is an on-demand event.</li> <li>AIS Health Check—Indicates the incident is created in response to a JMB collected to obtain information about AI-Scripts error.</li> </ul> |
| hostName               | String  | Hostname of the device with which the incident is associated  |
| deviceId               | Integer | ID of the device with which the incident is associated  |
| product                | String  | Product type of the device on which this incident occurred  |
| status                 | String  | <p>Status of the Incident</p> <p>The possible values are:</p> <ul style="list-style-type: none"> <li>Not Submitted—Incident is not submitted to Juniper Support System (JSS)</li> <li>Submitted—Incident is submitted to JSS</li> <li>Created—A case is created for the incident and an ID is assigned to the case in JSS</li> <li>Updated—The case ID of the incident is updated in JSS</li> <li>Create Failed—A case could not be created in JSS for the incident</li> <li>Closed—The case is closed in JSS</li> <li>Submission Failed—The incident could not be submitted to JSS for creating a case</li> <li>Associated to a Case—The incident is associated with a case</li> </ul>   |
| customerTrackingNumber | String  | Number provided for tracking the case created in JSS for the incident.  |
| occurred               | String  | Date and time the incident was reported   |
| prbIdentifier          | String  | ID of the event that occurred on the device   |

## Output

## Example XML Output

```
<incident href= "/api/juniper/servicenow/incident-management/incidents/164460"
uri="/api/juniper/servicenow/incident-management/incidents/164460"
key="164460">
<organizationName>Test</organizationName>
<organizationId>35662</organizationId>
<deviceGroupName>Default for Test</deviceGroupName>
<deviceGroupId>35663</deviceGroupId>
<priority>Low</priority>
<defectType>-</defectType>
<incidentType>On-demand(Off Box)</incidentType>
<hostName>gold</hostName>
<deviceId>163840</deviceId>
<product>MX480</product>
<status>Case Associated, 2017-0530-T-0032</status>
<problemIdentifier>gold-JN1101F7EAFB-20170622-024345-000</problemIdentifier>
<occured>2017-06-13 13:02:09 UTC</occured>
</incident>
```

## Example JSON Output

```
{
  "incidents": {
    "@uri": "/api/juniper/servicenow/incident-management/incidents/",
    "@size": "32",
    "incident": [
      {
        "@href":
"/api/juniper/servicenow/incident-management/incidents/164460",
        "@uri": "/api/juniper/servicenow/incident-management/incidents/164460",

        "@key": "164460",
        "organizationName": "Test",
        "organizationId": 35662,
        "deviceGroupName": "Default for Test",
        "deviceGroupId": 35663,
        "priority": "Low",
        "defectType": "-",
        "incidentType": "On-demand(Off Box)",
        "hostName": "gold",
        "deviceId": 163840,
        "product": "MX480",
        "status": "Case Associated, 2017-0530-T-0032",
        "problemIdentifier": "gold-JN1101F7EAFB-20170622-024345-000",
        "occured": "2017-06-13 13:02:09 UTC"
      }
    ]
  }
}
```

## Response Status Code

| Message        | Description         |
|----------------|---------------------|
| 204 No Content | No incidents found. |

## Related Documentation

- [Get an Incident by Incident ID on page 325](#)
- [Get Incident by Customer Tracking Number on page 339](#)
- [Delete an Incident by Incident ID on page 342](#)
- [Export a JMB in the HTML or XML Format on page 344](#)
- [Save a Case on page 345](#)
- [Submit a Case on page 350](#)
- [Assign an Owner to an incident on page 358](#)
- [Flag an Incident to Users on page 360](#)
- [Export the Summary of an Incident to Excel on page 362](#)
- [Create a Case for an End-Customer Incident on page 363](#)
- [Upload Core Files for an Incident on page 365](#)
- [Download all Attachments of an Incident on page 376](#)
- [Download Log Files and JMB of an Incident on page 375](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [Incident Management REST API Overview on page 320](#)

## Get an Incident by Incident ID

Use this API to retrieve information about a specific incident.

### URI

`https://[host]/api/juniper/servicenow/incident-management/incidents/{id}` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description                        |
|-----------|---------|----------|------------------------------------|
| id        | Integer | Yes      | ID of the Incident to be retrieved |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.incident-management.incident+xml;version=6`

- application/vnd.juniper.servicenow.incident-management.incident+json;version=6

### Response Elements

| Element              | Type    | Description  |
|----------------------|---------|--|
| uri                  | String  | Link to the incident   |
| id                   | Integer | ID of the incident to be retrieved   |
| status               | String  | <p>Status of the Incident</p> <p>The possible values are:</p> <ul style="list-style-type: none"> <li>• Not Submitted—Incident is not submitted to Juniper Support System (JSS)</li> <li>• Submitted—Incident is submitted to JSS</li> <li>• Created—A case is created for the incident and an ID is assigned to the case in JSS</li> <li>• Updated—The case ID of the incident is updated in JSS</li> <li>• Create Failed—A case could not be created in JSS for the incident</li> <li>• Closed—The case is closed in JSS</li> <li>• Submission Failed—The incident could not be submitted to JSS for creating a case</li> </ul> |
| eventType            | String  | The event on the device that generated the incident  |
| defectType           | String  | Type of defect under which the event is classified   |
| problemSynopsis      | String  | Brief description of the event   |
| caseCreationUserName | String  | User who submitted the iJMB for creating a case to JSS   |
| siteId               | String  | Site ID associated with the incident in the Customer Relationship Manager (CRM)  |
| followUpMethod       | String  | <p>Follow up method for the case associated with the incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Email Full Text Update</li> <li>• Email Secure Web Link</li> <li>• Phone Call</li> </ul>  |

| Element                   | Type   | Description   |
|---------------------------|--------|---|
| incidentType              | String | <p>Type of event for which the incident was generated</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Event—indicates that an event is detected on the Service Now managed devices.</li> <li>• On-demand—Indicates that the incident created is an on-demand incident.</li> <li>• Event-RMA—indicates that an RMA event is detected on the Service Now managed devices.</li> <li>• Event (low end)—indicates that the JMB generated on a device is a low impact JMB. User can manually collect troubleshooting data and update case through Case Manager or Service Now.</li> <li>• On-demand RMA—Indicates that the RMA event detected on the device is an on-demand event.</li> <li>• AIS Health Check—Indicates the incident is created in response to a JMB collected to obtain information about AI-Scripts error.</li> </ul> |
| incidentSubmittedPriority | String | <p>Priority of the incident submitted to JSS</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• 1 - Critical</li> <li>• 2 - High</li> <li>• 3 - Medium</li> <li>• 4 - Low</li> </ul>  |
| customerTrackingNumber    | String | Tracking number provided for tracking the case created in JSS for the incident  |
| priority                  | String | <p>Priority of the case created for the incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• 1 - Critical</li> <li>• 2 - High</li> <li>• 3 - Medium</li> <li>• 4 - Low</li> </ul>  |
| severity                  | String | Severity of the case created for the incident—Critical, High, Medium, and Low   |
| owner                     | String | User to whom the case is assigned for ownership   |

| Element            | Type       | Description   |
|--------------------|------------|---|
| autoSubmitted      | Boolean    | <p>Flag to specify if the incident was submitted automatically to Juniper Support System (JSS) for creating a case.</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Incident was auto submitted by Service Now</li> <li>• false—Incident was not auto submitted</li> </ul>  |
| policy             | String     | Autosubmit policy used to submit the incident   |
| flaggedUsers       | String     | Users to whom the case is flagged   |
| filterLevel        | String     | <p>Filter applied to JMB before sending to JSS.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• Do not send—Device configuration information is not sent.</li> <li>• Send all information except configuration—All device information except the configuration information is sent.</li> <li>• Send all information with IP Addresses overwritten—Device information is sent with IP addresses overwritten by asterisk (*).</li> <li>• Send all information—All information retrieved from a device is sent to JSS as is.</li> <li>• Only send list of features used—Only the device configuration information is sent.</li> </ul> |
| caseCCList         | caseCCList | Collection of e-mail IDs to which information about activities related to the incident is sent  |
| email              | String     | An e-mail ID to which e-mail about activities related to the incident is sent   |
| problemDescription | String     | Description of the incident   |
| organizationName   | String     | Organization in which the incident occurred   |
| deviceGroupName    | String     | Name of the device group to which the device for which the incident was created belongs   |
| caseId             | String     | ID of the case created for the incident   |
| occurred           | String     | Date and time the incident was created in Service Now   |
| prblIdentifier     | String     | ID of the event that occurred on the device   |
| KBArticle          | String     | Link to the Knowledge Base (KB) article for the incident  |



| Element               | Type      | Description  |
|-----------------------|-----------|--|
| caseLink              | String    | Link to the case in Case Manager   |
| caseCreationPassword  | String    | Password of the user who submitted the incident to JSS for creating a case   |
| customerComments      | String    | Comments from the end customer for the incident  |
| synopsisComments      | String    | Synopsis of the incident   |
| endCustomerCaseId     | String    | ID of the end customer case  |
| endCustomerCaseLink   | String    | Link to the end customer case  |
| endCustomerCaseStatus | String    | Status of the end customer case  |
| endCustomerSynopsis   | String    | Synopsis provided by the end customer for the incident   |
| endCustomerProbDesc   | String    | Problem description provided by the end customer   |
| messages              | String    | Error messages generated on the device; for example, error message when deleting JMB files from the device while copying the JMB files to Service Now.   |
| deleteCoreFiles       | Boolean   | <p>Flag to specify whether or not core files can be deleted from Service Now after a case is created in JSS for the incident</p> <ul style="list-style-type: none"> <li>• true—Core files are deleted after a case is created</li> <li>• false—Core files are not deleted after a case is created</li> </ul> |
| device                | String    | Specifies details such as ID, serial number, IP address, platform, product, release and version number of Junos OS installed, and hostname on the device for which the incident is created   |
| method                | String    | Method applicable to the incident  |
| coreFiles             | coreFiles | Core files collected for the device  |
| id                    | Integer   | Id of the incident   |
| fileName              | String    | Name of the core file  |
| fileSize              | Long      | Size of the core file in bytes   |
| reNode                | String    | Routing engine that generated the core file  |
| process               | String    | Process that generated the core file   |

| Element            | Type    | Description   |
|--------------------|---------|---|
| detail             | String  | Details of the core file  |
| binaryData         | Long    | Binary data of the core file  |
| uploadStatus       | String  | Core file upload status<br><br>Possible values: <ul style="list-style-type: none"> <li>• Not submitted—The core file is not submitted to JSS.</li> <li>• Scheduled—The core file is scheduled for upload to FTP/SFTP server.</li> <li>• In Progress—Upload of the core file to FTP/SFTP server is in progress.</li> <li>• Success—The core file is successfully uploaded to JSS.</li> <li>• Failed—Upload of the core file to FTP/SFTP server failed.</li> <li>• OnHold-NoEnoughDiskSpace—Upload of the core file to FTP/SFTP server is on hold as enough disk space is not available on the device.</li> <li>• Cannot Upload—Core file cannot be uploaded to FTP/SFTP server.</li> </ul> |
| associatedCoreFile | Boolean | Flag to indicate if the incident was created due to issues with the core file<br><br>Possible values: <ul style="list-style-type: none"> <li>• yes—The incident was created because of issues with the core file.</li> <li>• no—The incident was not created because of issues with the core file.</li> </ul>   |
| remarks            | String  | Remarks when upload of core file to FTP/SFTP server fails   |
| device             | device  | Device for which the incident was reported  |
| href               | String  | Link to the device  |
| id                 | Integer | ID of the device  |
| serialNumber       | String  | Serial Number of the device   |
| ipAddr             | String  | IP address of the device  |
| product            | String  | Product type of the device  |
| platform           | String  | Routing OS used on the device   |
| hostname           | String  | Hostname of the device  |

| Element        | Type       | Description  |
|----------------|------------|--|
| release        | String     | Release number of the routing OS installed on the device   |
| version        | String     | Version of the routing OS installed on the device  |
| case           | case       | Case created for the incident  |
| href           | String     | Link to the case resource  |
| id             | Integer    | ID of the case   |
| attachment     | attachment | Attachment files collected for the incident  |
| attachmentName | String     | Name of the attachment file  |
| command        | String     | <b>show</b> command of Junos OS<br><br>The attachment file contains the output of this <b>show</b> command.  |
| sizeInBytes    | Long       | Size of the attachment file in bytes   |
| readStatus     | String     | Read status of the attachment file<br><br>Possible values: <ul style="list-style-type: none"> <li>• Not Received—The attachment file is not yet read by Service Now</li> <li>• Success—Service Now collected the attachment file successfully</li> <li>• Failure—Service Now failed to read the attachment file on the device</li> <li>• No Longer Available—The attachment file is no longer available on the device</li> </ul> |
| uploadStatus   | String     | Upload status of the attachment file<br><br>Possible values: <ul style="list-style-type: none"> <li>• Not Uploaded—The attachment file is not uploaded to JSS.</li> <li>• Uploading—The attachment file is in the process of uploading to JSS.</li> <li>• Success—The attachment file is successfully uploaded to JSS.</li> <li>• Failure—Upload of the attachment file to JSS failed.</li> </ul>                                |
| readFailReason | String     | Reason for failing to read the attachment file   |
| logFiles       | logFile    | Log file collected for the incident  |

| Element             | Type   | Description   |
|---------------------|--------|---|
| logFileName         | String | Name of the log file  |
| sizeInBytes         | Long   | Size of the log file in bytes   |
| readStatus          | String | Read status of the log file<br><br>Possible values: <ul style="list-style-type: none"> <li>• Not Received—The log file is not yet read by Service Now</li> <li>• Success—Service Now collected the log file successfully</li> <li>• Failure—Service Now failed to read the log file on the device</li> <li>• No Longer Available—The log file is no longer available on the device</li> </ul> |
| uploadStatus        | String | Upload status of the log file<br><br>Possible values: <ul style="list-style-type: none"> <li>• Not Uploaded—The log file is not uploaded to JSS.</li> <li>• Uploading—The log file is in the process of uploading to JSS.</li> <li>• Success—The log file is successfully uploaded to JSS.</li> <li>• Failure—Upload of the log file to JSS failed.</li> </ul>                                |
| readFailReason      | String | Reason for failing to read the log file   |
| connectedMemberName | String | Name of end customer from whom the incident was received (in case Service Now partner is operating in Partner Proxy mode)   |
| method              | String | Link to the methods applicable to the incident  |

### Sample Output

#### Sample XML Output

```
<incident uri="/api/juniper/servicenow/incident-management/incidents/1671184">
  <id>1671184</id>
  <status>Created, 2015-1118-0040</status>
  <eventType>--</eventType>
  <defectType>--</defectType>
  <problemSynopsis>Service Now on-demand case</problemSynopsis>
  <caseCreationUserName>test2testjss@nam.com</caseCreationUserName>
  <siteId>0100167296</siteId>
  <incidentType>On-demand(Off Box)</incidentType>
  <priority>Low</priority>
  <severity>Low</severity>
  <policy>None</policy>
  <autoSubmitted>N0</autoSubmitted>
  <filterLevel>Send all information with IP addresses overwritten</filterLevel>
</incident>
```

```

<caseCCList>
  <email>super@juniper.net</email>
</caseCCList>
<problemDescription>Service Now on-demand case</problemDescription>
<caseId>2015-1118-0040</caseId>
<occurred>2015-11-06 03:19:42 IST</occurred>
<prbIdentifier>ex-2200-sn3-CW0210403356-20151118-155529-000</prbIdentifier>

<KBArticle>None</KBArticle>

<caseLink>http://stage.juniper.net/casemanager/#/cmdetails/2015-1118-0040</caseLink>

<deleteCoreFiles>false</deleteCoreFiles>
<coreFiles>
  <coreFile>
    <id>1671186</id>
    <fileName>/var/tmp/core_srk_1.txt</fileName>
    <fileSize>29</fileSize>
    <reNode>fpc0</reNode>
    <binaryData>1446758090</binaryData>
    <uploadStatus>Success</uploadStatus>
    <remarks />
    <associatedCoreFile>No</associatedCoreFile>
  </coreFile>
</coreFiles>
<attachments>
  <attachment>

    <attachmentName>ex-2200-sn3-20151118-212600581_1900546_attach_shd.xml</attachmentName>

    <command>show chassis hardware</command>
    <sizeInBytes>361</sizeInBytes>
    <readStatus>Success</readStatus>
    <uploadStatus>Success</uploadStatus>
    <readFailReason />
  </attachment>
  <attachment>

    <attachmentName>ex-2200-sn3-20151118-212600587_1900546_attach_rsi</attachmentName>

    <command>request support information</command>
    <sizeInBytes>89831</sizeInBytes>
    <readStatus>Success</readStatus>
    <uploadStatus>Success</uploadStatus>
    <readFailReason />
  </attachment>
  <attachment>

    <attachmentName>ex-2200-sn3-20151118-212600593_1900546_attach_AISESI</attachmentName>

    <command>multiple</command>
    <sizeInBytes>3563</sizeInBytes>
    <readStatus>Success</readStatus>
    <uploadStatus>Success</uploadStatus>
    <readFailReason />
  </attachment>
  <attachment>

    <attachmentName>ex-2200-sn3-20151118-212600597_1900546_attach_cfg.xml</attachmentName>

```

```

    <command>show configuration | display inheritance</command>
    <sizeInBytes>1252</sizeInBytes>
    <readStatus>Success</readStatus>
    <uploadStatus>Success</uploadStatus>
    <readFailReason />
  </attachment>
</attachments>
<attachmentName>ex-2200-sn3-20151118-212600601_1900546_attach_ver.xml</attachmentName>

    <command>show version</command>
    <sizeInBytes>446</sizeInBytes>
    <readStatus>Success</readStatus>
    <uploadStatus>Success</uploadStatus>
    <readFailReason />
  </attachment>
</attachments>
<attachmentName>ex-2200-sn3-20151118-212600605_1900546_attach_statusmsgs</attachmentName>

    <command>N/A</command>
    <sizeInBytes>1364</sizeInBytes>
    <readStatus>Success</readStatus>
    <uploadStatus>Success</uploadStatus>
    <readFailReason />
  </attachment>
</attachments>
<logFiles>
  <logFile>

    <sizeInBytes>8921433</sizeInBytes>
    <readStatus>Success</readStatus>
    <uploadStatus>Success</uploadStatus>
  </logFile>
</logFiles>
<device href="/api/juniper/servicenow/device-management/devices/1081795">
  <id>1081795</id>
  <serialNumber>CW0210403356</serialNumber>
  <ipAddr>192.0.2.159</ipAddr>
  <product>EX2200-24T-4G</product>
  <platform>junos-ex</platform>
  <hostName>ex-2200-sn3</hostName>
  <release>12.3R10.2</release>
  <version>R10</version>
</device>
<case href="/api/juniper/servicenow/case-management/cases/1671294">
  <id>1671294</id>
</case>
<method
href="/api/juniper/servicenow/incident-management/incidents/1671184/saveCase"
/>
<method
href="/api/juniper/servicenow/incident-management/incidents/1671184/submitCase"
/>
<method
href="/api/juniper/servicenow/incident-management/incidents/1671184/exportJMB"
/>

```

```

<method
href="/api/juniper/servicenow/incident-management/incidents/1671184/uploadAttachment"
/>
<method
href="/api/juniper/servicenow/incident-management/incidents/1671184/uploadAttachmentViaSCP"
/>
<method
href="/api/juniper/servicenow/incident-management/incidents/1671184/flagToUsers"
/>
<method
href="/api/juniper/servicenow/incident-management/incidents/1671184/assignOwnership"
/>
<method
href="/api/juniper/servicenow/incident-management/incidents/1671184/createEndCustomerCase"
/>
<method
href="/api/juniper/servicenow/incident-management/incidents/1671184/updateEndCustomerCase"
/>
<method
href="/api/juniper/servicenow/incident-management/incidents/1671184/closeEndCustomerCase"
/>
<method
href="/api/juniper/servicenow/incident-management/incidents/1671184/uploadCoreFiles"
/>
<method
href="/api/juniper/servicenow/incident-management/incidents/1671184/downloadAllAttachments"
/>
<method
href="/api/juniper/servicenow/incident-management/incidents/1671184/downloadLogFiles"
/>
<method
href="/api/juniper/servicenow/incident-management/incidents/1671184/viewCaseInCaseManager"
/>
</incident>

```

### Sample JSON Output

```

{
  "incident":{
    "uri":"/api/juniper/servicenow/incident-management/incidents/1671184",
    "id":1671184,
    "status":"Created, 2015-1118-0040",
    "eventType":"-",
    "defectType":"-",
    "problemSynopsis":"Service Now on-demand case",
    "caseCreationUserName":"test2testjss@nam.com",
    "siteId":"0100167296",
    "incidentType":"On-demand(Off Box)",
    "priority":"Low",
    "severity":"Low",
    "policy":"None",
    "autoSubmitted":"NO",
    "filterLevel":"Send all information with IP addresses overwritten",
    "caseCCList":{
      "email":"super@juniper.net"
    },
    "problemDescription":"Service Now on-demand case",
    "caseId":"2015-1118-0040",
    "occurred":"2015-11-06 03:19:42 IST",
    "prbIdentifier":"ex-2200-sn3-CW0210403356-20151118-155529-000",
    "KBArticle":"None",
  }
}

```

```
"caseLink":"http://stage.juniper.net/casemanager/#/cmdetails/2015-1118-0040",

  "deleteCoreFiles":false,
  "coreFiles":{
    "coreFile":{
      "id":1671186,
      "fileName":"/var/tmp/core_srk_1.txt",
      "fileSize":29,
      "reNode":"fpc0",
      "binaryData":1446758090,
      "uploadStatus":"Success",
      "remarks":"","",
      "associatedCoreFile":"No"
    }
  },
  "attachments":{
    "attachment":[
      {
        "attachmentName":"ex-2200-sn3-20151118-212600581_1900546_attach_shd.xml",
        "command":"show chassis hardware",
        "sizeInBytes":361,
        "readStatus":"Success",
        "uploadStatus":"Success",
        "readFailReason":""
      },
      {
        "attachmentName":"ex-2200-sn3-20151118-212600587_1900546_attach_rsi",
        "command":"request support information",
        "sizeInBytes":89831,
        "readStatus":"Success",
        "uploadStatus":"Success",
        "readFailReason":""
      },
      {
        "attachmentName":"ex-2200-sn3-20151118-212600593_1900546_attach_AISESI",
        "command":"multiple",
        "sizeInBytes":3563,
        "readStatus":"Success",
        "uploadStatus":"Success",
        "readFailReason":""
      },
      {
        "attachmentName":"ex-2200-sn3-20151118-212600597_1900546_attach_cfg.xml",
        "command":"show configuration | display inheritance",
        "sizeInBytes":1252,
        "readStatus":"Success",
        "uploadStatus":"Success",
        "readFailReason":""
      },
      {
        "attachmentName":"ex-2200-sn3-20151118-212600601_1900546_attach_ver.xml",
        "command":"show version",
        "sizeInBytes":446,
        "readStatus":"Success",
```



```

        "uploadStatus": "Success",
        "readFailReason": ""
    },
    {
        "attachmentName": "ex-2200-sn3-20151118-212600605_1900546_attach_statusmsgs",
        "command": "N/A",
        "sizeInBytes": 1364,
        "readStatus": "Success",
        "uploadStatus": "Success",
        "readFailReason": ""
    }
]
},
"logFiles": {
    "logFile": {
        "logFileName": "ex-2200-sn3-20151118-212600613_1900546_attach_logs_tgz",
        "sizeInBytes": 8921433,
        "readStatus": "Success",
        "uploadStatus": "Success"
    }
},
"device": {
    "href": "/api/juniper/servicenow/device-management/devices/1081795",
    "id": 1081795,
    "serialNumber": "CW0210403356",
    "ipAddr": "192.0.2.159",
    "product": "EX2200-24T-4G",
    "platform": "junos-ex",
    "hostName": "ex-2200-sn3",
    "release": "12.3R10.2",
    "version": "R10"
},
"case": {
    "href": "/api/juniper/servicenow/case-management/cases/1671294",
    "id": 1671294
},
"method": [
    {
        "href": "/api/juniper/servicenow/incident-management/incidents/1671184/saveCase"
    },
    {
        "href": "/api/juniper/servicenow/incident-management/incidents/1671184/submitCase"
    },
    {
        "href": "/api/juniper/servicenow/incident-management/incidents/1671184/exportJMB"
    },
    {
        "href": "/api/juniper/servicenow/incident-management/incidents/1671184/uploadAttachment"
    }
]

```

```

    "href":"/api/juniper/servicenow/incident-management/incidents/1671184/uploadAttachmentViaSCP"
    },
    {
      "href":"/api/juniper/servicenow/incident-management/incidents/1671184/flagToUsers"
    },
    {
      "href":"/api/juniper/servicenow/incident-management/incidents/1671184/assignOwnership"
    },
    {
      "href":"/api/juniper/servicenow/incident-management/incidents/1671184/createEndCustomerCase"
    },
    {
      "href":"/api/juniper/servicenow/incident-management/incidents/1671184/updateEndCustomerCase"
    },
    {
      "href":"/api/juniper/servicenow/incident-management/incidents/1671184/closeEndCustomerCase"
    },
    {
      "href":"/api/juniper/servicenow/incident-management/incidents/1671184/uploadCoreFiles"
    },
    {
      "href":"/api/juniper/servicenow/incident-management/incidents/1671184/downloadAllAttachments"
    },
    {
      "href":"/api/juniper/servicenow/incident-management/incidents/1671184/downloadLogFiles"
    },
    {
      "href":"/api/juniper/servicenow/incident-management/incidents/1671184/viewCaseInCaseManager"
    }
  ]
}

```

#### Error Codes

| Message       | Description                             |
|---------------|---|
| 404 Not Found | Invalid incident ID; incident not found |

**Related Documentation**

- [Get All Incidents in Service Now on page 321](#)
- [Get Incident by Customer Tracking Number on page 339](#)
- [Delete an Incident by Incident ID on page 342](#)
- [Export a JMB in the HTML or XML Format on page 344](#)
- [Save a Case on page 345](#)
- [Submit a Case on page 350](#)
- [Assign an Owner to an incident on page 358](#)
- [Flag an Incident to Users on page 360](#)
- [Export the Summary of an Incident to Excel on page 362](#)
- [Create a Case for an End-Customer Incident on page 363](#)
- [Upload Core Files for an Incident on page 365](#)
- [Download all Attachments of an Incident on page 376](#)
- [Get the Location of a Case in Case Manager on page 356](#)
- [Download Log Files and JMB of an Incident on page 375](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [Incident Management REST API Overview on page 320](#)

## Get Incident by Customer Tracking Number

---

Incidents are problem events that are detected in a device and stored in an archive location on the Junos Space platform. You can retrieve incidents by specifying the customer tracking number.

**URI**

`https://[host]/api/juniper/servicenow/incident-management/incidents?filter=(customerTrackingNumber eq [ctn])` (HTTP method = GET)

**URI Parameters**

| Parameter | Type   | Required | Description                       |
|-----------|--------|----------|-----------------------------------|
| ctn       | String | Yes      | customer unique identifier number |

**Example URL**

`https://[host]/api/juniper/servicenow/incident-management/incidents?filter=(customerTrackingNumber eq 'abcdef1234')`

**Consumes**

None

#### Produces

- application/vnd.juniper.servicenow.incident-management.incidents+xml;version=5
- application/vnd.juniper.servicenow.incident-management.incidents+json;version=5

#### Response Elements

| Element          | Type    | Description  |
|------------------|---------|--|
| uri              | String  | URI of the incident  |
| key              | Integer | ID of the incident   |
| organizationName | String  | Organization with which this incident is associated  |
| deviceGroupName  | String  | Device group name  |
| priority         | String  | Incident priority  |
| defectType       | String  | Type of defect on the event that triggered this incident   |
| incidentType     | String  | Type of event for which the incident was generated<br><br>Possible values: <ul style="list-style-type: none"> <li>• Event—indicates that an event is detected on the Service Now managed devices.</li> <li>• On-demand—Indicates that the incident created is an on-demand incident.</li> <li>• Event-RMA—indicates that an RMA event is detected on the Service Now managed devices.</li> <li>• Event (low end)—indicates that the JMB generated on a device is a low impact JMB. User can manually collect troubleshooting data and update case through Case Manager or Service Now.</li> <li>• On-demand RMA—Indicates that the RMA event detected on the device is an on-demand event.</li> <li>• AIS Health Check—Indicates the incident is created in response to a JMB collected to obtain information about AI-Scripts error.</li> </ul> |
| hostName         | String  | Hostname of the device with which the incident is associated   |
| product          | String  | Product type of the device on which this incident occurred   |

| Element                | Type   | Description  |
|------------------------|--------|--|
| status                 | String | <p>Status of the Incident</p> <p>The possible values are:</p> <ul style="list-style-type: none"> <li>• Not Submitted—Incident is not submitted to Juniper Support System (JSS)</li> <li>• Submitted—Incident is submitted to JSS</li> <li>• Created—A case is created for the incident and an ID is assigned to the case in JSS</li> <li>• Updated—The case ID of the incident is updated in JSS</li> <li>• Create Failed—A case could not be created in JSS for the incident</li> <li>• Closed—The case is closed in JSS</li> <li>• Submission Failed—The incident could not be submitted to JSS for creating a case</li> </ul> |
| customerTrackingNumber | String | Number provided for tracking the case created in JSS for the incident.   |
| occured                | String | Date and time the incident was reported  |

### Sample Output

#### Sample XML Output

```
<incidents size="1" uri="/api/juniper/servicenow/incident-management/incidents">
  <incident key="589897"
    uri="/api/juniper/servicenow/incident-management/incidents/589897"
    href="/api/juniper/servicenow/incident-management/incidents/589897">
    <organizationName>TestOrg</organizationName>
    <deviceGroupName>TestDG</deviceGroupName>
    <priority>High</priority>
    <defectType>Invalid slot</defectType>
    <incidentType>Event</incidentType>
    <hostName>SRX1400-a</hostName>
    <product>SRX1400</product>
    <status>Closed, 2012-0326-0334</status>
    <customerTrackingNumber>abcdef1234</customerTrackingNumber>
    <occured>2012-03-06 16:41:13 IST</occured>
  </incident>
</incidents>
```

#### Sample JSON Output

```
{
  "incidents":{
    "@size":"1",
    "@uri":"/api/juniper/servicenow/incident-management/incidents",
    "incident":{
      "@key":"589897",
      "@uri":"/api/juniper/servicenow/incident-management/incidents/589897",
      "@href":"/api/juniper/servicenow/incident-management/incidents/589897",
```

```

    "organizationName": "TestOrg",
    "deviceGroupName": "TestDG",
    "priority": "High",
    "defectType": "Invalid slot",
    "incidentType": "Event",
    "hostName": "SRX1400-a",
    "product": "SRX1400",
    "status": "Closed, 2012-0326-0334",
    "customerTrackingNumber": "abcdef1234",
    "occured": "2012-03-06 16:41:13 IST"
  }
}

```

#### Response Status Code

| Message       | Description  |
|---------------|--|
| 404 Not Found | <ul style="list-style-type: none"> <li>Invalid customer number</li> <li>Customer information not found.</li> </ul> |

#### Related Documentation

- [Get an Incident by Incident ID on page 325](#)
- [Delete an Incident by Incident ID on page 342](#)
- [Export a JMB in the HTML or XML Format on page 344](#)
- [Save a Case on page 345](#)
- [Submit a Case on page 350](#)
- [Assign an Owner to an incident on page 358](#)
- [Flag an Incident to Users on page 360](#)
- [Export the Summary of an Incident to Excel on page 362](#)
- [Create a Case for an End-Customer Incident on page 363](#)
- [Upload Core Files for an Incident on page 365](#)
- [Download all Attachments of an Incident on page 376](#)
- [Download Log Files and JMB of an Incident on page 375](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [Incident Management REST API Overview on page 320](#)

## Delete an Incident by Incident ID

Use this API to delete an incident from Junos Space Service Now. This action deletes the incident from the Service Now database and from the Incidents table.

#### URI

`https://[host]/api/juniper/servicenow/incident-management/incidents/{id}` (HTTP method = DELETE)

#### URI Parameters

| Parameter | Type    | Required | Description                      |
|-----------|---------|----------|----------------------------------|
| id        | Integer | Yes      | ID of the Incident to be deleted |

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.incident-management.servicenowmsg+xml;version=1`
- `application/vnd.juniper.servicenow.incident-management.servicenowmsg+json;version=1`

#### Response Elements

| Element | Type   | Description                               |
|---------|--------|---|
| msg     | String | Status message of the delete incident job |

#### Sample Output

##### Sample XML Output

```
<servicenowmsg>
  <msg> Incident successfully deleted</msg>
</servicenowmsg>
```

##### Sample JSON Output

```
{
  "servicenowmsg": {
    "msg": " Incident successfully deleted"
  }
}
```

#### Response Status Code

| Message       | Description                                  |
|---------------|--|
| 404 Not Found | Invalid incident number, incident not found. |

#### Related Documentation

- [Get All Incidents in Service Now on page 321](#)
- [Get an Incident by Incident ID on page 325](#)
- [Get Incident by Customer Tracking Number on page 339](#)
- [Incident Management REST API Overview on page 320](#)

## Export a JMB in the HTML or XML Format

Use this API to export JMB of an incident in HTML or XML file formats and share it on your local file system.

### URI

`https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/exportJMB?type={type}&content={content}` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the Incident for which JMB data is to be exported  |
| type      | String  | No       | Valid values are: <ul style="list-style-type: none"><li>xml</li><li>html</li></ul> If type is not specified, JMB is exported in XML format.                                    |
| content   | String  | No       | Valid values are: <ul style="list-style-type: none"><li>original</li><li>filtered</li></ul> If content is not specified, JMB is exported with the original unfiltered content. |

### Consumes

None

### Produces

application/octet-stream

### Response Status Code

| Message       | Description  |
|---------------|--|
| 404 Not Found | <ul style="list-style-type: none"><li>Invalid incident ID</li><li>incident not found</li></ul> |

### Related Documentation

- [Get All Incidents in Service Now on page 321](#)
- [Get an Incident by Incident ID on page 325](#)
- [Get Incident by Customer Tracking Number on page 339](#)



- [Export the Summary of an Incident to Excel on page 362](#)
- [Download all Attachments of an Incident on page 376](#)
- [Download Log Files and JMB of an Incident on page 375](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [Incident Management REST API Overview on page 320](#)

## Save a Case

For any incident in Service Now, you can modify the settings to submit the incident to create a case such as the priority and the e-mail list associated with a case. Once modified, use this API to save the case to the Case Manager.

### URI

`https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/saveCase`  
(HTTP method = POST)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the incident for which associated case must be saved |

### Consumes

- `application/vnd.juniper.servicenow.incident-management.incident+xml; version=3; charset=UTF-8`
- `application/vnd.juniper.servicenow.incident-management.incident+json; version=3; charset=UTF-8`

### Request Elements

| Element | Type   | Description  |
|---------|--------|--|
| siteld  | String | Site ID associated with the incident<br><br>This field is mandatory if Service Now is operating in Partner Proxy or Direct mode. |

| Element                | Type   | Description  |
|------------------------|--------|--|
| caseCreationUserName   | String | <p>ID of user who submits the incident to JSS for creating the case</p> <p>you must also include the caseCreationPassword element If you include this element in the request.</p> <p><b>NOTE:</b> This element is not mandatory if Service Now is operating in the End Customer mode</p>               |
| caseCreationPassword   | String | <p>Password of user who submits the incident to JSS for creating the case</p> <p>The password should be Base64 encrypted.</p> <p><b>NOTE:</b> This element is not mandatory if Service Now is operating in the End Customer mode</p>   |
| customerTrackingNumber | String | <p>Number provided for tracking the case created in JSS for the incident.</p> <p><b>NOTE:</b> This element is not mandatory if Service Now is operating in the End Customer mode</p>   |
| priority               | String | <p>Priority of the case created for the incident (values are case-sensitive):</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• 1 - Critical</li> <li>• 2 - High</li> <li>• 3 - Medium</li> <li>• 4 - Low</li> </ul>  |
| followUpMethod         | String | <p>Follow-up method for the incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• EMAIL_FULL_TEXT_UPDATE</li> <li>• EMAIL_SECURE_LINK</li> <li>• PHONE_CALL</li> </ul> <p><b>NOTE:</b> This element is not mandatory if Service Now is operating in the End Customer mode.</p> |
| synopsisComments       | String | Synopsis of the incident   |
| customerComments       | String | Comments provided by the customer  |
| caseCCList             | email  | Collection of e-mail IDs to which notifications related to the incident must be sent   |
| email                  | String | E-mail ID of a user to whom notifications related to the incident must be sent   |

| Element      | Type         | Description  |
|--------------|--------------|--|
| addressGroup | addressGroup | Address Group associated with the organization in which the incident was generated<br><br><b>NOTE:</b> This object is optional for an RMA incident.<br><br>If Service Now is operating in Partner Proxy mode, Service Now partner can override the |
| href         | String       | Link to the address group  |
| coreFiles    | coreFile     | Collection of core files associated with the incident  |
| coreFile     | coreFile     | A core file associated with the incident   |
| fileName     | String       | Name of the core file  |

**Produces**

- application/vnd.juniper.servicenow.incident-management.servicenowmsg+xml;version=3
- application/vnd.juniper.servicenow.incident-management.servicenowmsg+json;version=3

**Response Elements**

| Element | Type   | Description                         |
|---------|--------|-------------------------------------|
| msg     | String | Status message of the save case job |

**Sample Input****Sample XML Input**

```
<incident>
  <siteId>CJ18841</siteId>
  <caseCreationUserName>user@example.com</caseCreationUserName>
  <caseCreationPassword>password</caseCreationPassword>
  <customerTrackingNumber>ck23b274</customerTrackingNumber>
  <priority>Critical</priority>
  <followUpMethod>Email Full Text Update</followUpMethod>
  <synopsisComments>
    These are my synopsis comments here
  </synopsisComments>
  <customerComments>
    These are my customer comments here
  </customerComments>
  <caseCCList>
    <email>biruk@mycompany.com</email>
    <email>apathodia@mycompany.com</email>
  </caseCCList>
  <addressGroup
href="/api/juniper/servicenow/address-group-management/addressGroups/11501570"/>
  <coreFiles>
    <coreFile>
      <fileName>/var/tmp/snmpd.core-tarball.1.tgz</fileName>
    </coreFile>
  </coreFiles>
</incident>
```

```

</coreFiles>
<deleteCoreFiles>true</deleteCoreFiles>
</incident>

```

**Sample XML Input(End  
Customer Address  
Group in input)**

```

<incident>
  <siteId>CJ18841</siteId>
  <caseCreationUserName>user@example.com</caseCreationUserName>
  <caseCreationPassword>password</caseCreationPassword>
  <customerTrackingNumber>ck23b274</customerTrackingNumber>
  <priority>Critical</priority>
  <followUpMethod>Email Full Text Update</followUpMethod>
  <synopsisComments>
    These are my synopsis comments here
  </synopsisComments>
  <customerComments>
    These are my customer comments here
  </customerComments>
  <caseCCList>
    <email>biruk@juniper.net</email>
    <email>apathodia@juniper.net</email>
  </caseCCList>
  <endCustomerAddressGroup
href="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/
20000002"/>
</incident>

```

**Sample JSON Input**

```

{
  "incident":{
    "siteId":"CJ18841",
    "caseCreationUserName":"user@example.com",
    "caseCreationPassword":"password",
    "customerTrackingNumber":"ck23b274",
    "priority":"Critical",
    "followUpMethod":"Email Full Text Update",
    "synopsisComments":"These are my synopsis comments here",
    "customerComments":"These are my customer comments here",
    "caseCCList":{
      "email":[
        "biruk@juniper.net",
        "apathodia@juniper.net"
      ]
    }
  }
  "addressGroup": { "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/11501570" }
}

```

**Sample JSON Input  
(End Customer  
Address Group in  
input)**

```

{
  "incident": {
    "siteId": "CJ18841",
    "caseCreationUserName": "user@example.com",
    "caseCreationPassword": "password",
    "customerTrackingNumber": "ck23b274",
    "priority": "Critical",
    "followUpMethod": "Email Full Text Update",

```

```
"synopsisComments": "These are my synopsis comments here",
"customerComments": "These are my customer comments here",
"caseCCList": {
  "email": [
    "biruk@juniper.net",
    "apathodia@juniper.net"
  ],
  "endCustomeraddressGroup": { "@href":
"/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/11501570"
}
}
}
```

Sample Output

Sample XML Output

```
<servicenowmsg>
  <msg Case saved successfully</msg>
</servicenowmsg>
```

Sample JSON Output

```
{
  "servicenowmsg":{
    "msg":" Case saved successfully"
  }
}
```

Response Status Code

| Message                   | Description   |
|---------------------------|---|
| 500 Internal Server Error | One of the following: <ul style="list-style-type: none"><li>Cases cannot be saved or submitted because Service Now is in offline mode</li><li>An incident with the same customer tracking number already exists.</li></ul>  |
| 404 Not Found             | One of the following: <ul style="list-style-type: none"><li>Invalid incident ID.</li><li>Incident not found.</li></ul>  |
| 400 Bad Request           | One of the following: <ul style="list-style-type: none"><li>The case cannot be saved because the case has already been submitted or closed.</li><li>Site ID is mandatory and has not been specified.</li><li>Username and password both are required.</li><li>Invalid followUpMethod.</li><li>Invalid priority.</li><li>Invalid email address.</li><li>Device is not associated to the end customer address group</li></ul> |

**Related Documentation**

- [Get All Incidents in Service Now on page 321](#)
- [Get an Incident by Incident ID on page 325](#)
- [Get Incident by Customer Tracking Number on page 339](#)
- [Submit a Case on page 350](#)
- [Get the Location of a Case in Case Manager on page 356](#)
- [Flag an Incident to Users on page 360](#)
- [Create a Case for an End-Customer Incident on page 363](#)
- [Upload Core Files for an Incident on page 365](#)
- [Get the Location of a Case in Case Manager on page 356](#)
- [Close an End-Customer Case on page 369](#)
- [Update an End-Customer Case on page 371](#)
- [Incident Management REST API Overview on page 320](#)

## Submit a Case

After reviewing an incident, you can use this API to submit the incident to Juniper Support Systems (JSS) or Service Now partner to create a Juniper Technical Assistance Center (JTAC) case.

**URI**

`https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/submitCase`  
(HTTP method = POST)

**URI Parameters**

| Parameter | Type    | Required | Description        |
|-----------|---------|----------|--------------------|
| id        | Integer | yes      | ID of the Incident |

**Consumes**

- `application/vnd.juniper.servicenow.incident-management.incident+xml;version=3; charset=UTF-8`
- `application/vnd.juniper.servicenow.incident-management.incident+json;version=3; charset=UTF-8`

**Request Elements**

| Element  | Type   | Description                          |
|--|--------|--------------------------------------|
| siteId   | String | Site ID associated with the incident |
| This field is mandatory if Service Now is operating in Partner Proxy or Direct mode. |        |                                      |

| Element                | Type   | Description  |
|------------------------|--------|--|
| caseCreationUserName   | String | <p>ID of user who submits the incident to JSS for creating the case</p> <p>you must also include the caseCreationPassword element If you include this element in the request.</p> <p><b>NOTE:</b> This element is not mandatory if Service Now is operating in the End Customer mode</p>                   |
| caseCreationPassword   | String | <p>Password of user who submits the incident to JSS for creating the case</p> <p>The password should be Base64 encrypted.</p> <p><b>NOTE:</b> This element is not mandatory if Service Now is operating in the End Customer mode</p>   |
| customerTrackingNumber | String | <p>Number provided for tracking the case created in JSS for the incident.</p> <p><b>NOTE:</b> This element is not mandatory if Service Now is operating in the End Customer mode</p>   |
| priority               | String | <p>Priority of the case created for the incident (values are case-sensitive):</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• 1 - Critical</li> <li>• 2 - High</li> <li>• 3 - Medium</li> <li>• 4 - Low</li> </ul>  |
| followUpMethod         | String | <p>Follow-up method for the incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Email Full Text Update</li> <li>• Email Secure Web Link</li> <li>• Phone Call</li> </ul> <p><b>NOTE:</b> This element is not mandatory if Service Now is operating in the End Customer mode.</p> |
| synopsisComments       | String | Synopsis of the incident   |
| customerComments       | String | Comments provided by the customer  |
| caseCCList             | email  | Collection of e-mail IDs to which notifications related to the incident must be sent   |
| email                  | String | E-mail ID of a user to whom notifications related to the incident must be sent   |

| Element      | Type         | Description  |
|--------------|--------------|--|
| addressGroup | addressGroup | Address Group associated with the organization in which the incident was generated<br><br><b>NOTE:</b> This object is optional for an RMA incident.<br><br>If Service Now is operating in Partner Proxy mode, Service Now partner can override the |
| href         | String       | Link to the address group  |
| coreFiles    | coreFile     | Collection of core files associated with the incident  |
| coreFile     | coreFile     | A core file associated with the incident   |
| fileName     | String       | Name of the core file  |

**Produces**

- application/vnd.juniper.servicenow.incident-management.submitcase.servicenowmsg+xml;version=3
- application/vnd.juniper.servicenow.incident-management.submitcase.servicenowmsg+json;version=3

**Response Elements**

| Element    | Type      | Description  |
|------------|-----------|--|
| status     | String    | Status of the submit a case job                                  |
| desc       | String    | Description of the job status                                    |
| keys       | key       | Collection of case IDs   |
| key        | Integer   | ID of a case   |
| exceptions | exception | Collection of exceptions that occurred while submitting the case |
| exception  | exception | An exception   |
| severity   | String    | Severity of the exception  |
| code       | String    | Exception code   |
| desc       | String    | Description of the exception                                     |
| keys       | key       | Collection of case IDs for which the exception was raised        |



| Element | Type    | Description  |
|---------|---------|--------------|
| key     | Integer | ID of a case |

Sample Input

Sample XML Input  
Using Address Group

```
<incident>
  <siteId>CJ18841</siteId>
  <caseCreationUserName>user@example.com</caseCreationUserName>
  <caseCreationPassword>password</caseCreationPassword>
  <customerTrackingNumber>ck23b274</customerTrackingNumber>
  <priority>Critical</priority>
  <followUpMethod>Email Full Text Update</followUpMethod>
  <synopsisComments>
    These are my synopsis comments here
  </synopsisComments>
  <customerComments>
    These are my customer comments here
  </customerComments>
  <caseCCList>
    <email>biruk@juniper.net</email>
    <email>apathodia@juniper.net</email>
  </caseCCList>
  <addressGroup
href="/api/juniper/servicenow/address-group-management/addressGroups/11501570"/>
  <coreFiles>
    <coreFile>
      <fileName>/var/tmp/snmpd.core-tarball.1.tgz</fileName>
    </coreFile>
  </coreFiles>
  <deleteCoreFiles>true</deleteCoreFiles>
</incident>
```

Sample XML Input  
Using End-Customer  
Address Group

```
<incident>
  <siteId>CJ18841</siteId>
  <caseCreationUserName>user@example.com</caseCreationUserName>
  <caseCreationPassword>password</caseCreationPassword>
  <customerTrackingNumber>ck23b274</customerTrackingNumber>
  <priority>Critical</priority>
  <followUpMethod>Email Full Text Update</followUpMethod>
  <synopsisComments>
    These are my synopsis comments here
  </synopsisComments>
  <customerComments>
    These are my customer comments here
  </customerComments>
  <caseCCList>
    <email>biruk@juniper.net</email>
    <email>apathodia@juniper.net</email>
  </caseCCList>
  <endCustomerAddressGroup
href="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/
20000002"/>
</incident>
```

### Sample JSON Input Using Address Group

```
{
  "incident": {
    "siteId": "CJ18841",
    "caseCreationUserName": "user@example.com",
    "caseCreationPassword": "password",
    "customerTrackingNumber": "ck23b274",
    "priority": "Critical",
    "followUpMethod": "Email Full Text Update",
    "synopsisComments": "These are my synopsis comments here",
    "customerComments": "These are my customer comments here",
    "caseCCList": {
      "email": [
        "biruk@juniper.net",
        "apathodia@juniper.net"
      ]
    },
    "addressGroup": { "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/11501570" }
  },
  "coreFiles": {
    "coreFile": [
      {
        "fileName": "/var/tmp/snmpd.core-tarball.1.tgz"
      }
    ]
  }
}
```

### Sample JSON Input Using End-Customer Address Group

```
{
  "incident": {
    "siteId": "CJ18841",
    "caseCreationUserName": "user@example.com",
    "caseCreationPassword": "password",
    "customerTrackingNumber": "ck23b274",
    "priority": "Critical",
    "followUpMethod": "Email Full Text Update",
    "synopsisComments": "These are my synopsis comments here",
    "customerComments": "These are my customer comments here",
    "caseCCList": {
      "email": [
        "biruk@juniper.net",
        "apathodia@juniper.net"
      ]
    },
    "endCustomeraddressGroup": { "@href":
"/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/11501570"
  }
}
}
```

### Sample Output

#### Sample XML Output

```
<servicenowmsg>
  <status>
    <desc>Case submitted successfully</desc>
    <keys>
      <key>2588673</key>
```

```
</keys>
</status>
</servicenowmsg>
<servicenowmsg>
  <exceptions>
    <exception>
      <severity>WARN</severity>
    <code>1210</code>
    <desc> "Duplicate message found." </desc>
    <keys>
      <key>2588673</key>
    </keys>
  </exception>
</exceptions>
</servicenowmsg>
```

Sample JSON Output

```
{
  "servicenowmsg":{
    "status":{
      "desc":"Case submitted successfully",
      "keys":{
        "key":2588673
      }
    }
  }
}
{
  "servicenowmsg":{
    "exceptions":{
      "exception":{
        "severity":"WARN",
        "code":"1210",
        "desc":"Duplicate message found.",
        "keys":{
          "key":"2588673"
        }
      }
    }
  }
}
```

Response Status Code

| Message       | Description          |
|---------------|----------------------|
| 404 Not Found | Invalid incident ID. |

| Message                   | Description  |
|---------------------------|--|
| 400 Bad Request           | <p>One of the following:</p> <ul style="list-style-type: none"> <li>• The case cannot be submitted because the case has already been submitted or closed.</li> <li>• Site ID is required but is not specified.</li> <li>• Username and password are both required. One or both is not specified.</li> <li>• Invalid follow-up method.</li> <li>• Invalid priority.</li> <li>• Invalid e-mail ID.</li> <li>• The device is not associated to the end customer address group.</li> </ul> |
| 500 Internal Server Error | <p>One of the following:</p> <ul style="list-style-type: none"> <li>• The case cannot be submitted because Service Now is operating in Demo mode.</li> <li>• The case cannot be saved or submitted because Service Now is in offline mode.</li> <li>• An incident with the same customer tracking number exists.</li> </ul>  |

#### Related Documentation

- [Get All Incidents in Service Now on page 321](#)
- [Save a Case on page 345](#)
- [Get the Location of a Case in Case Manager on page 356](#)
- [Flag an Incident to Users on page 360](#)
- [Create a Case for an End-Customer Incident on page 363](#)
- [Upload Core Files for an Incident on page 365](#)
- [Get the Location of a Case in Case Manager on page 356](#)
- [Close an End-Customer Case on page 369](#)
- [Update an End-Customer Case on page 371](#)
- [Incident Management REST API Overview on page 320](#)

## Get the Location of a Case in Case Manager

Use this API to retrieve the location of a case in Case Manager to view case details for an incident.

#### URI

`https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/viewCaseInCaseManager` (HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the incident for which case location in Case Manager is to be retrieved |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.incident-management.incident.viewCaseInCaseManager+xml;version=1
- application/vnd.juniper.servicenow.incident-management.incident.viewCaseInCaseManager+json;version=1

**Response Elements**

| Element  | Type   | Description                      |
|----------|--------|----------------------------------|
| caseLink | String | Link to the case in Case Manager |

**Sample Output****Sample XML Output**

```
<viewCaseInCaseManagerLink>
  <caseLink>
    http://stage.juniper.net/casemanager/#/cmdetails/2014-1229-0014
  </caseLink>
</viewCaseInCaseManagerLink>
```

**Sample JSON Output**

```
{
  "viewCaseInCaseManagerLink": {
    "caseLink": "
http://stage.juniper.net/casemanager/#/cmdetails/2014-1229-0014
"
  }
}
```

**Related Documentation**

- [Save a Case on page 345](#)
- [Submit a Case on page 350](#)
- [Create a Case for an End-Customer Incident on page 363](#)
- [Upload Core Files for an Incident on page 365](#)
- [Close an End-Customer Case on page 369](#)
- [Update an End-Customer Case on page 371](#)

- [Incident Management REST API Overview on page 320](#)

## Assign an Owner to an incident

Use this API to assign a user to an incident for ownership.

### URI

`https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/assignOwnership` (HTTP method = PUT)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the incident to which an owner is to be assigned |

### Consumes

- `application/vnd.juniper.servicenow.incident-management.incident.assignOwnership+xml;version=1;charset=UTF-8`
- `application/vnd.juniper.servicenow.incident-management.incident.assignOwnership+json;version=1;charset=UTF-8`

### Request Elements

| Element                      | Type    | Description   |
|------------------------------|---------|---|
| userId                       | String  | Service Now login ID of a user to whom the incident is to be assigned for ownership   |
| isEmailMessageToAssignedUser | Boolean | Flag to indicate if the incident is assigned to a user<br><br>Possible values: <ul style="list-style-type: none"><li>• <code>true</code>—Incident is assigned to a user</li><li>• <code>false</code>—Incident is not assigned to a user</li></ul> |

### Produces

- `application/vnd.juniper.servicenow.incident-management.servicenowmsg+xml;version=1`
- `application/vnd.juniper.servicenow.incident-management.servicenowmsg+json;version=1`

**Response Elements**

| Element | Type   | Description                                |
|---------|--------|--|
| msg     | String | Status message of the assign ownership job |

**Sample Input****Sample XML Input**

```
<assignOwnership>
  <userLoginId>super</userLoginId>
  <isEmailMessageToAssignedOwner>true</isEmailMessageToAssignedOwner>
</assignOwnership>
```

**Sample JSON Input**

```
{
  "assignOwnership": {
    "userLoginId": "super",
    "isEmailMessageToAssignedOwner": "true"
  }
}
```

**Sample Output****Sample XML Output**

```
<serviceNowMsg>
  <msg>Incident assigned successfully</msg>
</ serviceNowMsg>
```

**Sample JSON Output**

```
{
  "serviceNowMsg": { "msg": "Incident assigned successfully" }
}
```

**Related Documentation**

- [Delete an Incident by Incident ID on page 342](#)
- [Export a JMB in the HTML or XML Format on page 344](#)
- [Save a Case on page 345](#)
- [Submit a Case on page 350](#)
- [Flag an Incident to Users on page 360](#)
- [Export the Summary of an Incident to Excel on page 362](#)
- [Create a Case for an End-Customer Incident on page 363](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [Incident Management REST API Overview on page 320](#)

## Flag an Incident to Users

Use this API to flag an incident to users.

### URI

/api/juniper/servicenow/incident-management/incidents/{id}/flagToUsers (HTTP method = PUT)

### URI Parameters

| Parameter | Type    | Required | Description                      |
|-----------|---------|----------|----------------------------------|
| id        | Integer | Yes      | ID of the incident to be flagged |

### Consumes

- application/vnd.juniper.servicenow.incident-management.incident.flagToUsers+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.incident-management.incident.flagToUsers+json;version=1;charset=UTF-8

### Request Elements

| Element                      | Type    | Description  |
|------------------------------|---------|--|
| users                        | users   | Collection of users to whom the incident must be flagged   |
| user                         | user    | A user to whom the incident must be flagged  |
| id                           | Integer | Id of the user   |
| isEmailMessageToFlaggedUsers | Boolean | Flag to specify if the incident is to be flagged to users<br><br>Possible values: <ul style="list-style-type: none"><li>• true—Incident is flagged to users</li><li>• false—Incident is not flagged to users</li></ul> |

### Produces

- application/vnd.juniper.servicenow.incident-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.incident-management.servicenowmsg+json;version=1



Response Elements

| Element | Type   | Description                             |
|---------|--------|---|
| msg     | String | Status message of the flag to users job |

Sample Input

Sample XML Input

```
<flagToUsers>
<users>
<user>
<id>845</id>
</user>
</users>
<isEmailMessageToFlaggedUsers> false</isEmailMessageToFlaggedUsers>
</flagToUsers>
```

Sample JSON Input

```
{
  "flagToUsers": {
    "users": {
      "user": { "id": "845" }
    },
    "isEmailMessageToFlaggedUsers": "true/false"
  }
}
```

Sample Output

Sample XML Output

```
<serviceNowMsg>
<msg>Incident flagged successfully</msg>
</ serviceNowMsg>
```

Sample JSON Output

```
{
  "serviceNowMsg": { "msg": "Incidentflagged successfully" }
}
```

Related Documentation

- [Get an Incident by Incident ID on page 325](#)
- [Get Incident by Customer Tracking Number on page 339](#)
- [Delete an Incident by Incident ID on page 342](#)
- [Save a Case on page 345](#)
- [Submit a Case on page 350](#)
- [Assign an Owner to an incident on page 358](#)
- [Export the Summary of an Incident to Excel on page 362](#)
- [Download all Attachments of an Incident on page 376](#)

- [Download Log Files and JMB of an Incident on page 375](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [Incident Management REST API Overview on page 320](#)

## Export the Summary of an Incident to Excel

---

Use this API to export summary of incidents generated in Junos Space Service Now to an Excel file.

### URI

/api/juniper/servicenow/incident-management/incidents/exportIncidentSummaryToExcel (HTTP method = POST)

### Consumes

- application/vnd.juniper.servicenow.incident-management.incidents.exportIncidentsSummaryToExcel+xml;version=1
- application/vnd.juniper.servicenow.incident-management.incidents.exportIncidentsSummaryToExcel+json;version=1

### Request Elements

| Element   | Type      | Description   |
|-----------|-----------|---|
| Incidents | Incidents | Collection of incidents for which summary is to be exported |
| incident  | incident  | An incident for which summary is to be exported             |
| id        | Integer   | ID of the incident  |

### Produces

application/octet-stream

### Response Elements

None

### Sample Input

#### Sample XML Input

```
<exportIncidentsSummaryToExcel>
  <incidents>
    <incident>
      <id>40380</id>
    </incident>
  </incidents>
</exportIncidentsSummaryToExcel>
```

```
</incidents>
</exportIncidentsSummaryToExcel>
```

Sample JSON Input

```
{
  "exportIncidentsSummaryToExcel": {
    "incidents": {
      "incident" : {
        "id" : 40380
      }
    }
  }
}
```

Related Documentation

- [Get an Incident by Incident ID on page 325](#)
- [Get Incident by Customer Tracking Number on page 339](#)
- [Export a JMB in the HTML or XML Format on page 344](#)
- [Upload Core Files for an Incident on page 365](#)
- [Download all Attachments of an Incident on page 376](#)
- [Download Log Files and JMB of an Incident on page 375](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [Incident Management REST API Overview on page 320](#)

## Create a Case for an End-Customer Incident

Use this API to create a case in Juniper Support System (JSS) for an end-customer incident.

URI

https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/createEndCustomerCase (HTTP method = POST)

URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the end-customer incident for which a case should be created |

Consumes

- application/vnd.juniper.servicenow.incident-management.incident.createEndCustomerCase+xml;version=1;charset=UTF-8

- application/vnd.juniper.servicenow.incident-management.incident.createEndCustomerCase+json;version=1;charset=UTF-8

**Request Elements**

| Element  | Type    | Description                  |
|----------|---------|------------------------------|
| caseId   | Integer | ID of the case to be created |
| caseLink | String  | Link to the case             |

**Produces**

- application/vnd.juniper.servicenow.incident-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.incident-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Status message of the create end-customer case job |

**Sample Input****Sample XML Input**

```
<createEndCustomerCase>
  <caseId>123</caseId>
  <caseLink>some string</caseLink>
</createEndCustomerCase>
```

**Sample XML Input**

```
{
  "createEndCustomerCase": {
    "caseId": "123",
    "caseLink": "some string"
  }
}
```

**Sample Output****Sample XML Output**

```
<serviceNowMsg>
  <msg>Case created successfully</msg>
</serviceNowMsg>
```

**Sample XML Output**

```
{
  "serviceNowMsg": { "msg": "Case created successfully" }
}
```

**Related Documentation**

- [Get an Incident by Incident ID on page 325](#)
- [Get Incident by Customer Tracking Number on page 339](#)
- [Save a Case on page 345](#)
- [Submit a Case on page 350](#)
- [Get the Location of a Case in Case Manager on page 356](#)
- [Get the Location of a Case in Case Manager on page 356](#)
- [Close an End-Customer Case on page 369](#)
- [Update an End-Customer Case on page 371](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [Incident Management REST API Overview on page 320](#)

## Upload Core Files for an Incident

---

Use this API to upload core files for an incident.

**URI**

`https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/uploadCoreFiles`  
(HTTP method = POST)

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the incident for which core files are to be uploaded |

**Consumes**

- `application/vnd.juniper.servicenow.incident-management.incident.uploadCoreFiles+xml;version=1;charset=UTF-8`
- `application/vnd.juniper.servicenow.incident-management.incident.uploadCoreFiles+json;version=1;charset=UTF-8`

**Request Elements**

| Element | Type    | Description         |
|---------|---------|---------------------|
| id      | Integer | ID of the core file |

| Element                     | Type    | Description  |
|-----------------------------|---------|--|
| isDeleteCoreFilesFromRouter | Boolean | <p>Flag to indicate if core files should be deleted from the device after upload</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Core files are deleted from the device after upload</li> <li>• false—Core files are not deleted from the device after upload</li> </ul> |

**Produces**

- application/vnd.juniper.servicenow.incident-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.incident-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description                                |
|---------|--------|--|
| msg     | String | Status message of the upload core file job |

**Sample Input****Sample XML Input**

```
<uploadCoreFiles>
  <coreFiles>
    <id>71480</id>
  </coreFiles>
  <coreFiles>
    <id>71481</id>
  </coreFiles>
  <isDeleteCoreFilesFromRouter/>
</uploadCoreFiles>
```

**Sample JSON Input**

```
{
  "uploadCoreFiles": {
    "coreFiles": [
      {
        "id": "71479"
      },
      {
        "id": "71482"
      }
    ],
    "isDeleteCoreFilesFromRouter": ""
  }
}
```

**Sample Output**

Sample XML Output

```
<serviceNowMsg>
  <msg>Core files uploaded successfully</msg>
</ serviceNowMsg>
```

Sample JSON Output

```
{
  "serviceNowMsg": { "msg": "Core files uploaded successfully" }
}
```

Related Documentation

- [Save a Case on page 345](#)
- [Submit a Case on page 350](#)
- [Create a Case for an End-Customer Incident on page 363](#)
- [Download all Attachments of an Incident on page 376](#)
- [Download Log Files and JMB of an Incident on page 375](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [Incident Management REST API Overview on page 320](#)

## Get Attachment Details by Incident ID

Use this API to retrieve details about all attachments present in the Junos Space Service Now database for an incident.

URI

https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/attachments  
(HTTP method = GET)

URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the Incident for which details about attachments are to be retrieved |

Consumes

None

Produces

- application/vnd.juniper.servicenow.incident-management.attachments+xml;version=1
- application/vnd.juniper.servicenow.incident-management.attachments+json;version=1

## Response Elements

| Element        | Type    | Description   |
|----------------|---------|---|
| attachments    | String  | Link to the collection of attachments present for an incident   |
| attachment     | String  | An attachment in the collection   |
| uri            | String  | URI of the attachment   |
| id             | Integer | ID of the attachment  |
| attachmentName | String  | Name of the attachment  |
| command        | String  | <b>show</b> command of Junos OS<br><br>The attachment file contains the output of this <b>show</b> command.         |
| size           | Integer | Size of the attachment in bytes   |
| readStatus     | String  | Status of reading the attachment from the device<br><br>Possible values—Success and Failure:                        |
| readFailReason | String  | Reason why Service Now could not read the attachment  |
| uploadStatus   | String  | Status of uploading the attachment to Juniper Support System (JSS)<br><br>Possible values—Uploaded and Not Uploaded |
| deviceFileType | String  | Type of file<br><br>Possible values—config, version, chassis, RSI, ESI, status, and log                             |

## Sample Output

## Sample XML Output

```
<attachments
  uri="/api/juniper/servicenow/incident-management/incidents/3572214/attachments">
  <attachment id="3572200">
    <attachmentName>
      ex-4200-sn3-20151012-212450478_1179650_attach_shd.xml
    </attachmentName>
    <command>show chassis hardware</command>
    <size>394</size>
    <readStatus>2</readStatus>
    <readFailReason/>
    <uploadStatus>0</uploadStatus>
    <deviceFileType>chassis</deviceFileType>
  </attachment>
```



```
<attachment id="3572202">
<attachmentName>ex-4200-sn3-20151012-212450483_1179650_attach_rsi</attachmentName>
<command>request support information</command>
<size>81076</size>
<readStatus>2</readStatus>
<readFailReason/>
<uploadStatus>0</uploadStatus>
<deviceFileType>RSI</deviceFileType>
</></attachments>
```

### Sample JSON Output

```
{
  "attachment":{
    "uri":"/api/juniper/servicenow/incident-management/incidents/3572214/attachments",
    "id":3572200,
    "attachmentName":"ex-4200-sn3-20151012-212450478_1179650_attach_shd_xml",
    "command":"show chassis hardware",
    "size":"394",
    "readStatus":"2",
    "readFailReason":" ",
    "uploadStatus": 0,
    "deviceFileType":"chassis"
  },
  {
    "id":3572202,
    "attachmentName":"ex-4200-sn3-20151012-212450483_1179650_attach_rsi",
    "command":"request support information",
    "size":"81076",
    "readStatus":"2",
    "readFailReason":" ",
    "uploadStatus": 0,
    "deviceFileType":"RSI"
  }
}
```

### Related Documentation

## Close an End-Customer Case

Use this API to close an end-customer case.

### URI

`https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/cases/{id}/closeEndCustomerCase` (HTTP method = PUT)

**URI Parameters**

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the incident associated with the end-customer case to be closed |
| id        | Integer | Yes      | ID of the end-customer case   |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.incident-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.incident-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description                                       |
|---------|--------|---|
| msg     | String | Status message of the close end-customer case job |

**Sample Output****Sample XML Output**

```
<serviceNowMsg>
  <msg>Case closed successfully </msg>
</ serviceNowMsg>
```

**Sample JSON Output**

```
{
  "serviceNowMsg": { "msg": "Case closed successfully " }
}
```

**Related Documentation**

- [Save a Case on page 345](#)
- [Submit a Case on page 350](#)
- [Get the Location of a Case in Case Manager on page 356](#)
- [Create a Case for an End-Customer Incident on page 363](#)
- [Upload Core Files for an Incident on page 365](#)
- [Update an End-Customer Case on page 371](#)
- [Download Log Files and JMB of an Incident on page 375](#)
- [Incident Management REST API Overview on page 320](#)

## Update an End-Customer Case

Use this API to update an end-customer case in Juniper Support System (JSS).

### URI

`https://{host}/api/juniper/servicenow/incident-management/incidents/{incidentId}/updateEndCustomerCase`  
(HTTP method = PUT)

### URI Parameters

| Parameter  | Type    | Required | Description  |
|------------|---------|----------|--|
| incidentId | Integer | Yes      | ID of the incident associated with the end-customer case |

### Consumes

- `application/vnd.juniper.servicenow.incident-management.incident.updateEndCustomerCase+xml;version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.incident-management.incident.updateEndCustomerCase+json;version=1; charset=UTF-8`

### Request Elements

| Element  | Type   | Description                                  |
|----------|--------|--|
| caseLink | String | Link to the end-customer case in Case Manger |

### Produces

- `application/vnd.juniper.servicenow.incident-management.servicenowmsg+xml;version=1`
- `application/vnd.juniper.servicenow.incident-management.servicenowmsg+json;version=1`

### Response Elements

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Status message of the update end-customer case job |

### Sample Input

#### Sample XML Input

```
<updateEndCustomerCase>
<caseLink>https://casemanager.juniper.net/casemanager/</caseLink>
</updateEndCustomerCase>
```

**Sample JSON Input**

```
{
  "updateEndCustomerCase": {
    "caseLink": "https://casemanager.juniper.net/casemanager/"
  }
}
```

**Sample Output****Sample XML Output**

```
<serviceNowMsg>
  <msg>Case updated successfully </msg>
</ serviceNowMsg>
```

**Sample XML Output**

```
{
  "serviceNowMsg": { "msg": "Case updated successfully " }
}
```

**Related Documentation**

- [Save a Case on page 345](#)
- [Submit a Case on page 350](#)
- [Get the Location of a Case in Case Manager on page 356](#)
- [Create a Case for an End-Customer Incident on page 363](#)
- [Upload Core Files for an Incident on page 365](#)
- [Close an End-Customer Case on page 369](#)
- [Download Log Files and JMB of an Incident on page 375](#)
- [Incident Management REST API Overview on page 320](#)

## Upload Attachment to Incident by Using SCP

Use this API to upload binary or text attachments to an incident by using Secure Copy Protocol (SCP).

**URI**

```
http://[host]/api/juniper/servicenow/
incident-management/incidents/{id}/uploadAttachmentViaSCP?queue=
http://[host]/api/hornet-q/queues/jms.queue.queueName
```

**URI Parameters**

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the incident for which attachments are to be uploaded |
| queueName | String  | Yes      | Name of the upload attachment job queue                     |

**Consumes**

- application/vnd.juniper.servicenow.incident-management.scpattachmentUpload+json;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.incident-management.scpattachmentUpload+xml;version=1;charset=UTF-8

**Request Elements**

| Elements  | Type   | Description  |
|-----------|--------|--|
| user      | String | Username of the system where the file is located   |
| password  | String | Password of the system where the file is located   |
| machineIP | String | IP address of the system where the file is located |
| files     | String | Absolute path of the files to be uploaded          |

**Produces**

- application/vnd.juniper.servicenow.incident-management.incident+xml;version=1
- application/vnd.juniper.servicenow.incident-management.incident+json;version=1

**Response Elements**

| Element | Type    | Description                       |
|---------|---------|-----------------------------------|
| href    | String  | Link to the upload attachment job |
| id      | Integer | ID of the upload attachment job.  |

**Sample Input****Sample XML Input**

```
<scpfileupload>
  <user>user@example.com</user>
  <password>newpassword</password>
  <machineIP>192.0.2.117</machineIP>
  <files>home/admin/testAttachment.txt,/home/admin/sampleAttachment.txt</files>
</scpfileupload>
```

**Sample JSON Input**

```
{
  "scpfileupload": { "user": "user@example.com",
    "password": "newpassword",
    "machineIP": "192.0.2.117",
    "files": "home/admin/testAttachment.txt,/home/admin/sampleAttachment.txt"
  }
}
```

### Sample Output

#### Sample XML Output

```
<task href= "/api/space/job-management/jobs/1310761" >
<id>1310761</id>
</task>
```

#### Sample JSON Output

```
{
  "task": { "href": "/api/space/job-management/jobs/1310761"
  "id": "1310761" }
}
```

#### Related Documentation

- [Upload Attachment to Case by Using SCP on page 462](#)
- [Upload Attachment to Case by Using HTTP on page 464](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [Download all Attachments of an Incident on page 376](#)
- [Tech Support Case Management REST API Overview on page 453](#)

---

## Upload Attachment to Incident by Using HTTP

Use this API to upload binary or text attachments to cases by using HTTP.

### URI

`http://[host]/api/juniper/servicenow/incident-management/incidents/{id}/uploadAttachment`  
(HTTP method = POST)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the incident to which attachments are to be uploaded |

### Consumes

Multipart data

You need to pass the attachment files in the HTTP POST method as multipart data. In the HTTP post method, **MultipartRequestEntity** should be set as **RequestEntity**. The **MultipartRequestEntity** parameter should be instantiated using **FilePart**. **FilePart** (`org.apache.commons.httpclient.methods.multipart.FilePart`) should contain the details (such as the file name) of the attachment file.

### Produces

None

**Input****Sample Input File**

```
String addURL =
"http://[host]/api/juniper/servicenow/case-management/cases/524417/uploadAttachment
String user = "super";
String pwd = "juniper123";
HttpClient httpClient = new HttpClient();
httpClient.getHttpConnectionManager().getParams().setStaleCheckingEnabled(true);

PostMethod postMethod = new PostMethod(addURL);
try {postMethod.addRequestHeader("Authorization", "BASIC" + " " +
    new String(Base64.encodeBase64(new String(user + ":" +
pwd).getBytes("UTF-8"))));

    postMethod.addParameter("alias-name", "sn-partner");
    String fileName = "/var/tmp/test.txt";
    File file = new File(fileName);
    File file1 = new File("/var/tmp/test1.txt");
    FilePart filePart;
    filePart = new FilePart(file.getName(), file);
    Part[] fileParts = new Part[2];
    fileParts[0] = filePart;
    filePart = new FilePart(file1.getName(), file1);
    fileParts[1] = filePart;
    postMethod.setRequestEntity(new MultipartRequestEntity(fileParts,
postMethod.getParams()));
    httpClient.executeMethod(postMethod);
    System.out.println(postMethod.getResponseBodyAsString());
} catch (Exception e) {
    e.printStackTrace();
}
}
```

**Related  
Documentation**

- [Upload Attachment to Case by Using SCP on page 462](#)
- [Upload Attachment to Case by Using HTTP on page 464](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Download all Attachments of an Incident on page 376](#)
- [Tech Support Case Management REST API Overview on page 453](#)

## Download Log Files and JMB of an Incident

Use this API to download log files and JMB of an incident.

**URI**

`https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/downloadLogFiles?filterType=filtered/original` (HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the incident for which log files and JMB must be downloaded |

**Consumes**

None

**Produces**

Application/octet-stream

**Response**

A file in the \*.xml format containing all the logs and JMB (filtered or original) files.

**Related Documentation**

- [Export a JMB in the HTML or XML Format on page 344](#)
- [Export the Summary of an Incident to Excel on page 362](#)
- [Upload Core Files for an Incident on page 365](#)
- [Download all Attachments of an Incident on page 376](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [Incident Management REST API Overview on page 320](#)

## Download all Attachments of an Incident

Use this API to download all the attachments of an incident in the original or filtered form.

**URI**

`https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/downloadAllAttachments?filterType=filtered/original` (HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the incident for which attachments are to be downloaded |

**Consumes**

None



**Produces**

Application/octet-stream

**Response**

A file in the \*.xml format containing all attachment files (filtered or original).

**Related Documentation**

- [Export a JMB in the HTML or XML Format on page 344](#)
- [Export the Summary of an Incident to Excel on page 362](#)
- [Download Log Files and JMB of an Incident on page 375](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [Incident Management REST API Overview on page 320](#)

**Download an Attachment of an Incident**

Use this API to download a specific attachment of an incident.

**URI**

https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/attachments/{id1}  
(HTTP method = GET)

https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/attachments/{id1}?filterType=filtered

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the incident for which attachments are to be retrieved |
| id1       | Integer | Yes      | ID of the attachment to be downloaded                        |

**Consumes**

None

**Produces**

application/octet-stream

**Sample Output**

**Error Codes**

| Parameter                   | Description                                   |
|-----------------------------|---|
| Attachment is not available | Incident ID is invalid; incident is not found |

**Related  
Documentation****Get User-Uploaded Attachments by Incident ID**

Use this API to retrieve details about attachments for an incident uploaded by a user to Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/userUploadedAttachments` (HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the Incident for which details about user-uploaded attachments are to be retrieved |

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.incident-management.attachments+xml;version=1`
- `application/vnd.juniper.servicenow.incident-management.attachments+json;version=1`

**Response Elements**

| Element        | Type       | Description                     |
|----------------|------------|---------------------------------|
| attachment     | attachment | An attachment in the collection |
| uri            | String     | URI of the attachment           |
| id             | Integer    | ID of the attachment            |
| attachmentName | String     | Name of the attachment          |
| size           | Integer    | Size of the attachment in bytes |

| Element      | Type   | Description   |
|--------------|--------|---|
| readStatus   | String | Status of reading the attachment from the device<br><br>Possible values—Success and Failure:                        |
| remarks      | String | Reason why Service Now could not read the attachment  |
| uploadStatus | String | Status of uploading the attachment to Juniper Support System (JSS)<br><br>Possible values—Uploaded and Not Uploaded |
| uploadedBy   | String | User who uploaded the attachment.   |

#### Sample Output

##### Sample XML Output

```
<attachments uri="/api/juniper/servicenow/incident-management/incidents/269623
/userUploadedAttachments">
  <attachment id="1048598">
    <attachmentName></attachmentName>
    <size>681</size>
    <readStatus>Success</readStatus>
    <remarks/>
    <uploadStatus>Not Uploaded</uploadStatus>
    <uploadedBy>super</uploadedBy>
  </attachment>
</attachments>
```

##### Sample JSON Output

```
{
  "attachment":{
    "uri":"/api/juniper/servicenow/incident-management/incidents/269623/userUploadedAttachments",
    "id":1048598,
    "attachmentName":"test.txt",
    "size":"681",
    "readStatus":"Success",
    "remarks":" ",
    "uploadStatus": "Not Uploaded ",
    "uploadedBy":"super"
  },
}
```

## Download an User-Uploaded Attachment of an Incident

Use this API to download a specific attachment of an incident uploaded by a user.

#### URI

`https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/userUploadedAttachments/{id}` (HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the incident for which attachments are to be retrieved |
| id1       | Integer | Yes      | ID of the user-uploaded attachment to be downloaded          |

**Consumes**

None

**Produces**

application/octet-stream

**Error Codes**

| Parameter                   | Description                                   |
|-----------------------------|---|
| Attachment is not available | Incident ID is invalid; incident is not found |

**Related  
Documentation****Collect Additional Information for an Incident**

Use this API to collect information in addition to what is provided by a Juniper Message Bundle (JMB) for an incident in Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/incident-management/incidents/{incidentId}/collectAdditionalInformation?queue=https://[host]/api/hornet-q/queues/jms.queue.testq&schedule=(at(<date and time>))` (HTTP method = POST)

Sample URI for a collect additional information job without schedule or repetition

`https://10.219.51.6/api/juniper/servicenow/incident-management/incidents/689710/collectAdditionalInformation?queue=https://10.219.51.6/api/hornet-q/queues/jms.queue.testq`

Sample URI for a collect additional information job scheduled for execution at 10:55 PM on July 4, 2017

`https://10.219.51.6/api/juniper/servicenow/incident-management/incidents/760715/collectAdditionalInformation?queue=https://10.219.51.6/api/hornet-q/queues/jms.queue.testq=(at(00 55 22 04 07 ? 2017))`

Sample URI for a collect additional information job scheduled for execution every three minutes the whole day on July 4, 2017.

`https://10.219.51.6/api/juniper/servicenow/incident-management/incidents/623354/collectAdditionalInformation?queue=https://10.219.51.6/api/hornet-q/queues/jms.queue.testq=(at(00 * / 3 * 04 07 ? 2017)`

#### URI Parameters

| Element       | Type    | Required | Description   |
|---------------|---------|----------|---|
| incidentId    | Integer | Yes      | ID of the incident for which additional information is to be collected                      |
| date and time | String  | No       | Date and time (in the ss mm hh dd mm ? yy format) additional information is to be collected |

#### Consumes

- `application/vnd.juniper.servicenow.incident-management.incident.collectAdditionalInformation+xml;version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.incident-management.incident.collectAdditionalInformation+json;version=1; charset=UTF-8`

#### Request Elements

| Element    | Type   | Description   |
|------------|--------|---|
| cliCommand | String | Junos OS commands to be executed for collecting additional information for the incident |

#### Produces

- `application/vnd.juniper.servicenow.incident-management.incident+xml;version=1`
- `application/vnd.juniper.servicenow.incident-management.incident+json;version=1`

#### Response Elements

| Element | Type    | Description   |
|---------|---------|---|
| href    | String  | Link to the job for collecting additional information |
| id      | Integer | ID of the collect additional information job          |

#### Sample Input

**Sample XML Input**

```
<collectAdditionalCommand>
<cliCommand>show version</cliCommand>
</collectAdditionalCommand>
```

**Sample JSON Input**

```
{
  "collectAdditionalCommand": {
    "cliCommand": "show version"
  }
}
```

**Sample Output****Sample XML Output**

```
<task href= "/api/space/job-management/jobs/4587522" >
<id>4587522</id>
</task>
```

**Sample JSON Output**

```
{
  "task": {
    "@href": "/api/space/job-management/jobs/1343520",
    "id": 1343520
  }
}
```

**Related Documentation**

- [Collecting Additional Information for Service Now Incidents and Cases Overview](#)
- [Configuring Junos OS Commands to Collect Additional Information About an Incident](#)

## Modify Configuration for Collecting Additional Information for an Incident

Use this API to modify the commands configured for collecting additional information for an incident in Junos Space Service Now.

**URI**

[https://\[host\]/api/juniper/servicenow/incident-management/incidents/{incidentId}/modifyAdditionalInformation?queue=https://\[host\]/api/hornet-q/queues/jms.queue.testq&schedule=\(at\(<date and time>\)\)](https://[host]/api/juniper/servicenow/incident-management/incidents/{incidentId}/modifyAdditionalInformation?queue=https://[host]/api/hornet-q/queues/jms.queue.testq&schedule=(at(<date and time>))) (HTTP method = POST)

**URI Parameters**

| Element       | Type    | Required | Description  |
|---------------|---------|----------|--|
| incidentid    | Integer | Yes      | ID of the incident for which configuration for collecting additional information is to be modified |
| date and time | String  | No       | Date and time (in the ss mm hh dd mm ? yy format) additional information is to be collected        |

**Consumes**

- application/vnd.juniper.servicenow.incident-management.incident.modifyAdditionalInformation+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.incident-management.incident.modifyAdditionalInformation+json;version=1;charset=UTF-8

#### Request Elements

| Element    | Type   | Description  |
|------------|--------|--|
| cliCommand | String | Junos OS commands to be modified for collecting additional information for an incident |

#### Produces

- application/vnd.juniper.servicenow.incident-management.incident+xml;version=1
- application/vnd.juniper.servicenow.incident-management.incident+json;version=1

#### Response Elements

| Element | Type    | Description  |
|---------|---------|--|
| href    | String  | Link to the job for modifying collect additional information configuration |
| id      | Integer | ID of the modify collect additional information job                        |

#### Sample Input

##### Sample XML Input

```
<modifyAdditionalCommand>
<cliCommand>show chassis summary</cliCommand>
</modifyAdditionalCommand>
```

##### Sample JSON Input

```
{
  "modifyAdditionalCommand": {
    "cliCommand": "show chassis summary"
  }
}
```

#### Sample Output

##### Sample XML Output

```
<task href= "/api/space/job-management/jobs/4653072" >
<id>4653072</id>
</task>
```

##### Sample JSON Output

```
{
  "task": {
    "@href": "/api/space/job-management/jobs/1343525",
    "id": 1343525
  }
}
```

```
}
}
```

#### Related Documentation

- [Collecting Additional Information for Service Now Incidents and Cases Overview](#)
- [Modifying the Settings for Collecting Additional Information for an Incident](#)

## View Commands Used for Collecting Additional Information for an Incident

Use this API to view the commands executed for collecting additional information for an incident in Junos Space Service Now.

#### URI

`https://[host]/api/juniper/servicenow/incident-management/incidents/{incidentId}/viewAdditionalInformation` (HTTP method = GET)

#### URI Parameters

| Element    | Type    | Required | Description   |
|------------|---------|----------|---|
| incidentId | Integer | Yes      | ID of the incident for which you want to view the commands used for collecting additional information |

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.incident-management.incident.viewAdditionalInformation+xml;version=1`
- `application/vnd.juniper.servicenow.incident-management.incident.viewAdditionalInformation+json;version=1`

#### Response Elements

| Element       | Type    | Description   |
|---------------|---------|---|
| cliCommand    | String  | CLI commands executed to collect additional information   |
| jobInstanceId | Integer | ID of the collect additional information job  |
| jobStatus     | Boolean | Status of the collect additional information job<br>Possible values <ul style="list-style-type: none"> <li>• Success</li> <li>• Failed</li> </ul> |



| Element       | Type   | Description  |
|---------------|--------|--|
| owner         | String | User who initiated or configured the collect additional information job                                |
| fileName      | String | Name of the file in which additional information is collected  |
| scheduledTime | String | Date and Time (in the yyyy-mm-dd hh:mm:ss format) additional information was collected for an incident |

### Sample Output

#### Sample XML Output

```
<viewAdditionalCommands>
<viewAdditionalCommand>
<cliCommand>
show system processes extensive no-forwarding show pfe statistics error show
system virtual-memory no-forwarding show system queues no-forwarding show
system statistics no-forwarding
</cliCommand>
<jobInstanceId>1343518</jobInstanceId>
<jobStatus>Success</jobStatus>
<owner>super</owner>
<fileName>
additional_cli_information_sn-space-mx240-sys_20170613-063247278.txt
</fileName>
<scheduledTime>2017-06-13 06:32:46.546</scheduledTime>
</viewAdditionalCommand>
</viewAdditionalCommands>
```

#### Sample JSON Output

```
{
  "viewAdditionalCommands": {
    "viewAdditionalCommand": {
      "cliCommand": "show system processes extensive no-forwarding show system
statistics no-forwarding",
      "jobInstanceId": 1343518,
      "jobStatus": "Success",
      "owner": "super",
      "fileName":
"additional_cli_information_sn-space-mx240-sys_20170613-063247278.txt",
      "scheduledTime": "2017-06-13 06:32:46.546"
    }
  }
}
```

#### Related Documentation

- *Collecting Additional Information for Service Now Incidents and Cases Overview*
- *Viewing Junos OS Commands Configured for Collecting Additional Information About an Incident*

## Get All Additional Information Attachments of an Incident

Use this API to retrieve information about all attachments containing additional information for an incident in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/incident-management/incidents/{incidentId}/additionalInformationAttachments` (HTTP method = GET)

### URI Parameters

| Element    | Type    | Required | Description   |
|------------|---------|----------|---|
| incidentId | Integer | Yes      | ID of the incident for which you want to retrieve all attachments containing additional information |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.incident-management.attachments+xml;version=1`
- `application/vnd.juniper.servicenow.incident-management.incident+json;version=1`

### Response Elements

| Element        | Type       | Description   |
|----------------|------------|---|
| attachments    | attachment | Collection of attachments   |
| uri            | String     | Link to the collection of attachments   |
| attachment     | attachment | An attachment containing additional information for an incident   |
| attachment id  | Integer    | ID of the attachment  |
| attachmentName | String     | Name of the attachment  |
| size           | Integer    | Size of the attachment in bytes   |
| readStatus     | String     | Status of reading the attachment created on the device<br><br>Possible values: <ul style="list-style-type: none"><li>• Success</li><li>• Failed</li></ul> |

| Element            | Type   | Description  |
|--------------------|--------|--|
| remarks            | String | Remarks. Indicates any issues while reading the attachment   |
| uploadStatus       | String | Status of uploading the attachment to Juniper Support Systems (JSS).<br><br>Possible values: <ul style="list-style-type: none"> <li>• Success</li> <li>• Failed</li> </ul> |
| uploadFailedReason | String | indicates the reason for failure when uploading the attachment to JSS fails  |
| uploadedBy         | String | User who uploaded the attachment to JSS  |

### Sample Output

#### Sample XML Output

```
<attachments uri="/api/juniper/servicenow/incident-management/incidents/622592/
  additionalInformationAttachments">
  <attachment id="689565">
    <attachmentName>
      additional_cli_information_srx-1400-sn2_20170607-050308264.txt
    </attachmentName>
    <size>224(in bytes)</size>
    <readStatus>Success</readStatus>
    <remarks/>
    <uploadStatus>Success</uploadStatus>
    <uploadFailedReason/>
    <uploadedBy>super</uploadedBy>
  </attachment>
</attachments>
```

#### Sample JSON Output

```
{
  "attachments": {
    "@uri": "/api/juniper/servicenow/incident-management/incidents/622592/
    additionalInformationAttachments",
    "attachment": [
      {
        "@id": "689565",
        "attachmentName":
        "additional_cli_information_srx-1400-sn2_20170607-050308264.txt",
        "size": "224(in bytes)",
        "readStatus": "Success",
        "remarks": "",
        "uploadStatus": "Success",
        "uploadFailedReason": "",
        "uploadedBy": "super"
      }
    ]
  }
}
```

- Related Documentation**
- *Collecting Additional Information for Service Now Incidents and Cases Overview*
  - *Downloading the Additional Information Collected About an Incident*

## Download an Attachment Containing Additional Information for an Incident

Use this API to download an attachment containing additional information for an incident in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/incident-management/incidents/incidents/{incidentId}/additionalInformationAttachments/{attachmentId}` (HTTP method = GET)

### URI Parameters

| Element      | Type    | Required | Description  |
|--------------|---------|----------|--|
| incidentId   | Integer | Yes      | ID of the incident for which an attachment containing additional information is to be downloaded |
| attachmentId | Integer | Yes      | ID of the attachment containing additional information to be downloaded                          |

### Consumes

None

### Produces

application/octet-stream

- Related Documentation**
- *Collecting Additional Information for Service Now Incidents and Cases Overview*
  - *Downloading the Additional Information Collected About an Incident*

## Download All Attachments Containing Additional Information for an Incident

Use this API to download all attachments containing additional information for an incident in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/incident-management/incidents/incidents/{incidentId}/downloadAllAdditionalInformationAttachments` (HTTP method = GET)

**URI Parameters**

| Element    | Type    | Required | Description  |
|------------|---------|----------|--|
| incidentId | Integer | Yes      | ID of the incident for which all attachments containing additional information is to be downloaded |

**Consumes**

None

**Produces**

application/octet-stream

**Related Documentation**

- *Collecting Additional Information for Service Now Incidents and Cases Overview*
- *Downloading the Additional Information Collected About an Incident*

**Get Details About Collect Additional Information Job for an Incident**

Use this API to get the details of the job created for collecting additional information for an incident in Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/incident-management/incidents/incidents/job-instances/{jobId}/additional-information-job-results` (HTTP method = GET)

**URI Parameters**

| Element | Type    | Required | Description   |
|---------|---------|----------|---|
| jobId   | Integer | Yes      | ID of the job created for collecting additional information for an incident |

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.incident-management.incident-additional-information-job-results+xml;version=1`
- `application/vnd.juniper.servicenow.incident-management.incident-additional-information-job-results+json;version=1`

## Response Elements

| Element                               | Type                                  | Description   |
|---------------------------------------|---------------------------------------|---|
| uri                                   | String                                | Link to the collect additional information job result   |
| jobid                                 | Integer                               | ID of the collect additional information job  |
| associatedIncidentId                  | Integer                               | ID of the incident for which additional information is collected  |
| associateCaseId                       | String                                | ID of the technical support case associated with the incident   |
| cliCommands                           | String                                | Commands used for collecting additional information   |
| additionalCommandJobDetailsByDeviceId | additionalCommandJobDetailsByDeviceId | Details of collect additional information job on multiple devices   |
| hostName                              | String                                | Name of the device from which additional information is collected   |
| jobStatus                             | Boolean                               | Status of collecting additional information<br><br>Possible values: <ul style="list-style-type: none"> <li>• Success</li> <li>• Failed</li> </ul> |
| remarks                               | String                                | Remarks; indicates issues, if any, when collecting additional information from a device   |

## Sample Output

## Sample XML Output

```
<additional-command-job-results
uri="/api/juniper/servicenow/incident-management/incidents/job-instances/1343525
/additional-information-job-results">
<jobId>1343525</jobId>
<associatedIncidentId>622592</associatedIncidentId>
<associateCaseId>---</associateCaseId>
<cliCommands>show chassis summary</cliCommands>
<additionalCommandJobDetailsByDeviceId>
<hostName>srx-1400-sn2</hostName>
<jobStatus>Success</jobStatus>
<remarks/>
</additionalCommandJobDetailsByDeviceId>
</additional-command-job-results>
```

## Sample JSON Output

```
{
  "additional-command-job-results": {
    "@uri":
```

```
"/api/juniper/servicenow/incident-management/incidents/job-instances/1343525
/additional-information-job-results",
  "jobId": 1343525,
  "associatedIncidentId": 622592,
  "associateCaseId": "---",
  "cliCommands": "show chassis summary",
  "additionalCommandJobDetailsByDeviceId": {
    "hostName": "srx-1400-sn2",
    "jobStatus": "Success",
    "remarks": ""
  }
}
```

**Related Documentation** • *Collecting Additional Information for Service Now Incidents and Cases Overview*

### Associate an Incident to an Existing Case

Use this API to associate an incident in Junos Space Service Now to an existing case in Juniper Support Systems (JSS).

**URI**

https://[host]/api/juniper/servicenow/incident-management/incidents/associateCase  
(HTTP method = POST)

**URI Parameters**

None

**Consumes**

- application/vnd.juniper.servicenow.incident-management.incidentcaseassociation+xml;version=2;charset=UTF-8
- application/vnd.juniper.servicenow.incident-management.incidentcaseassociation+JSON;version=2;charset=UTF-8

**Request Elements**

| Element         | Type       | Description   |
|-----------------|------------|---|
| caseId          | String     | ID of the existing case with which an incident must be associated |
| customerComment | String     | Comment provided when incident is associated with the case        |
| customerNote    | String     | Note provided when incident is associated with the case           |
| Incidents       | IncidentId | Collection of incident IDs  |

| Element    | Type    | Description  |
|------------|---------|--|
| incidentId | Integer | ID of the incident that must be associated with an existing case |

**Produces**

- application/vnd.juniper.servicenow.incident-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.incident-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Message indicating the result of associating an incident with an existing case |

**Sample Input****Sample XML Input**

```
<incidentCaseAssociation>
  <caseId>2017-1003-0243</caseId>
  <customerComment>test REST API comment...</customerComment>
  <customerNote>test REST API note...</customerNote>
  <incidents>
    <incidentId>11042933</incidentId>
    <incidentId>11010105</incidentId>
  </incidents>
</incidentCaseAssociation>
```

**Sample JSON Input**

```
{
  "incidentCaseAssociation": {
    "caseId": "2017-0101-0001",
    "customerComment": "test REST API comment...",
    "customerNote": "test REST API note...",
    "incidents": {
      "incidentId": [
        "11042933",
        "11010105"
      ]
    }
  }
}
```

**Sample Output****Sample XML Output**

```
<?xml version="1.0" encoding="UTF-"standalone="yes"?>
  <servicenowmsg>
    <msg>Case association done successfully for the incident(s) with Case
    Id '2017-0530-T-0032'.</msg>
  </servicenowmsg>
```



**Sample JSON Output**

```
{
  "servicenowmsg": {
    "msg": "Case association done successfully for the incident(s) with Case
    Id '2017-0530-T-0032'."
  }
}
```

- Related Documentation**
- *Service Now Incidents Overview*
  - *Associating an Incident with an Existing Case*



## CHAPTER 14

# Incident Filter Management APIs

- Incident Filter Management REST API Overview on page 395
- Get All Incident Filters on page 397
- Get Information About an Incident Filter on page 400
- Create a Basic Incident Filter on page 406
- Creating an Advanced Incident Filter on page 411
- Modify a Basic Incident Filter on page 416
- Modify an Advanced Incident Filter on page 421
- Delete All or Selected Incident Filters on page 425
- Delete an Incident Filter on page 427
- Enable All or Selected Incident Filters on page 428
- Enable an Incident Filter on page 430
- Disable All or Selected Incident Filters on page 431
- Disable an Incident Filter on page 433
- Reorder Incident Filters on page 434
- Export All or Selected Incident Filters on page 436
- Import Incident Filters on page 438
- Suppressed Event Management REST API Overview on page 439
- Get All Suppressed Events on page 440
- Get a Suppressed Event on page 444
- Delete Suppressed Events on page 447
- Create Incident for Suppressed Events on page 449
- Export a Suppressed Event JMB on page 451

## Incident Filter Management REST API Overview

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The Incident Filter Management service allows you to create, retrieve details, delete and enable or disable an incident filter. The **incident-filter-management** resources are available at [https://\[host\]/api/juniper/servicenow/incident-filter-management](https://[host]/api/juniper/servicenow/incident-filter-management).

### URI

https://[host]/api/juniper/servicenow/incident-filter-management (HTTP method = GET)

#### Produces

- application/vnd.juniper.servicenow.incident-filter-management+xml;version=1
- application/vnd.juniper.servicenow.incident-filter-management+json;version=1

#### Sample Output

##### Sample XML Output

```
<servicenow-incident-filter-management>
<method href=
"/api/juniper/servicenow/incident-filter-management/incidentFilters"/>
<method href=
"/api/juniper/servicenow/incident-filter-management/createBasicFilter"/>
<method href=
"/api/juniper/servicenow/incident-filter-management/createAdvancedFilter"/>
<method href= "/api/juniper/servicenow/incident-filter-management/import"/>
<method href=
"/api/juniper/servicenow/incident-filter-management/encodePerlFile"/ >
<method href=
"/api/juniper/servicenow/incident-filter-management/decodePerlFile"/>
</servicenow-incident-filter-management>
```

##### Sample JSON Output

```
{
  "servicenow-incident-filter-management": {
    "method": [
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters"
      },
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/createBasicFilter"
      },
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/createAdvancedFilter"
      },
      {
        "@href": "/api/juniper/servicenow/incident-filter-management/import"
      },
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/encodePerlFile"
      },
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/decodePerlFile"
      }
    ]
  }
}
```

The incident filter management service provides the following APIs:

- [Get All Incident Filters on page 397](#)
- [Get Information About an Incident Filter on page 400](#)
- [Create a Basic Incident Filter on page 406](#)
- [Creating an Advanced Incident Filter on page 411](#)
- [Modify a Basic Incident Filter on page 416](#)
- [Modify an Advanced Incident Filter on page 421](#)
- [Delete All or Selected Incident Filters on page 425](#)
- [Delete an Incident Filter on page 427](#)
- [Enable All or Selected Incident Filters on page 428](#)
- [Enable an Incident Filter on page 430](#)
- [Disable All or Selected Incident Filters on page 431](#)
- [Disable an Incident Filter on page 433](#)
- [Reorder Incident Filters on page 434](#)
- [Export All or Selected Incident Filters on page 436](#)
- [Import Incident Filters on page 438](#)

**Related  
Documentation**

- [Service Now Incident Filters Overview](#)
- [Service Now Incidents Overview](#)
- [Suppressed Event Management REST API Overview on page 439](#)

---

## Get All Incident Filters

Use this API to retrieve information about all incident filters configured in Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/incident-filter-management/incidentFilters`  
(HTTP method = GET)

**URI Parameters**

None

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.incident-filter-management.filters+xml;version=1`

- application/vnd.juniper.servicenow.incident-filter-management.filters+json;version=1

### Response Elements

| Element     | Type    | Description   |
|-------------|---------|---|
| uri         | String  | URI to the collection of incident filters   |
| size        | Integer | Number of incident filters in the collection of incident filters  |
| filter      | filter  | An incident filter  |
| href        | String  | Link to the incident filter   |
| uri         | String  | URI of the incident filter  |
| id          | Integer | ID of the incident filter   |
| name        | String  | Name of the incident filter   |
| type        | String  | Type of Incident filter<br>Possible values: <ul style="list-style-type: none"> <li>• Basic</li> <li>• Advanced</li> </ul>   |
| action      | String  | Action defined in the incident filter<br>Possible values: <ul style="list-style-type: none"> <li>• Create Incident</li> <li>• Do Not Create Incident</li> </ul>   |
| createdBy   | String  | User who created the incident filter  |
| lastUpdated | String  | Date and time (in the yyyy-dd-mm hh:mm:ss timezone format) when the incident filter was last updated  |
| created     | String  | Date and time (in the yyyy-dd-mm hh:mm:ss timezone format) when the incident filter was created   |
| priority    | String  | Order in which the incident filter is applied to JMBs   |
| status      | String  | Status of the incident filter.<br>Possible values: <ul style="list-style-type: none"> <li>• Enabled—The incident filter can be applied to JMBs</li> <li>• Disabled—The incident filter cannot be applied to JMBs</li> </ul> |
| method      | String  | Methods applicable to the incident filter   |

## Sample Output

## Sample XML Output

```
<filters
  uri="/api/juniper/servicenow/incident-filter-management/incidentFilters"
  size="1">
  <filter href=
    "/api/juniper/servicenow/incident-filter-management/incidentFilters/689568"
    uri="/api/juniper/servicenow/incident-filter-management/incidentFilters/689568"
    key="689568">
    <id>689568</id>
    <name>test</name>
    <type>Basic</type>
    <action>Do Not Create Incident</action>
    <createdBy>super</createdBy>
    <lastUpdated>2017-06-07 05:05:26 UTC</lastUpdated>
    <created>2017-06-07 05:05:26 UTC</created>
    <priority>1</priority>
    <status>Enabled</status>
  </filter>
  <method href=
    "/api/juniper/servicenow/incident-filter-management/incidentFilters/delete"
  />
  <method href=
    "/api/juniper/servicenow/incident-filter-management/incidentFilters/enable"
  />
  <method href=
    "/api/juniper/servicenow/incident-filter-management/incidentFilters/disable"
  />
  <method href=
    "/api/juniper/servicenow/incident-filter-management/incidentFilters/export"
  />
  <method href=
    "/api/juniper/servicenow/incident-filter-management/incidentFilters/reorder"
  />
</filters>
```

## Sample JSON Output

```
{
  "filters": {
    "@uri":
      "/api/juniper/servicenow/incident-filter-management/incidentFilters",
    "@size": "1",
    "filter": {
      "@href":
        "/api/juniper/servicenow/incident-filter-management/incidentFilters/689568",
      "@uri":
        "/api/juniper/servicenow/incident-filter-management/incidentFilters/689568",
      "@key": "689568",
      "id": 689568,
      "name": "test",
      "type": "Basic",
      "action": "Do Not Create Incident",
      "createdBy": "super",
      "lastUpdated": "2017-06-07 05:05:26 UTC",
      "created": "2017-06-07 05:05:26 UTC",
      "priority": 1,
      "status": "Enabled"
    },
    "method": [
```

```

    {
      "@href":
      "/api/juniper/servicenow/incident-filter-management/incidentFilters/delete"
    },
    {
      "@href":
      "/api/juniper/servicenow/incident-filter-management/incidentFilters/enable"
    },
    {
      "@href":
      "/api/juniper/servicenow/incident-filter-management/incidentFilters/disable"
    },
    {
      "@href":
      "/api/juniper/servicenow/incident-filter-management/incidentFilters/export"
    },
    {
      "@href":
      "/api/juniper/servicenow/incident-filter-management/incidentFilters/reorder"
    }
  ]
}

```

- Related Documentation**
- *Service Now Incident Filters Overview*
  - *Viewing Incident Filters Configured on Junos Space Service Now*

## Get Information About an Incident Filter

Use this API to retrieve information about an incident filter in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/incident-filter-management/incidentFilters/{filterId}` (HTTP method = GET)

### URI Parameters

| Element  | Type    | Required | Description  |
|----------|---------|----------|--|
| filterId | Integer | Yes      | ID of the incident filter for which information is to be retrieved |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.incident-filter-management.filter+xml;version=1`
- `application/vnd.juniper.servicenow.incident-filter-management.filter+json;version=1`



## Response Elements

| Element                 | Type                    | Description   |
|-------------------------|-------------------------|---|
| uri                     | String                  | URI of the filter   |
| id                      | Integer                 | ID of the filter  |
| domainId                | Integer                 | ID of the domain to which the filter is assigned  |
| name                    | String                  | Name of the filter  |
| type                    | String                  | Type of filter<br><br>Possible values: <ul style="list-style-type: none"> <li>• Basic</li> <li>• Advanced</li> </ul>  |
| action                  | String                  | Action to be taken on JMBs that satisfy the filter terms and conditions<br><br>Possible values: <ul style="list-style-type: none"> <li>• CreateIncident</li> <li>• DoNotCreateIncident</li> </ul>   |
| createdBy               | String                  | User who created the filter   |
| lastUpdated             | String                  | Date and time (in yyyy-mm-dd hh:mm:ss timezone) when the filter was last updated  |
| Created                 | String                  | Date and time (in yyyy-mm-dd hh:mm:ss timezone) when the filter was created   |
| priority                | Integer                 | Order in which the filter is applied to JMBs.   |
| status                  | String                  | Status of the filter<br><br>Possible values: <ul style="list-style-type: none"> <li>• Enabled—The filter can be applied to JMBs</li> <li>• Disabled—The filter cannot be applied to JMBs</li> </ul> |
| advancedFilterAttribute | advancedFilterAttribute | Attributes and conditions defining the filter<br><br><b>NOTE:</b> advancedFilterAttribute is applicable only for advanced incident filters  |

| Element          | Type            | Description   |
|------------------|-----------------|---|
| inputParams      | String          | JMB parameters used to define the filter terms<br><br><b>NOTE:</b> inputParams is applicable only for advanced incident filters   |
| perlFileContent  | String          | Perl script defining the filter logic<br><br><b>NOTE:</b> perlFileContent is applicable only for advanced incident filters  |
| perlFileName     | String          | Name of the Perl script file<br><br><b>NOTE:</b> perlFileName is applicable only for advanced incident filters  |
| termCriteria     | String          | Criterion for implementing the action defined in the filter<br><br>Possible values:<br><ul style="list-style-type: none"><li>• AND—The action defined in the filter is applied to a JMB only when the JMB matches all the terms defined in the filter</li><li>• OR—The action defined in the filter is applied to a JMB when the JMB matches any term defined in the filter</li></ul> |
| filterAttribute  | String          | List of JMB attributes used in the filter   |
| filterAttributes | filterAttribute | JMB attributes for filtering  |
| name             | String          | Name of the filter attribute<br><br>Possible values—EventType, EventSynopsis, Description, DeviceName, Platform, Entity, EventOccuredDate, and DeviceIP   |

| Element   | Type   | Description  |
|-----------|--------|--|
| condition | String | <p>Condition of the filter term</p> <p>A filter attribute condition defines the conditions such as words that can be present or not present in an event synopsis, the date before or after which the event should occur, or specific platforms.</p> <p>Possible values—Include, DoesNotInclude, Is, IsNot, Before, After, On, StartsWith, EndsWith, LessThan, GreaterThan</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>When the name element is set to EventOccuredDate, the possible values for the condition element are Before, After, and On.</li> <li>When the name element is set to DeviceIP, the possible values for the condition element are Is, IsNot, LessThan, and GreaterThan</li> </ul> |
| value     | String | Reference value of the attribute to be considered for filtering a JMB  |
| method    | String | Methods applicable to the filter   |

#### Sample Output When a Basic Incident Filter is Retrieved

##### Sample XML Output

```
<filter
  uri="/api/juniper/servicenow/incident-filter-management/incidentFilters/689568">
  <id>689568</id>
  <domainId>2</domainId>
  <name>test</name>
  <type>Basic</type>
  <action>DoNotCreateIncident</action>
  <createdBy>super</createdBy>
  <lastUpdated>2017-06-07 05:05:26 UTC</lastUpdated>
  <created>2017-06-07 05:05:26 UTC</created>
  <priority>1</priority>
  <status>Enabled</status>
  <termCriteria>AND</termCriteria>
  <filterAttribute>Event Synopsis is not as </filterAttribute>
  <method href=
    "/api/juniper/servicenow/incident-filter-management/incidentFilters/689568/modify"
  />
  <method href=
    "/api/juniper/servicenow/incident-filter-management/incidentFilters/689568/enable"
  />
  <method href=
    "/api/juniper/servicenow/incident-filter-management/incidentFilters/689568/disable"
  />
</filter>
```

**Sample JSON Output**

```
{
  "filter": {
    "@uri":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/689568",
    "id": 689568,
    "domainId": 2,
    "name": "test",
    "type": "Basic",
    "action": "DoNotCreateIncident",
    "createdBy": "super",
    "lastUpdated": "2017-06-07 05:05:26 UTC",
    "created": "2017-06-07 05:05:26 UTC",
    "priority": 1,
    "status": "Enabled",
    "termCriteria": "AND",
    "filterAttribute": "Event Synopsis is not as \n",
    "method": [
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/689568/modify"
      },
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/689568/enable"
      },
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/689568/disable"
      }
    ]
  }
}
```

**Sample Output When an Advanced Incident Filter is Retrieved****Sample XML Output**

```
<filter
uri="/api/juniper/servicenow/incident-filter-management/incidentFilters/703798">
<id>703798</id>
<domainId>2</domainId>
<name>Advance</name>
<type>Advanced</type>
<action>CreateIncident</action>
<createdBy>super</createdBy>
<lastUpdated>2017-06-14 09:41:26 UTC</lastUpdated>
<created>2017-06-14 09:41:26 UTC</created>
<priority>3</priority>
<status>Enabled</status>

<advancedFilterAttribute>

<inputParams>
eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform
:entity:junosVersion:eventTime:deviceId
</inputParams>

<perlFileContent>
```

```

IyEvdXNyL ... 1IjsNCn0NCg0KDQo=</perlFileContent>
<perlFileName>advance_filters.pl</perlFileName>
</advancedFilterAttribute>
<method href=
"/api/juniper/servicenow/incident-filter-management/incidentFilters/703798/modify"
/>
<method href=
"/api/juniper/servicenow/incident-filter-management/incidentFilters/703798/enable"
/>
<method href=
"/api/juniper/servicenow/incident-filter-management/incidentFilters/703798/disable"
/>
</filter>

```

### Sample JSON Output

```

{
  "filter": {
    "@uri":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/703798",
    "id": 703798,
    "domainId": 2,
    "name": "Advance",
    "type": "Advanced",
    "action": "CreateIncident",
    "createdBy": "super",
    "lastUpdated": "2017-06-14 09:41:26 UTC",
    "created": "2017-06-14 09:41:26 UTC",
    "priority": 3,
    "status": "Enabled",
    "advancedFilterAttribute": {
      "inputParams":
"eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform
:entity:junosVersion:eventTime:deviceId",
      "perlFileContent": "IyEvdXN ... 0NCg0KDQo=",
      "perlFileName": "advance_filters.pl"
    },
    "method": [
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/703798/modify"
      },
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/703798/enable"
      },
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/703798/disable"
      }
    ]
  }
}

```

- Related Documentation**
- *Service Now Incident Filters Overview*
  - *Viewing Incident Filters Configured on Junos Space Service Now*

## Create a Basic Incident Filter

Use this API to create a basic incident filter in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/incident-filter-management/createBasicFilter`  
(HTTP method = POST)

### URI Parameters

None

### Consumes

- `application/vnd.juniper.servicenow.incident-filter-management.filter+xml;version=1;charset=UTF-8`
- `application/vnd.juniper.servicenow.incident-filter-management.filter+json;version=1;charset=UTF-8`

### Request Elements

| Element          | Type            | Description   |
|------------------|-----------------|---|
| name             | String          | Name of the basic incident filter   |
| action           | String          | Action to be taken on the Juniper Message Bundle (JMB).<br><br>Possible values: <ul style="list-style-type: none"> <li>• CreateIncident</li> <li>• DoNotCreateIncident</li> </ul>   |
| termCriteria     | String          | Criterion for implementing the action defined in the filter<br><br>Possible values: <ul style="list-style-type: none"> <li>• AND—The action defined in the filter is applied to a JMB only when the JMB matches all the terms defined in the filter</li> <li>• OR—The action defined in the filter is applied to a JMB when the JMB matches any term defined in the filter</li> </ul> |
| filterAttributes | filterAttribute | Attributes defined for filtering a JMB  |
| name             | String          | Name of the JMB attribute<br><br>Possible values—EventType, EventSynopsis, Description, DeviceName, Platform, Entity, EventOccuredDate, and DeviceIP  |

| Element   | Type   | Description  |
|-----------|--------|--|
| condition | String | <p>Condition of the filter term</p> <p>A filter attribute condition defines the conditions such as words that can be present or not present in an event synopsis, the date before or after which the event should occur, or specific platforms.</p> <p>Possible values—Include, DoesNotInclude, Is, IsNot, Before, After, On, StartsWith, EndsWith, LessThan, and GreaterThan</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>When the name element is set to EventOccuredDate, the possible values for the condition element are Before, After, and On.</li> <li>When the name element is set to DeviceIP, the possible values for the condition element are Is, IsNot, LessThan, and GreaterThan</li> </ul> |
| value     | String | Reference value of the attribute to be considered for filtering a JMB  |

### Produces

- application/vnd.juniper.servicenow.incident-filter-management.filter+xml;version=1
- application/vnd.juniper.servicenow.incident-filter-management.filter+json;version=1

### Response Elements

| Element   | Type    | Description  |
|-----------|---------|--|
| uri       | String  | URI of the filter                                  |
| id        | Integer | ID of the filter                                   |
| domainId  | Integer | ID of the domain to which the filter is assigned   |
| name      | String  | Name of the filter                                 |
| type      | String  | <p>Type of filter</p> <p>Possible value—Basic:</p> |
| action    | String  | Action defined for the filter                      |
| createdBy | String  | User who created the filter                        |
| priority  | Integer | Priority of the filter                             |

| Element          | Type            | Description   |
|------------------|-----------------|---|
| status           | String          | <p>Status of the filter</p> <p>Possible values</p> <ul style="list-style-type: none"> <li>Enabled—The filter can be applied for filtering JMBs</li> <li>Disabled—The filter cannot be applied for filtering JMBs</li> </ul>   |
| termCriteria     | String          | <p>Criterion for implementing the action defined in the filter</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>AND—The action defined in the filter is applied to a JMB only when the JMB matches all the terms defined in the filter</li> <li>OR—The action defined in the filter is applied to a JMB when the JMB matches any term defined in the filter</li> </ul>  |
| filterAttribute  | String          | List of JMB attributes defined in the filter  |
| filterAttributes | filterAttribute | JMB attributes for filtering  |
| name             | String          | <p>Name of the filter attribute</p> <p>Possible values—EventType, EventSynopsis, Description, DeviceName, Platform, Entity, EventOccuredDate, and DeviceIP</p>  |
| condition        | String          | <p>Condition of the filter term</p> <p>A filter attribute condition defines the conditions such as words that can be present or not present in an event synopsis, the date before or after which the event should occur, or specific platforms.</p> <p>Possible values—Include, DoesNotInclude, Is, IsNot, Before, After, On, StartsWith, EndsWith, LessThan, and GreaterThan</p> <p>NOTE:</p> <ul style="list-style-type: none"> <li>When the name element is set to EventOccuredDate, the possible values for the condition element are Before, After, and On.</li> <li>When the name element is set to DeviceIP, the possible values for the condition element are Is, IsNot, LessThan, and GreaterThan</li> </ul> |
| value            | String          | Reference value of the attribute considered for filtering a JMB   |
| method           | String          | Methods applicable to the filter  |

#### Sample Input

#### Sample XML Input

```
<filter>
  <name>test_basic_filter</name>
```



```

<action>CreateIncident</action>
<termCriteria>AND</termCriteria>
<filterAttributes>
  <filterAttribute>
    <name>EventType</name>
    <condition>Include</condition>
    <value>Memory Consumption</value>
  </filterAttribute>
  <filterAttribute>
    <name>Entity</name>
    <condition>Include</condition>
    <value>re0</value>
  </filterAttribute>
</filterAttributes>
</filter>

```

#### Sample JSON Input

```

{
  "filter": {
    "name": "test_basic_filter",
    "action": "CreateIncident",
    "termCriteria": "AND",
    "filterAttributes": {
      "filterAttribute": [
        {
          "name": "EventType",
          "condition": "Include",
          "value": "Memory Consumption"
        },
        {
          "name": "Entity",
          "condition": "Include",
          "value": "re0"
        }
      ]
    }
  }
}

```

#### Sample Output

#### Sample XML Output

```

<?xml version="1.0" encoding="UTF-8"?>
<filter
uri="/api/juniper/servicenow/incident-filter-management/createBasicFilter">
  <id>3080192</id>
  <name>test_basic_filter</name>
  <type>Basic</type>
  <action>CreateIncident</action>
  <createdBy>super</createdBy>
  <priority>4</priority>
  <status>Enabled</status>
  <termCriteria>AND</termCriteria>
  <filterAttribute>Event Type includes Memory Consumption Entity includes
re0</filterAttribute>
  <filterAttributes>
    <filterAttribute>
      <name>EventType</name>
      <condition>Include</condition>

```

```

        <value>Memory Consumption</value>
      </filterAttribute>
      <filterAttribute>
        <name>Entity</name>
        <condition>Include</condition>
        <value>re0</value>
      </filterAttribute>
    </filterAttributes>
    <method
href="/api/juniper/servicenow/incident-filter-management/incidentFilters/3080192/modify"
/>
    <method
href="/api/juniper/servicenow/incident-filter-management/incidentFilters/3080192/enable"
/>
    <method
href="/api/juniper/servicenow/incident-filter-management/incidentFilters/3080192/disable"
/>
  </filter>

```

### Sample JSON Output

```

{
  "filter": {
    "@uri":
"/api/juniper/servicenow/incident-filter-management/createBasicFilter",
    "id": 703744,
    "domainId": 2,
    "name": "test_basic_filter",
    "type": "Basic",
    "action": "CreateIncident",
    "createdBy": "super",
    "priority": 2,
    "status": "Enabled",
    "termCriteria": "AND",
    "filterAttribute": "Event Type includes Memory Consumption \nEntity includes
re0 \n",
    "filterAttributes": {
      "filterAttribute": [
        {
          "name": "EventType",
          "condition": "Include",
          "value": "Memory Consumption"
        },
        {
          "name": "Entity",
          "condition": "Include",
          "value": "re0"
        }
      ]
    },
    "method": [
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/703744/modify"
      },
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/703744/enable"
      },
    ]
  }
}

```

```
    {
      "@href":
        "/api/juniper/servicenow/incident-filter-management/incidentFilters/703744/disable"
    }
  ]
}
}
```

- Related Documentation
- [Service Now Incident Filters Overview](#)
  - [Creating Incident Filters](#)

### Creating an Advanced Incident Filter

Creating an advanced incident filter involves the following APIs:

- [Encoding PERL File of an Incident Filter on page 411](#)
- [Creating the Advanced Incident Filter on page 412](#)
- [Decoding Perl File on page 415](#)

### Encoding PERL File of an Incident Filter

Use this API to encode Perl file containing the filter logic of an advanced incident filter in Junos Space Service Now.

**URI**

https://[host]/api/juniper/servicenow/incident-filter-management/encodePerlFile -F "fileName=@*filename.pl*" (HTTP method = POST)

**URI Parameters**

| Element  | Type   | Required | Description                                  |
|----------|--------|----------|--|
| filename | String | Yes      | Name of the Perl script file ( <b>*.pl</b> ) |

**Consumes**

None

**Request Elements**

None

**Produces**

multipart/form-data

**Sample Output**

```
XkgJHNoZWxs ... IAKKfQoKCg==
```

## Creating the Advanced Incident Filter

Use the createAdvancedFilter API to create the advanced incident filter. You must input the encoded perl script obtained by using the [“Encoding PERL File of an Incident Filter” on page 411](#) API.

### URI

https://[host]/api/juniper/servicenow/incident-filter-management/createAdvancedFilter  
(HTTP method = POST)

### URI Parameters

None

### Consumes

- application/vnd.juniper.servicenow.incident-filter-management.filter+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.incident-filter-management.filter+json;version=1;charset=UTF-8

### Request Elements

| Element                 | Type                    | Description  |
|-------------------------|-------------------------|--|
| name                    | String                  | Name of the advanced incident filter   |
| action                  | String                  | Action to be taken on JMBs that match the filter condition and terms<br><br>Possible values: <ul style="list-style-type: none"> <li>• Create Incident</li> <li>• Do Not Create Incident</li> </ul> |
| advancedFilterAttribute | advancedFilterAttribute | Defines the advanced filter terms and conditions   |
| perlFileContent         | String                  | Perl script providing the logic for filtering JMBs in encoded form<br><br>You can obtain the encoded Perl script by using the Encode Perl script API   |
| perlFileName            | String                  | Name of the Perl file  |

### Produces

- application/vnd.juniper.servicenow.incident-filter-management.filter+xml;version=1

- application/vnd.juniper.servicenow.incident-filter-management.filter+json;version=1

#### Response Elements

| Element                 | Type                    | Description  |
|-------------------------|-------------------------|--|
| uri                     | String                  | URI of the advanced filter   |
| id                      | Integer                 | ID of the advanced filter  |
| name                    | String                  | Name of the advanced filter  |
| type                    | String                  | Type of advanced filter<br>Possible value—Advanced   |
| action                  | String                  | Action to be taken on JMBs that match the filter condition and terms<br><br>Possible values: <ul style="list-style-type: none"> <li>• Create Incident</li> <li>• Do Not Create Incident</li> </ul> |
| createdBy               | String                  | User who created the filter  |
| priority                | Integer                 | Order in which the filter is applied to a JMB  |
| status                  | String                  | Status of the filter<br><br>Possible values: <ul style="list-style-type: none"> <li>• Enabled—Filter can be applied to a JMB</li> <li>• Disabled—Filter cannot be applied to a JMB</li> </ul>      |
| advancedFilterAttribute | advancedFilterAttribute | Defines terms and conditions of the advanced filter  |
| inputParams             | String                  | Attributes used in the filter for filtering a JMB  |
| perlFileContent         | String                  | Encoded Perl script providing the logic for filtering JMBs<br><br>You can decode the Perl script by using the decodePerlFile API   |
| perlFileName            | String                  | Name of the Perl file  |
| method                  | String                  | Methods applicable to the advanced filter  |

#### Sample Input

**Sample XML Input**

```
<filter>
<name>adv_filter_1_REST</name>
<action>DoNotCreateIncident</action>
<advancedFilterAttribute>
<perlFileContent>IyEvdXNy ... 7Cn0KCg==</perlFileContent>
<perlFileName>test.pl</perlFileName>
</advancedFilterAttribute>
</filter>
```

**Sample JSON Input**

```
{
  "filter": {
    "name": "adv_filter_1_REST",
    "action": "DoNotCreateIncident",
    "advancedFilterAttribute": {
      "perlFileContent": "IyEvdXNy ... 7Cn0KCg==" ,
      "perlFileName": "test.pl"
    }
  }
}
```

**Sample Output****Sample XML Output**

```
<?xml version="1.0" encoding="UTF-8"?>
<filter
uri="/api/juniper/servicenow/incident-filter-management/createAdvancedFilter">

  <id>6815744</id>
  <name>adv_filter_1_REST</name>
  <type>Advanced</type>
  <action>DoNotCreateIncident</action>
  <createdBy>super</createdBy>
  <priority>5</priority>
  <status>Enabled</status>
  <advancedFilterAttribute>

    <inputParams>eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform:
    entity:junosVersion:eventTime</inputParams>
    <perlFileContent>IyEvdXNy ... 7Cn0KCg==</perlFileContent>
    <perlFileName>test.pl</perlFileName>
  </advancedFilterAttribute>
  <method
href="/api/juniper/servicenow/incident-filter-management/incidentFilters/6815744/modify"
/>
    <method
href="/api/juniper/servicenow/incident-filter-management/incidentFilters/6815744/enable"
/>
    <method
href="/api/juniper/servicenow/incident-filter-management/incidentFilters/6815744/disable"
/>
  </method>
</filter>
```

**Sample JSON Output**

```
{
  "filter": {
    "@uri":
"/api/juniper/servicenow/incident-filter-management/createAdvancedFilter",
```

```

    "id": 705646,
    "domainId": 2,
    "name": "adv_filter_1_REST",
    "type": "Advanced",
    "action": "DoNotCreateIncident",
    "createdBy": "super",
    "priority": 4,
    "status": "Enabled",
    "advancedFilterAttribute": {
      "inputParams":
        "eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform:
entity:junosVersion:eventTime:deviceId",
      "perlFileContent": "IyEvdXNy ... 7Cn0KCg==",
      "perlFileName": "test.pl"
    },
    "method": [
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/705646/modify"
      },
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/705646/enable"
      },
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/705646/disable"
      }
    ]
  }
}

```

## Decoding Perl File

Use this API to decode Perl file of advanced incident filters in Junos Space Service Now.

### URI

[https://\[host\]/api/juniper/servicenow/incident-filter-management/decodePerlFile](https://[host]/api/juniper/servicenow/incident-filter-management/decodePerlFile)  
(HTTP method = POST)

### URI Parameters

None

### Consumes

multipart/form-data

### Produces

multipart/form-data

### Sample Input

```
XkgJHNoZWxsID0g ... JIAkKfQoKCg==
```

### Sample Output

```
#!/usr/bin/perl
# Copyright 2009-2011 Juniper Networks, Inc. All rights reserved.
use CGI;
use CGI::Carp qw ( fatalToBrowser warningToBrowser );
use warnings;
use File::Copy;
use lib ("/usr/nma/lib");
use NmaUtil;
use NmaUpgradeUtil;
use NmaDb;

$| = 1; ## turn autoflush on
$ENV{"PATH"}="/bin:/sbin:/usr/bin:/usr/sbin";
$<=$>;
```

- Related Documentation**
- *Service Now Incident Filters Overview*
  - *Creating Incident Filters*

## Modify a Basic Incident Filter

Use this API to modify a basic incident filter in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/incident-filter-management/incidentFilters/{filterId}/modify` (HTTP method = POST)

### URI Parameters

| Element  | Type    | Required | Description                              |
|----------|---------|----------|--|
| filterId | Integer | Yes      | ID of the incident filter to be modified |

### Consumes

- `application/vnd.juniper.servicenow.incident-filter-management.filter+xml; version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.incident-filter-management.filter+json; version=1; charset=UTF-8`

### Request Elements

| Element | Type   | Description        |
|---------|--------|--------------------|
| name    | String | Name of the filter |



| Element          | Type            | Description   |
|------------------|-----------------|---|
| type             | String          | Type of the filter<br><br>Possible value—Basic  |
| action           | String          | Action to be taken on JMB<br><br>Possible values: <ul style="list-style-type: none"> <li>• CreateIncident</li> <li>• DoNotCreateIncident</li> </ul>   |
| termCriteria     | String          | Criterion for implementing the action defined in the filter<br><br>Possible values: <ul style="list-style-type: none"> <li>• AND—The action defined in the filter is applied to an incident only when the JMB matches all the terms defined in the filter</li> <li>• OR—Action defined in the filter is applied to an incident when the JMB matches any term defined in the filter</li> </ul>   |
| filterAttributes | filterAttribute | Attributes defined in the filter  |
| name             | String          | Attribute based on which to filter a JMB<br><br>Possible values—EventType, EventSynopsis, Description, DeviceName, Platform, Entity, EventOccuredDate, and DeviceIP   |
| condition        | String          | Condition of the filter term<br><br>A filter attribute condition defines the conditions such as words that can be present or not present in an event synopsis, the date before or after which the event should occur, or specific platforms.<br><br>Possible values—Include, DoesNotInclude, Is, IsNot, Before, After, On, StartsWith, EndsWith, LessThan, and GreaterThan<br><br><b>NOTE:</b> <ul style="list-style-type: none"> <li>• When the name element is set to EventOccuredDate, the possible values for the condition element are Before, After, and On.</li> <li>• When the name element is set to DeviceIP, the possible values for the condition element are Is, IsNot, LessThan, and GreaterThan</li> </ul> |
| value            | String          | Value assigned to the attribute   |

### Produces

- application/vnd.juniper.servicenow.incident-filter-management.filter+xml;version=1
- application/vnd.juniper.servicenow.incident-filter-management.filter+json;version=1

## Response Elements

| Element         | Type    | Description   |
|-----------------|---------|---|
| uri             | String  | URI of the filter   |
| id              | Integer | ID of the collect additional information job  |
| domainId        | Integer | ID of the domain to which the filter is assigned  |
| name            | String  | Name of the filter  |
| type            | String  | Type of filter<br>Possible value—Basic  |
| action          | String  | Action to be taken on JMBs that match the filter terms<br>Possible values: <ul style="list-style-type: none"> <li>CreateIncident</li> <li>DoNotCreateIncident</li> </ul>  |
| createdBy       | String  | User who created the filter   |
| priority        | Integer | Order in which the filter is applied to JMBs  |
| status          | String  | Status of the filter<br>Possible values: <ul style="list-style-type: none"> <li>Enabled—The filter can be applied to JMBs</li> <li>Disabled—The filter cannot be applied to JMBs</li> </ul>   |
| termCriteria    | String  | Criterion for implementing the action defined in the filter<br>Possible values: <ul style="list-style-type: none"> <li>AND—The action defined in the filter is applied to an incident only when the JMB matches all the terms defined in the filter</li> <li>OR—Action defined in the filter is applied to an incident when the JMB matches any term defined in the filter</li> </ul> |
| filterAttribute | String  | JMB attributes defined in the filter  |
| name            | String  | Attribute based on which to filter a JMB<br>Possible values—EventType, EventSynopsis, Description, DeviceName, Platform, Entity, EventOccuredDate, and DeviceIP   |

| Element   | Type   | Description   |
|-----------|--------|---|
| condition | String | <p>Condition of the filter term</p> <p>A filter attribute condition defines the conditions such as words that can be present or not present in an event synopsis, the date before or after which the event should occur, or specific platforms.</p> <p>Possible values—Include, DoesNotInclude, Is, IsNot, Before, After, On, StartsWith, EndsWith, LessThan, and GreaterThan</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"><li>When the name element is set to EventOccuredDate, the possible values for the condition element are Before, After, and On.</li><li>When the name element is set to DeviceIP, the possible values for the condition element are Is, IsNot, LessThan, and GreaterThan</li></ul> |
| value     | String | Value assigned to the attribute   |
| method    | String | Methods applicable to the filter  |

Sample Input

Sample XML Input

```
<filter>
<name>test_11</name>
<type>Basic</type>
<action>DoNotCreateIncident</action>
<termCriteria>AND</termCriteria>
<filterAttributes>
<filterAttribute>
<name>Platform</name>
<condition>DoesNotInclude</condition>
<value>junos</value>
</filterAttribute>
</filterAttributes>
</filter>
```

Sample JSON Input

```
{
  "filter": {
    "name": "test_11",
    "type": "Basic",
    "action": "DoNotCreateIncident",
    "termCriteria": "AND",
    "filterAttributes": {
      "filterAttribute": {
        "name": "Platform",
        "condition": "DoesNotInclude",
        "value": "junos"
      }
    }
  }
}
```

## Sample Output

### Sample XML Output

```
<filter
  uri="/api/juniper/servicenow/incident-filter-management/incidentFilters/3670070/modify">
  <id>3670070</id>
  <domainId>2</domainId>
  <name>test_11</name>
  <type>Basic</type>
  <action>DoNotCreateIncident</action>
  <createdBy>super</createdBy>
  <priority>2</priority>
  <status>Enabled</status>
  <termCriteria>AND</termCriteria>
  <filterAttribute>
    Platform includes junos Platform does not include junos Platform does not
    include junos Platform does not include junos Platform does not include junos
  </filterAttribute>
  <method href=
    "/api/juniper/servicenow/incident-filter-management/incidentFilters/3670070/modify"
  />
  <method href=
    "/api/juniper/servicenow/incident-filter-management/incidentFilters/3670070/enable"
  />
  <method href=
    "/api/juniper/servicenow/incident-filter-management/incidentFilters/3670070/disable"
  />
</filter>
```

### Sample JSON Output

```
{
  "filter": {
    "@uri":
      "/api/juniper/servicenow/incident-filter-management/incidentFilters/689568/modify",

    "id": 689568,
    "domainId": 2,
    "name": "test_11",
    "type": "Basic",
    "action": "DoNotCreateIncident",
    "createdBy": "super",
    "priority": 1,
    "status": "Enabled",
    "termCriteria": "AND",
    "filterAttribute": "Platform does not include junos \n",
    "method": [
      {
        "@href":
          "/api/juniper/servicenow/incident-filter-management/incidentFilters/689568/modify"
      },
      {
        "@href":
          "/api/juniper/servicenow/incident-filter-management/incidentFilters/689568/enable"
      },
      {
        "@href":
          "/api/juniper/servicenow/incident-filter-management/incidentFilters/689568/disable"
      }
    ]
  }
}
```

```
    }
  ]
}
```

- Related Documentation
- *Service Now Incident Filters Overview*
  - *Modifying an Incident Filter*

### Modify an Advanced Incident Filter

Use this API to modify an advanced incident filter in Junos Space Service Now.

URI

https://[host]/api/juniper/servicenow/incident-filter-management/incidentFilters/{filterId}/modify (HTTP method = POST)

URI Parameters

| Element  | Type    | Required | Description                              |
|----------|---------|----------|--|
| filterId | Integer | Yes      | ID of the incident filter to be modified |

Consumes

- application/vnd.juniper.servicenow.incident-filter-management.filter+xml; version=1;charset=UTF-8
- application/vnd.juniper.servicenow.incident-filter-management.filter+json; version=1;charset=UTF-8

Request Elements

| Element | Type   | Description   |
|---------|--------|---|
| name    | String | Name of the filter  |
| type    | String | Type of the filter<br>Possible value—Advanced   |
| action  | String | Action to be taken on JMBs that match the filter condition and terms<br><br>Possible values: <ul style="list-style-type: none"><li>• CreateIncident</li><li>• DoNotCreateIncident</li></ul> |

| Element                 | Type                    | Description   |
|-------------------------|-------------------------|---|
| termCriteria            | String                  | Criterion for implementing the action defined in the filter<br><br>Possible values: <ul style="list-style-type: none"> <li>• AND—The action defined in the filter is applied to an incident only when the JMB matches all the terms defined in the filter</li> <li>• OR—Action defined in the filter is applied to an incident when the JMB matches any term defined in the filter</li> </ul> |
| advancedFilterAttribute | advancedFilterAttribute | Attributes defined in the filter  |
| inputParams             | String                  | Attribute based on which to filter JMB  |
| perlFileContent         | String                  | Encoded Perl script defining the filter logic   |
| perlFileName            | String                  | Name of the Perl file   |

### Produces

- application/vnd.juniper.servicenow.incident-filter-management.filter+xml;version=1
- application/vnd.juniper.servicenow.incident-filter-management.filter+json;version=1

### Response Elements

| Element  | Type    | Description  |
|----------|---------|--|
| uri      | String  | URI of the filter  |
| id       | Integer | ID of the filter   |
| domainId | Integer | ID of the domain to which the filter is assigned   |
| name     | String  | Name of the filter   |
| type     | String  | Type of filter<br><br>Possible value—Advanced  |
| action   | String  | Action to be taken on JMBs that match the filter condition and terms<br><br>Possible values: <ul style="list-style-type: none"> <li>• CreateIncident</li> <li>• DoNotCreateIncident</li> </ul> |

| Element                 | Type                    | Description   |
|-------------------------|-------------------------|---|
| createdBy               | String                  | User who created the filter   |
| priority                | Integer                 | Order in which the filter is applied to JMBs  |
| status                  | String                  | Status of the filter<br><br>Possible values: <ul style="list-style-type: none"> <li>Enabled—Filter can be applied to JMBs</li> <li>Disabled—Filter cannot be applied to JMBs</li> </ul> |
| advancedFilterAttribute | advancedFilterAttribute | Attributes of the filter  |
| inputParams             | String                  | Attribute based on which to filter JMB<br><br>Possible values—EventType, EventSynopsis, JunosOSVersion, Description, DeviceName, Platform, Entity, EventOccuredDate, DeviceIP           |
| perlFileContent         | String                  | Encoded Perl script defining the filter logic   |
| perlFileName            | String                  | Name of the Perl file   |
| method                  | String                  | Methods applicable to the filter  |

### Sample Input

#### Sample XML Input

```
<filter>
  <name>adv_filter_1</name>
  <type>Advanced</type>
  <action>DoNotCreateIncident</action>
  <termCriteria>AND</termCriteria>
  <advancedFilterAttribute>
    <inputParams>eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform:
      entity:junosVersion:eventTime</inputParams>
    <perlFileContent>IyEvdXNyL ... w0KfQ0K</ perlFileContent>
    <perlFileName>test_100.pl</perlFileName>
  </advancedFilterAttribute>
</filter>
```

#### Sample JSON Input

```
{
  "filter": {
    "name": "adv_filter_1",
    "type": "Advanced",
    "action": "DoNotCreateIncident",
    "termCriteria": "AND",
    "advancedFilterAttribute": {
      "inputParams":
        "eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform
        :entity:junosVersion:eventTime",
```

```

        "perlFileContent": "IyEvdXNyL ... wOKfQOK",
        "perlFileName": "test_100.pl"
    }
}

```

### Sample Output

#### Sample XML Output

```

<filter
uri="/api/juniper/servicenow/incident-filter-management/incidentFilters/3637283/modify">
<id>3637283</id>
<domainId>2</domainId>
<name>adv_filter_1</name>
<type>Advanced</type>
<action>DoNotCreateIncident</action>
<createdBy>super</createdBy>
<priority>3</priority>
<status>Enabled</status>
  <advancedFilterAttribute>
    <inputParams>
      eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform:entity:
      junosVersion:eventTime
    </inputParams>
    <perlFileContent>
      SXlFdm ... tmUTBL
    </perlFileContent>
    <perlFileName>test_100.pl</perlFileName>
  </advancedFilterAttribute>
  <method href=
"/api/juniper/servicenow/incident-filter-management/incidentFilters/3637283/modify"
  />
  <method href=
"/api/juniper/servicenow/incident-filter-management/incidentFilters/3637283/enable"
  />
  <method href=
"/api/juniper/servicenow/incident-filter-management/incidentFilters/3637283/disable"
  />
</filter>

```

#### Sample JSON Output

```

{
  "filter": {
    "id": "3637283",
    "domainId": "2",
    "name": "adv_filter_1",
    "type": "Advanced",
    "action": "DoNotCreateIncident",
    "createdBy": "super",
    "priority": "3",
    "status": "Enabled",
    "advancedFilterAttribute": {
      "inputParams":
"eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform:entity:
junosVersion:eventTime",
      "perlFileContent": "SXlFdm ... tmUTBL",
      "perlFileName": "test_100.pl"
    },
  },
}

```



```

    "method": [
      {
        "_href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/3637283/modify"
      },
      {
        "_href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/3637283/enable"
      },
      {
        "_href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/3637283/disable"
      }
    ],
    "_uri":
"/api/juniper/servicenow/incident-filter-management/incidentFilters/3637283/modify"
  }
}

```

- Related Documentation**
- *Service Now Incident Filters Overview*
  - *Modifying an Incident Filter*

## Delete All or Selected Incident Filters

Use this API to delete all or selected incident filters configured in Junos Space Service Now.

### URI

[https://\[host\]/api/juniper/servicenow/incident-filter-management/incidentFilters/delete](https://[host]/api/juniper/servicenow/incident-filter-management/incidentFilters/delete)  
(HTTP method = POST)

### URI Parameters

None

### Consumes

- application/vnd.juniper.servicenow.incident-filter-management.filters+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.incident-filter-management.filters+json;version=1;charset=UTF-8

### Request Elements

| Element         | Type    | Description   |
|-----------------|---------|---|
| applyAllFilters | String  | Indicates if all incident filters configured in Service Now should be deleted<br><br>Possible values: <ul style="list-style-type: none"><li>• true—All incident filters are deleted</li><li>• false—Indicated incident filters are deleted</li></ul> When value is set to false for this element, ID of the incident filters that you want to delete should be provided in the request. |
| id              | Integer | ID of the filter to be deleted  |

### Produces

- application/vnd.juniper.servicenow.incident-filter-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.incident-filter-management.servicenowmsg+json;version=1

### Response Elements

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Message indicating the result of the delete operation |

### Sample Input

#### Sample XML Input

```
<filters>
  <applyAllFilters>false</applyAllFilters>
  <filter>
    <id>3080204</id>
  </filter>
  <filter>
    <id>3080209</id>
  </filter>
</filters>
```

#### Sample JSON Input

```
{
  "filters": {
    "applyAllFilters": "false",
    "filter": [
      {
        "id": "3080204"
      },
      {
        "id": "3080209"
      }
    ]
  }
}
```

```
    }
  ]
}
```

Sample Output

Sample XML Output

```
<servicenowmsg>
  <msg>Filters deleted successfully.</msg>
</servicenowmsg>
```

Sample JSON Output

```
{
  "servicenowmsg": {
    "msg": "Filters deleted successfully."
  }
}
```

- Related Documentation
- [Service Now Incident Filters Overview](#)
  - [Delete an Incident Filter on page 427](#)

Delete an Incident Filter

Use this API to delete an incident filter from Junos Space Service Now.

URI

https://[host]/api/juniper/servicenow/incident-filter-management/incidentFilters/{filterId} (HTTP method = DELETE)

URI Parameters

| Element  | Type    | Required | Description                             |
|----------|---------|----------|---|
| filterId | Integer | Yes      | ID of the incident filter to be deleted |

Consumes

None

Produces

- application/vnd.juniper.servicenow.incident-filter-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.incident-filter-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Message indicating the result of the delete operation |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
  <msg>Filter deleted successfully.</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": {
    "msg": "Filter deleted successfully."
  }
}
```

- Related Documentation**
- *Service Now Incident Filters Overview*
  - *Deleting Incident Filters*

---

## Enable All or Selected Incident Filters

Use this API to enable all or selected incident filters configured in Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/incident-filter-management/incidentFilters/enable` (HTTP method = POST)

**URI Parameters**

None

**Consumes**

- `application/vnd.juniper.servicenow.incident-filter-management.filters+xml;version=1;charset=UTF-8`
- `application/vnd.juniper.servicenow.incident-filter-management.filters+json;version=1;charset=UTF-8`

**Request Elements**

| Element         | Type    | Description  |
|-----------------|---------|--|
| applyAllFilters | String  | Indicates if all incident filters configured in Service Now should be enabled<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—All incident filters are enabled</li> <li>• false—Indicated incident filters are enabled</li> </ul> When value is set to false for this element, ID of the incident filters that you want to enable should be provided in the request. |
| id              | Integer | ID of the filter to be enabled   |

**Produces**

- application/vnd.juniper.servicenow.incident-filter-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.incident-filter-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Message indicating the result of the enable operation |

**Sample Input****Sample XML Input**

```
<filters>
  <applyAllFilters>false</applyAllFilters>
  <filter>
    <id>3080204</id>
  </filter>
  <filter>
    <id>3080209</id>
  </filter>
</filters>
```

**Sample JSON Input**

```
{
  "filters": {
    "applyAllFilters": "false",
    "filter": [
      {
        "id": "3080204"
      },
      {
        "id": "3080209"
      }
    ]
  }
}
```

```

    }
  ]
}

```

**Sample Output****Sample XML Output**

```

<servicenowmsg>
  <msg>Filter enabled successfully.</msg>
</servicenowmsg>

```

**Sample JSON Output**

```

{
  "servicenowmsg": {
    "msg": " Filter enabled successfully."
  }
}

```

**Related Documentation**

- [Service Now Incident Filters Overview](#)
- [Enabling Incident Filters](#)

## Enable an Incident Filter

Use this API to enable an incident filter in Junos Space Service Now.

**URI**

[https://\[host\]/api/juniper/servicenow/incident-filter-management/incidentFilters/{filterId}/enable](https://[host]/api/juniper/servicenow/incident-filter-management/incidentFilters/{filterId}/enable) (HTTP method = POST)

**URI Parameters**

| Element  | Type    | Required | Description                             |
|----------|---------|----------|---|
| filterId | Integer | Yes      | ID of the incident filter to be enabled |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.incident-filter-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.incident-filter-management.servicenowmsg+json;version=1

Response Elements

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Message indicating the result of the enable operation |

Sample Output

Sample XML Output

```
<servicenowmsg>
  <msg>Filter enabled successfully.</msg>
</servicenowmsg>
```

Sample JSON Output

```
{
  "servicenowmsg": {
    "msg": " Filter enabled successfully."
  }
}
```

- Related Documentation
- *Service Now Incident Filters Overview*
  - *Enabling Incident Filters*

Disable All or Selected Incident Filters

Use this API to disable all or selected incident filters configured in Junos Space Service Now.

URI

https://[host]/api/juniper/servicenow/incident-filter-management/incidentFilters/disable (HTTP method = POST)

URI Parameters

None

Consumes

- application/vnd.juniper.servicenow.incident-filter-management.filters+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.incident-filter-management.filters+json;version=1;charset=UTF-8

### Request Elements

| Element         | Type    | Description   |
|-----------------|---------|---|
| applyAllFilters | String  | Indicates if all incident filters configured in Service Now should be disabled<br><br>Possible values: <ul style="list-style-type: none"><li>• true—All incident filters are disabled</li><li>• false—Indicated incident filters are disabled</li></ul> When value is set to false for this element, ID of the incident filters that you want to disable should be provided in the request. |
| id              | Integer | ID of the filter to be disabled   |

### Produces

- application/vnd.juniper.servicenow.incident-filter-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.incident-filter-management.servicenowmsg+json;version=1

### Response Elements

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Message indicating the result of the disable operation |

### Sample Input

#### Sample XML Input

```
<filters>
  <applyAllFilters>false</applyAllFilters>
  <filter>
    <id>3080204</id>
  </filter>
  <filter>
    <id>3080209</id>
  </filter>
</filters>
```

#### Sample JSON Input

```
{
  "filters": {
    "applyAllFilters": "false",
    "filter": [
      {
        "id": "3080204"
      },
      {
        "id": "3080209"
      }
    ]
  }
}
```



```
    }
  ]
}
```

Sample Output

Sample XML Output

```
<servicenowmsg>
  <msg>Filter disable successfully.</msg>
</servicenowmsg>
```

Sample JSON Output

```
{
  "servicenowmsg": {
    "msg": "Filter disable successfully."
  }
}
```

- Related Documentation
- *Service Now Incident Filters Overview*
  - *Disabling Incident Filters*

Disable an Incident Filter

Use this API to disable an incident filter in Junos Space Service Now.

URI

https://[host]/api/juniper/servicenow/incident-filter-management/incidentFilters/{filterId}/disable (HTTP method = POST)

URI Parameters

| Element  | Type    | Required | Description                              |
|----------|---------|----------|--|
| filterId | Integer | Yes      | ID of the incident filter to be disabled |

Consumes

None

Produces

- application/vnd.juniper.servicenow.incident-filter-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.incident-filter-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Message indicating the result of the disable operation |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
  <msg>Filter disabled successfully.</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": {
    "msg": "Filter disabled successfully."
  }
}
```

- Related Documentation**
- *Service Now Incident Filters Overview*
  - *Disabling Incident Filters*

## Reorder Incident Filters

Use this API to reorder incident filters configured in Junos Space Service Now. The order of a filter indicates the order in which a filter is applied to Juniper Message Bundles (JMBs).



**NOTE:** For reordering filters, you must pass the IDs of all the incident filters configured in Service Now.

**URI**

`https://[host]/api/juniper/servicenow/incident-filter-management/incidentFilters/reorder` (HTTP method = POST)

**URI Parameters**

None

**Consumes**

- `application/vnd.juniper.servicenow.incident-filter-management.filters+xml;version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.incident-filter-management.filters+json;version=1; charset=UTF-8`

Request Elements

| Element | Type    | Description                           |
|---------|---------|---------------------------------------|
| filters | filter  | Collection of filters to be reordered |
| ID      | Integer | ID of the filter to be reordered      |

Produces

- application/vnd.juniper.servicenow.incident-filter-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.incident-filter-management.servicenowmsg+json;version=1

Response Elements

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Message indicating the result of the reorder operation |

Sample Input

Sample XML Input

```
<filters>
  <filter>
    <id>3080204</id>
  </filter>
  <filter>
    <id>3080209</id>
  </filter>
</filters>
```

Sample JSON Input

```
{
  "filters": {
    "filter": [
      {
        "id": "3080204"
      },
      {
        "id": "3080209"
      }
    ]
  }
}
```

Sample Output

Sample XML Output

```
<servicenowmsg>
  <msg>Filters reordered successfully.</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": {
    "msg": "Filters reordered successfully."
  }
}
```

- Related Documentation**
- *Service Now Incident Filters Overview*
  - *Reordering Incident Filters*

## Export All or Selected Incident Filters

Use this API to export all or selected incident filters configured in Junos Space Service Now to an XML file.

**URI**

`https://[host]/api/juniper/servicenow/incident-filter-management/incidentFilters/export`  
(HTTP method = POST)

**URI Parameters**

None

**Consumes**

- `application/vnd.juniper.servicenow.incident-filter-management.filters+xml; version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.incident-filter-management.filters+json; version=1; charset=UTF-8`

**Request Elements**

| Element                      | Type    | Description   |
|------------------------------|---------|---|
| <code>applyAllFilters</code> | String  | Indicates if all incident filters configured in Service Now should be disabled<br><br>Possible values: <ul style="list-style-type: none"><li>• <code>true</code>—All incident filters are disabled</li><li>• <code>false</code>—Indicated incident filters are disabled</li></ul> When the value is set to false for this element, ID of the incident filters that you want to disable should be provided in the request. |
| <code>id</code>              | Integer | ID of the filter to be exported   |

**Produces**

`application/octet-stream`

## Sample Input

## Sample XML Input

```
<filters>
<applyAllFilters>false</applyAllFilters>
<filter>
<id>3637283</id>
</filter>
<filter>
<id>3670070</id>
</filter>
</filters>
```

## Sample JSON Input

```
{
  "filters": {
    "filter": [{
      "id": "3637283"
    },
    {
      "id": "3670070"
    }
  ]
}
```

## Sample Output

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<Filters>
  <snVersion>12.2.888888</snVersion>
  <Filter>
    <FilterData>
      <created>1490189498994</created>
      <createdBy>super</createdBy>
      <domainId>2</domainId>
      <filterAction>1</filterAction>
      <filterName>test_1</filterName>
      <filterSubAction>1</filterSubAction>
      <filterType>1</filterType>
      <lastUpdated>1494324120922</lastUpdated>
      <priority>1</priority>
      <status>0</status>
    </FilterData>
    <FilterAttributes>
      <FilterAttribute>
        <domainId>1</domainId>
        <filterAttributeCondition>includes</filterAttributeCondition>

        <filterAttributeName>Platform</filterAttributeName>
        <filterAttributeValue>junos</filterAttributeValue>
        <filterCondition>1</filterCondition>
        <filterId>3670070</filterId>
        <priority>0</priority>
      </FilterAttribute>
    </FilterAttributes>
    <FilterFile xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:nil="true"/>
  </Filter>
```

```

<Filter>
  <FilterData>
    <created>1490184222917</created>
    <createdBy>super</createdBy>
    <domainId>2</domainId>
    <filterAction>1</filterAction>
    <filterName>adv_filter_1</filterName>
    <filterSubAction>2</filterSubAction>
    <filterType>2</filterType>
    <lastUpdated>1493985370785</lastUpdated>
    <priority>2</priority>
    <status>0</status>
  </FilterData>
  <FilterAttributes xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:nil="true"/>
  <FilterFile>
    <domainId>2</domainId>
    <fileContent>IyEvdXNyL2 ... 0w0KfQ0K </fileContent>
    <fileName>test.pl</fileName>
    <filterId>3637283</filterId>

    <inputParams>eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform:
entity:junosVersion:eventTime</inputParams>
  </FilterFile>
</Filter>
</Filters>

```

- Related Documentation**
- [Service Now Incident Filters Overview](#)
  - [Exporting Incident Filters](#)

## Import Incident Filters

Use this API to import incident filters in XML format to Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/incident-filter-management/import -F "fileName=@filename.xml"` (HTTP method = POST)

### URI Parameters

| Element  | Type   | Required | Description   |
|----------|--------|----------|---|
| filename | String | Yes      | Name of the XML file containing the incident filters to be imported in to Service Now |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.incident-management.servicenowmsg+xml;version=1`

- application/vnd.juniper.servicenow.incident-management.servicenowmsg+json;version=1

#### Response Elements

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Message indicating the status of importing the incident filters |

#### Sample Output

##### Sample XML Output

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<servicenowmsg>
  <msg>Incident filters imported successfully.</msg>
</servicenowmsg>
```

##### Sample JSON Output

```
{
  "servicenowmsg": {
    "msg": "Incident filters imported successfully."
  }
}
```

#### Related Documentation

- [Service Now Incident Filters Overview](#)

## Suppressed Event Management REST API Overview

The Suppressed Event Management service allows you to retrieve details of suppressed events, create incidents, export JMBs of suppressed events and delete JMBs of suppressed events. The **suppressed-event-management** resources are available at [https://\[host\]/api/juniper/servicenow/suppressed-event-management](https://[host]/api/juniper/servicenow/suppressed-event-management).

#### URI

[https://\[host\]/api/juniper/servicenow/suppressed-event-management](https://[host]/api/juniper/servicenow/suppressed-event-management) (HTTP method = GET)

#### Produces

- application/vnd.juniper.servicenow.suppressed-event-management+xml;version=1
- application/vnd.juniper.servicenow.suppressed-event-management+json;version=1

#### Sample Output

##### Sample XML Output

```
<suppressed-event-management>
  <method href=
    "/api/juniper/servicenow/suppressed-event-management/suppressedEvents" />
  <method href=
    "/api/juniper/servicenow/suppressed-event-management/suppressedEvents/delete"
    />
  <method href=
    "/api/juniper/servicenow/suppressed-event-management/suppressedEvents/createIncident"
```

```
</suppressed-event-management>
```

**Sample JSON Output**

```
{
  "suppressed-event-management": {
    "method": [
      {
        "@href":
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents"
      },
      {
        "@href":
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/delete"
      },
      {
        "@href":
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/createIncident"
      }
    ]
  }
}
```

The suppressed event management service provides the following APIs:

- [Get All Suppressed Events on page 440](#)
- [Get a Suppressed Event on page 444](#)
- [Delete Suppressed Events on page 447](#)
- [Create Incident for Suppressed Events on page 449](#)
- [Export a Suppressed Event JMB on page 451](#)

**Related Documentation**

- [Incident Filter Management REST API Overview on page 395](#)

---

## Get All Suppressed Events

Use this API to get information about all Juniper Message Bundles (JMBs) for which incidents are not created in Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/suppressed-event-management/suppressedEvents` (HTTP method = GET)

**URI Parameters**

None

**Consumes**



None

### Produces

- application/vnd.juniper.servicenow.suppressed-event-management.suppressedEvents+xml;version=1
- application/vnd.juniper.servicenow.suppressed-event-management.suppressedEvents+json;version=1

### Response Elements

| Element          | Type            | Description   |
|------------------|-----------------|---|
| uri              | String          | Link to the collection of suppressed events                                     |
| size             | Integer         | Number of records in the collection   |
| suppressedEvent  | suppressedEvent | A suppressed event in the collection  |
| href             | String          | Link to the suppressed event  |
| uri              | String          | URI of the suppressed event   |
| id               | String          | ID of the suppressed event  |
| organizationName | String          | Name of the Organization associated with the suppressed event                   |
| deviceGroupName  | String          | Name of the device group associated with the suppressed event                   |
| hostName         | String          | Name of the device on which the event occurred                                  |
| serialNumber     | String          | Serial number of the device on which the event occurred                         |
| jmbName          | String          | Name of the JMB associated with the suppressed event                            |
| prbIdentifier    | String          | ID of the event that occurred on the device                                     |
| receivedTime     | String          | Date and Time (in the yyyy-mm-dd hh:mm:ss timezone format) the JMB was received |
| filterName       | String          | Name of the filter applied to the JMB to suppress incident generation           |
| productName      | String          | Product on which the event occurred   |

| Element  | Type   | Description   |
|----------|--------|---|
| priority | String | Priority of the event<br><br>Possible values: <ul style="list-style-type: none"> <li>• 1-Critical</li> <li>• 2-High</li> <li>• 3-Medium</li> <li>• 4-Low</li> </ul> |
| method   | String | Methods associated with the suppressed event  |

### Sample Output

#### Sample XML Output

```
<suppressedEvents
  uri="/api/juniper/servicenow/suppressed-event-management/suppressedEvents/"
  size="3">
  <suppressedEvent href=
    "/api/juniper/servicenow/suppressed-event-management/suppressedEvents/7864342"

    uri="/api/juniper/servicenow/suppressed-event-management/suppressedEvents/7864342"
    key="7864342">
    <id>7864342</id>
    <organizationName>Org_Stage</organizationName>
    <deviceGroupName>Device Group for Org_Stage</deviceGroupName>
    <hostName>fuga</hostName>
    <jmbName>fuga_20170524_013053_214_jmb_ais_prob.xml</jmbName>
    <prbIdentifier>fuga-214-20170524-012803-214</prbIdentifier>
    <receivedTime>2017-05-24 14:26:12 IST</receivedTime>
    <filterName>test_1</filterName>
    <productName>M120</productName>
    <priority>2-High</priority>
  </suppressedEvent>
  <suppressedEvent href=
    "/api/juniper/servicenow/suppressed-event-management/suppressedEvents/7864365"

    uri="/api/juniper/servicenow/suppressed-event-management/suppressedEvents/7864365"
    key="7864365">
    <id>7864365</id>
    <organizationName>Org_Stage</organizationName>
    <deviceGroupName>Device Group for Org_Stage</deviceGroupName>
    <hostName>fuga</hostName>
    <jmbName>fuga_20170524_013104_216_jmb_ais_prob.xml</jmbName>
    <prbIdentifier>fuga-216-20170524-012819-216</prbIdentifier>
    <receivedTime>2017-05-24 14:26:14 IST</receivedTime>
    <filterName>test_1</filterName>
    <productName>M120</productName>
    <priority>3-Medium</priority>
  </suppressedEvent>
  <suppressedEvent href=
    "/api/juniper/servicenow/suppressed-event-management/suppressedEvents/7864388"

    uri="/api/juniper/servicenow/suppressed-event-management/suppressedEvents/7864388"
    key="7864388">
    <id>7864388</id>
    <organizationName>Org_Stage</organizationName>
```

```

<deviceGroupName>Device Group for Org_Stage</deviceGroupName>
<hostName>fuga</hostName>
<jmbName>fuga_20170524_013110_217_jmb_ais_prob.xml</jmbName>
<prbIdentifier>fuga-217-20170524-012821-217</prbIdentifier>
<receivedTime>2017-05-24 14:26:16 IST</receivedTime>
<filterName>test_1</filterName>
<productName>M120</productName>
<priority>3-Medium</priority>
</suppressedEvent>
<method href=
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/delete"
/>
<method href=
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/createIncident"
/>
</suppressedEvents>
e>true</updateDirectiveFile>

```

### Sample JSON Output

```

{
  "suppressedEvents": {
    "suppressedEvent": [
      {
        "id": "7864342",
        "organizationName": "Org_Stage",
        "deviceGroupName": "Device Group for Org_Stage",
        "hostName": "fuga",
        "jmbName": "fuga_20170524_013053_214_jmb_ais_prob.xml",
        "prbIdentifier": "fuga-214-20170524-012803-214",
        "receivedTime": "2017-05-24 14:26:12 IST",
        "filterName": "test_1",
        "productName": "M120",
        "priority": "2-High",
        "_href":
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/7864342",
        "_uri":
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/7864342",
        "_key": "7864342"
      },
      {
        "id": "7864365",
        "organizationName": "Org_Stage",
        "deviceGroupName": "Device Group for Org_Stage",
        "hostName": "fuga",
        "jmbName": "fuga_20170524_013104_216_jmb_ais_prob.xml",
        "prbIdentifier": "fuga-216-20170524-012819-216",
        "receivedTime": "2017-05-24 14:26:14 IST",
        "filterName": "test_1",
        "productName": "M120",
        "priority": "3-Medium",
        "_href":
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/7864365",
        "_uri":
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/7864365",
        "_key": "7864365"
      },
    ]
  }
}

```

```

    {
      "id": "7864388",
      "organizationName": "Org_Stage",
      "deviceGroupName": "Device Group for Org_Stage",
      "hostName": "fuga",
      "jmbName": "fuga_20170524_013110_217_jmb_ais_prob.xml",
      "prbIdentifier": "fuga-217-20170524-012821-217",
      "receivedTime": "2017-05-24 14:26:16 IST",
      "filterName": "test_1",
      "productName": "M120",
      "priority": "3-Medium",
      "_href":
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/7864388",

      "_uri":
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/7864388",

      "_key": "7864388"
    },
    "method": [
      {
        "_href":
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/delete"

      },
      {
        "_href":
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/createIncident"

      }
    ],
    "_uri":
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/",
    "_size": "3"
  }
}

```

- Related Documentation**
- [Service Now Suppressed Events Overview](#)
  - [Viewing Details of JMBs for Suppressed Events](#)

## Get a Suppressed Event

Use this API to get information about a specific Juniper Message Bundle (JMB) for which incident is not created in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/suppressed-event-management/suppressedEvents/{seventId}` (HTTP method = GET)

**URI Parameters**

| Element  | Type    | Required | Description  |
|----------|---------|----------|--|
| seventId | Integer | Yes      | ID of the event for which incident is not created in Service Now |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.suppressed-event-management.suppressedEvents+xml;version=1
- application/vnd.juniper.servicenow.suppressed-event-management.suppressedEvents+json;version=1

**Response Elements**

| Element          | Type   | Description   |
|------------------|--------|---|
| uri              | String | URI of the suppressed event   |
| id               | String | ID of the suppressed event  |
| organizationName | String | Name of the Organization associated with the suppressed event                   |
| deviceGroupName  | String | Name of the device group associated with the suppressed event                   |
| hostName         | String | Name of the device on which the event occurred                                  |
| serialNumber     | String | Serial number of the device on which the event occurred                         |
| jmbName          | String | Name of the JMB associated with the suppressed event                            |
| prbIdentifier    | String | ID of the event that occurred on the device                                     |
| receivedTime     | String | Date and Time (in the yyyy-mm-dd hh:mm:ss timezone format) the JMB was received |
| filterName       | String | Name of the filter applied to the JMB to suppress incident generation           |
| productName      | String | Product on which the event occurred   |

| Element  | Type   | Description   |
|----------|--------|---|
| priority | String | Priority of the event<br><br>Possible values: <ul style="list-style-type: none"> <li>• 1-Critical</li> <li>• 2-High</li> <li>• 3-Medium</li> <li>• 4-Low</li> </ul> |
| method   | String | Methods applicable to the suppressed event  |

### Sample Output

#### Sample XML Output

```
<suppressedEvent
uri="/api/juniper/servicenow/suppressed-event-management/suppressedEvents/692013">
<id>692013</id>
<organizationName>Test_Org</organizationName>
<deviceGroupName>Default for TestORG</deviceGroupName>
<hostName>sn-space-mx240-sys</hostName>
<serialNumber>JN121EB69AFC</serialNumber>

<jmbName>
sn-space-mx240-sys_20170609_120147_200_jmb_ais_prob.xml
</jmbName>
<prbIdentifier>sn-space-mx240-sys-200-20170609-120029-200</prbIdentifier>
<receivedTime>2017-06-09 06:27:45 UTC</receivedTime>
<filterName>test_11</filterName>
<productName>MX240</productName>
<priority>3-Medium</priority>
<method href=
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/692013
/exportJMB" />
</suppressedEvent>
```

#### Sample JSON Output

```
{
  "suppressedEvent": {
    "@uri":
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/692013",
    "id": 692013,
    "organizationName": "Test_Org",
    "deviceGroupName": "Default for TestORG",
    "hostName": "sn-space-mx240-sys",
    "serialNumber": "JN121EB69AFC",
    "jmbName": "sn-space-mx240-sys_20170609_120147_200_jmb_ais_prob.xml",
    "prbIdentifier": "sn-space-mx240-sys-200-20170609-120029-200",
    "receivedTime": "2017-06-09 06:27:45 UTC",
    "filterName": "test_11",
    "productName": "MX240",
    "priority": "3-Medium",
    "method": {
      "@href":
"/api/juniper/servicenow/suppressed-event-management/suppressedEvents/692013
/exportJMB"
```

```

    }
  }
}

```

**Related  
Documentation**

- *Service Now Suppressed Events Overview*
- *Viewing Details of JMBs for Suppressed Events*

## Delete Suppressed Events

Use this API to delete Juniper Message Bundles (JMBs) for which incidents are not created in Junos Space Service Now.

You can use this API to delete all JMBs, a specific JMB, or a few selected JMBs for which incidents are not created.



**NOTE:** You can delete a single event by first retrieving the event and then using the delete API to delete the event information.

### URI

`https://[host]/api/juniper/servicenow/suppressed-event-management/suppressedEvents/delete` (HTTP method = POST)

### URI Parameters

None

### Consumes

- `application/vnd.juniper.servicenow.suppressed-event-management.suppressedEvents+xml;version=1;charset=UTF-8`
- `application/vnd.juniper.servicenow.suppressed-event-management.suppressedEvents+json;version=1;charset=UTF-8`

**Request Elements**

| Element                     | Type   | Description   |
|-----------------------------|--------|---|
| applyToAllSuppressedEvents> | String | Indicates if all JMBs related to suppressed events should be deleted<br><br>Possible values <ul style="list-style-type: none"><li>• true—All JMBs related to suppressed events should be deleted</li><li>• false—Indicated JMBs related to suppressed events should be deleted</li></ul> When value is set to false for this element, ID of JMBs of the suppressed events that you want to delete must be provided. |
| id                          | String | ID of a JMB for which incident was not created  |

**Produces**

- application/vnd.juniper.servicenow.suppressed-event-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.suppressed-event-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Message indicating the result of deleting JMBs related to suppressed events |

**Sample Input****Sample XML Input**

```
<suppressedEvents>
  <applyToAllSuppressedEvents>false</applyToAllSuppressedEvents>
  <suppressedEvent>
    <id>7864342</id>
  </suppressedEvent>
</suppressedEvents>
```

**Sample JSON Input**

```
{
  "suppressedEvents": {
    "applyToAllSuppressedEvents": "false",
    "suppressedEvent": {
      "id": "7864342"
    }
  }
}
```

**Sample Output**



**Sample XML Output**

```
<servicenowmsg>
<msg>Suppressed Events deleted successfully.</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": {
    "msg": "Suppressed Events deleted successfully."
  }
}
```

- Related Documentation**
- *Service Now Suppressed Events Overview*
  - *Deleting JMBs for Suppressed Events*

## Create Incident for Suppressed Events

Use this API to create incidents for Juniper Message Bundles (JMBs) for which incidents are not created in Junos Space Service Now.

You can use this API to create incidents for one or more selected JMBs or all the JMBs for which incidents are not created.

**URI**

`https://[host]/api/juniper/servicenow/suppressed-event-management/suppressedEvents/createIncident` (HTTP method = POST)

**URI Parameters**

None

**Consumes**

- `application/vnd.juniper.servicenow.suppressed-event-management.suppressedEvents+xml;version=1;charset=UTF-8`
- `application/vnd.juniper.servicenow.suppressed-event-management.suppressedEvents+JSON;version=1;charset=UTF-8`

**Request Elements**

| Element                     | Type   | Description  |
|-----------------------------|--------|--|
| applyToAllSuppressedEvents> | String | Indicates whether an incident should be created for all the JMBs for which incidents were not created<br><br>Possible values <ul style="list-style-type: none"> <li>• true—Incidents are created for all JMBs for which incidents were not created earlier</li> <li>• false—Incidents are created only for indicated JMBs</li> </ul> When value is set to false for this element, ID of JMBs for which incidents should be created must be provided. |
| id                          | String | ID of JMBs of suppressed events for which incidents must be created  |

**Produces**

- application/vnd.juniper.suppressed-event-management.servicenowmsg+xml;version=1
- application/vnd.juniper.suppressed-event-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Message indicating the result of creating incidents for JMBs |

**Sample Input****Sample XML Input**

```
<suppressedEvents>
  <applyToAllSuppressedEvents>false</applyToAllSuppressedEvents>
  <suppressedEvent>
    <id>7864365</id>
  </suppressedEvent>
</suppressedEvents>
```

**Sample JSON Input**

```
{
  "suppressedEvents": {
    "applyToAllSuppressedEvents": "false",
    "suppressedEvent": {
      "id": "7864365"
    }
  }
}
```

**Sample Output**

Sample XML Output

```
<servicenowmsg>
<msg>Created Incidents for Suppressed Events successfully.</msg>
</servicenowmsg>
```

Sample JSON Output

```
{
  "servicenowmsg": {
    "msg": "Created Incidents for Suppressed Events successfully."
  }
}
```

- Related Documentation
- *Service Now Suppressed Events Overview*
  - *Creating Incidents for Suppressed Juniper Message Bundles*

Export a Suppressed Event JMB

Use this API to export one or more Juniper Message Bundles (JMBs) for which incidents are not created in Junos Space Service Now.

URI

https://[host]/api/juniper/servicenow/suppressed-event-management/suppressedEvents/{jmbId}/exportJMB (HTTP method = GET)

URI Parameters

| Element | Type    | Required | Description                   |
|---------|---------|----------|-------------------------------|
| jmbId   | Integer | Yes      | ID of the JMBs to be exported |

Consumes

None

Produces

application/octet-stream

Output

A \*.xls file containing the details of the exported JMB.

- Related Documentation
- *Service Now Suppressed Events Overview*



## CHAPTER 15

# Tech Support Case APIs

- Tech Support Case Management REST API Overview on page 453
- Get All Tech Support Cases on page 454
- Get Information About a Technical Support Case on page 457
- Update a Technical Support Case by Case ID on page 460
- Upload Attachment to Case by Using SCP on page 462
- Upload Attachment to Case by Using HTTP on page 464
- View a Tech Support Case in Case Manager on page 466
- Collect Additional Information for a Technical Support Case on page 467
- Modify Configuration for Collecting Additional Information for a Technical Support Case on page 469
- View Commands Used for Collecting Additional Information for a Technical Support Case on page 471
- Get All Additional Information Attachments for a Technical Support Case on page 473
- Download an Attachment Containing Additional Information for a Technical Support Case on page 475
- Download All Attachments Containing Additional Information for a Technical Support Case on page 475
- Get Details About Collect Additional Information Job for a Technical Support Case on page 476

## Tech Support Case Management REST API Overview

---

Technical support cases fetch all cases for all site IDs present in Service Now. Information is via JSS through internal calls. The **case-management** resources are available under `https://[host]/api/juniper/servicenow`.

### URI

`https://[host]/api/juniper/servicenow/case-management` (HTTP method = GET)

### Produces

- `application/vnd.juniper.servicenow.case-management+xml;version=1`

- application/vnd.juniper.servicenow.case-management+json;version=1

**Sample Output****Sample XML Output**

```
<servicenow-case-management>
  <collection href="/api/juniper/servicenow/case-management/cases"
rel="cases"/>
</servicenow-case-management>
```

**Sample JSON Output**

```
{
  "servicenow-case-management":{
    "collection":{
      "@href":"/api/juniper/servicenow/case-management/cases",
      "@rel":"cases"
    }
  }
}
```

The tech support case management service provides the following APIs:

- [Get All Tech Support Cases on page 454](#)
- [Get Information About a Technical Support Case on page 457](#)
- [Update a Technical Support Case by Case ID on page 460](#)
- [Upload Attachment to Case by Using SCP on page 462](#)
- [Upload Attachment to Case by Using HTTP on page 464](#)
- [View a Tech Support Case in Case Manager on page 466](#)

**Related Documentation**

- [Service Now End Customer Case Management REST API Overview on page 479](#)
- [Incident Management REST API Overview on page 320](#)
- [Auto Submit Policy Management REST API Overview on page 515](#)

---

## Get All Tech Support Cases

Use this API to retrieve all technical support cases from Junos Space Service Now.

**URI**

https://[host]/api/juniper/servicenow/case-management/cases (HTTP method = GET)

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.case-management.cases+xml;version=5
- application/vnd.juniper.servicenow.case-management.cases+json;version=5

**Response**

| Element            | Type    | Description   |
|--------------------|---------|---|
| uri                | String  | URI of the collection of technical support case   |
| size               | Integer | Number of records in the collection   |
| case               | case    | A technical support case  |
| href               | String  | Link to the technical support case  |
| key                | Integer | ID of the case in Service Now database  |
| organization       | String  | Organization name under which this case is created  |
| caseId             | String  | ID assigned to the case by Juniper Support System (JSS)   |
| deviceSerialNumber | String  | Serial number of the device for which this case is created  |
| synopsis           | String  | Synopsis of the event for which the case was created  |
| priority           | String  | Priority of the case. The possible values are: <ul style="list-style-type: none"> <li>• 1 - Critical</li> <li>• 2 - High</li> <li>• 3 - Medium</li> <li>• 4 - Low</li> </ul>  |
| status             | String  | Status of the case  |
| createTime         | Date    | Date and time when the case was created   |
| caseType           | String  | Type of case created: <ul style="list-style-type: none"> <li>• Event—Case created for events that occurred on devices</li> <li>• Event RMA—Case created for Return Materials Authorization (RMA) events that occurred on devices</li> <li>• On-demand—Case created for on-demand incidents</li> <li>• On-demand RMA—Case created for on-demand RMA incidents</li> <li>• BIOS Health Check—Case created for analyzing BIOS running on devices</li> <li>• AIS Health Check—Case created for AIS health check events on devices</li> <li>• Event (Low End)—Case created for events that occurred on low-end devices such as SRX100 and SRX220</li> <li>• Other—Case created for events not reported through Service Now</li> </ul> |

## Sample Output

## Sample XML Output

```
<cases uri="/api/juniper/servicenow/case-management/cases" size="1377">
  <case href="/api/juniper/servicenow/case-management/cases/2129927"
uri="/api/juniper/servicenow/case-management/cases/2129927" key="2129927">
    <organization>TestOrg</organization>
    <caseId>2014-1220-0002</caseId>
    <deviceSerialNumber>72518</deviceSerialNumber>
    <synopsis>[Service Now] Weekly BIOS Collection</synopsis>
    <priority>Low</priority>
    <status>Open-Customer Notes Added</status>
    <createTime>2014-12-20 18:02:23 IST</createTime>
    <caseType>Other</caseType>
  </case>
  <case href="/api/juniper/servicenow/case-management/cases/2129926"
uri="/api/juniper/servicenow/case-management/cases/2129926" key="2129926">
    <organization>TestOrg</organization>
    <caseId>2014-1220-0001</caseId>
    <deviceSerialNumber>72518</deviceSerialNumber>
    <synopsis>[Service Now] Weekly BIOS Collection</synopsis>
    <priority>Low</priority>
    <status>Open-Customer Notes Added</status>
    <createTime>2014-12-20 18:01:49 IST</createTime>
    <caseType>Other</caseType>
  </case>
</cases>
```

## Sample JSON Output

```
{
  "cases": {
    "@uri": "/api/juniper/servicenow/case-management/cases",
    "@size": "1377",
    "case": [
      {
        "@href": "/api/juniper/servicenow/case-management/cases/2129927",
        "@uri": "/api/juniper/servicenow/case-management/cases/2129927",
        "@key": "2129927",
        "organization": "TestOrg",
        "caseId": "2014-1220-0002",
        "deviceSerialNumber": 72518,
        "synopsis": "[Service Now] Weekly BIOS Collection",
        "priority": "Low",
        "status": "Open-Customer Notes Added",
        "createTime": "2014-12-20 18:02:23 IST",
        "caseType": "Other"
      },
      {
        "@href": "/api/juniper/servicenow/case-management/cases/2129926",
        "@uri": "/api/juniper/servicenow/case-management/cases/2129926",
        "@key": "2129926",
        "organization": "TestOrg",
        "caseId": "2014-1220-0001",
        "deviceSerialNumber": 72518,
        "synopsis": "[Service Now] Weekly BIOS Collection",
        "priority": "Low",
        "status": "Open-Customer Notes Added",
        "createTime": "2014-12-20 18:01:49 IST",
        "caseType": "Other"
      }
    ]
  }
}
```



```
}
}
```

#### Error Codes

| Message        | Description    |
|----------------|----------------|
| 204 No Content | No cases found |

#### Related Documentation

- [Get Information About a Technical Support Case on page 457](#)
- [Update a Technical Support Case by Case ID on page 460](#)
- [Upload Attachment to Case by Using SCP on page 462](#)
- [Upload Attachment to Case by Using HTTP on page 464](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [View a Tech Support Case in Case Manager on page 466](#)
- [Tech Support Case Management REST API Overview on page 453](#)

## Get Information About a Technical Support Case

Use this API to retrieve information about a specific technical support case from Junos Space Service Now.

#### URI

`https://[host]/api/juniper/servicenow/case-management/cases/{id}` (HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the case for which information is to be retrieved |

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.case-management.case+json;version=5`
- `application/vnd.juniper.servicenow.case-management.case+xml;version=5`

## Response Elements

| Element      |              | Description  |
|--------------|--------------|--|
| uri          | String       | Link to the collection of technical support cases  |
| id           | Integer      | uID of the technical support case  |
| caseId       | String       | ID assigned to the case by Juniper Support System (JSS)  |
| synopsis     | String       | Brief description of the event for which the case was created  |
| priority     | String       | Priority of the case<br><br>Possible values: <ul style="list-style-type: none"> <li>• 1 - Critical</li> <li>• 2 - High</li> <li>• 3 - Medium</li> <li>• 4 - Low</li> </ul> |
| status       | String       | Status of the case   |
| createTime   | String       | Date and time the case was created   |
| caseLink     | String       | Link to the case   |
| notes        | String       | Notes about the case   |
| organization | organization | Organization associated with the case.   |
| href         | String       | Link to the organization   |
| ID           | Integer      | ID of the organization   |
| name         | String       | Organization name  |
| device       | device       | Device for which the case was created  |
| href         | String       | Link to the device   |
| id           | Integer      | ID of the device   |
| serialName   | String       | Serial number of the device  |
| hostName     | String       | Hostname of the device   |
| method       | String       | Method applicable to the case  |

## Sample Output

## Example XML Output

```
<case uri="/api/juniper/servicenow/case-management/cases/2949120">
  <id>2949120</id>
  <caseId>2012-0328-0560</caseId>
  <synopsis>
    [AIS] Service Now on-demand case
    Customer Comments: These are my synopsis comments here
  </synopsis>
  <priority>3 - Medium</priority>
  <status>Open-Customer Action Required</status>
  <createTime>2012-03-28 19:31:16 IST</createTime>
  <caseLink>
    https://www.juniper.net/cm/case_email_link.jsp?case_number=2012-0328-0560
  </caseLink>
  <notes>my notes</notes>
  <organization
href="/api/juniper/servicenow/organization-management/organization/262149">
    <id>262149</id>
    <name>TestOrg</name>
  </organization>
  <device href="/api/juniper/servicenow/device-management/devices/393216">
    <id>393216</id>
    <serialNumber>BH4710AA0012</serialNumber>
    <hostName>SRX1400-b</hostName>
  </device>
  <method href= "/api/juniper/servicenow/case-management/cases/720953/updateCase"
rel="Update Case"/>
</case>
```

## Example JSON Output

```
{
  "case":{
    "@uri":"/api/juniper/servicenow/case-management/cases/2949120",
    "id":2949120,
    "caseId":"2012-0328-0560",
    "synopsis":"[AIS] Service Now on-demand caseCustomer Comments: These
are my synopsis comments here",
    "priority":"3 - Medium",
    "status":"Open-Customer Action Required",
    "createTime":"2012-03-28 19:31:16 IST",

    "caseLink":"https://www.juniper.net/cm/case_email_link.jsp?case_number=2012-0328-0560",

    "notes":"my notes",
    "organization":{

"@href":"/api/juniper/servicenow/organization-management/organization/262149",

      "id":262149,
      "name":"TestOrg"
    },
    "device":{
      "@href":"/api/juniper/servicenow/device-management/devices/393216",
      "id":393216,
      "serialNumber":"BH4710AA0012",
      "hostName":"SRX1400-b"
    }
  }
}
```

```

    "method": {
      "@href":
        "/api/juniper/servicenow/case-management/cases/2949120/updateCase",
      "@rel": "Update Case"
    }
  }
}

```

#### Error Codes

| Message       | Description  |
|---------------|--|
| 404 Not Found | <ul style="list-style-type: none"> <li>Invalid case ID specified</li> <li>No case found</li> </ul> |

#### Related Documentation

- [Get All Tech Support Cases on page 454](#)
- [Update a Technical Support Case by Case ID on page 460](#)
- [Upload Attachment to Case by Using SCP on page 462](#)
- [Upload Attachment to Case by Using HTTP on page 464](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [View a Tech Support Case in Case Manager on page 466](#)
- [Tech Support Case Management REST API Overview on page 453](#)

## Update a Technical Support Case by Case ID

Use this API to update notes of a specific technical support case in Junos Space Service Now.

#### URI

`https://[host]/api/juniper/servicenow/case-management/cases/{id}/updateCase`  
(HTTP method = POST)

#### URI Parameters

| Parameter | Type    | Required | Description                      |
|-----------|---------|----------|----------------------------------|
| id        | Integer | Yes      | ID of the technical support case |

#### Consumes

- `application/vnd.juniper.servicenow.case-management.case+xml;version=2;charset=UTF-8`
- `application/vnd.juniper.servicenow.case-management.case+json;version=2;charset=UTF-8`

**Request Elements**

| Element |        | Description  |
|---------|--------|--|
| notes   | String | Note to be updated in the case<br>This is a mandatory element. |

**Produces**

- application/vnd.juniper.servicenow.case-management.updatecase.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.case-management.updatecase.servicenowmsg+json;version=1

**Response Elements**

| Element |        | Description                                  |
|---------|--------|--|
| msg     | String | Status message of the update update case job |

**Sample Input****Sample XML Input**

```
<case>
  <notes>My notes</notes>
</case>
```

**Sample JSON Input**

```
{
  "case":{
    "notes":"My notes"
  }
}
```

**Sample Output****Sample XML Output**

```
<servicenowmsg>
  <msg> Case saved successfully</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg":{
    "msg":" Case saved successfully",
  }
}
```

**Response Status Code**

| Message       | Description                      |
|---------------|----------------------------------|
| 404 Not Found | Invalid case ID, case not found. |

| Message                   | Description   |
|---------------------------|---|
| 500 Internal Server Error | Service Now cannot connect to JSS.  |
| 400 Bad Request           | One of the following: <ul style="list-style-type: none"> <li>Input field, <b>Note</b> is mandatory and is not specified.</li> <li>Input field, <b>Note</b> is too long. The maximum number of characters allowed in a <b>Note</b> is 3600.</li> </ul> |

#### Related Documentation

- [Get All Tech Support Cases on page 454](#)
- [Upload Attachment to Case by Using SCP on page 462](#)
- [Upload Attachment to Case by Using HTTP on page 464](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [View a Tech Support Case in Case Manager on page 466](#)
- [Tech Support Case Management REST API Overview on page 453](#)

## Upload Attachment to Case by Using SCP

Use this API to upload binary or text attachments by using Secure Copy Protocol (SCP) to cases created in Juniper Support System (JSS).

### URI

`http://[host]/api/juniper/servicenow/case-management/cases/{id}/uploadAttachmentViaSCP?queue=http://[host]/api/hornet-q/queues/jms.queue.queueName`  
(HTTP method = POST)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the case to which attachments are to be uploaded |
| queueName | String  | Yes      | Name of the upload attachment job queue                |

### Consumes

- `application/vnd.juniper.servicenow.case-management.uploadattachmentviascp+xml; version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.case-management.uploadattachmentviascp+json; version=1; charset=UTF-8`

**Request Elements**

| Element   | Type   | Description  |
|-----------|--------|--|
| user      | String | Username of the system where the attachment is located   |
| password  | String | Password of the system where the attachment is located   |
| machineIP | String | IP address of the system where the attachment is located |
| files     | String | Absolute path of the attachment files to be uploaded     |

**Produces**

- application/vnd.juniper.servicenow.case-management.case+xml;version=1
- application/vnd.juniper.servicenow.case-management.case+json;version=1

**Response Elements**

| Element | Type    | Description                       |
|---------|---------|-----------------------------------|
| href    | String  | Link to the upload attachment job |
| id      | Integer | ID of the upload attachment job   |

**Sample Input****Sample XML Input**

```
<scpfileupload>
  <user>user@example.com</user>
  <password>newpassword</password>
  <machineIP>192.0.2..117</machineIP>
  <files>home/admin/testAttachment.txt,/home/admin/sampleAttachment.txt</files>
</scpfileupload>
```

**Sample JSON Input**

```
{
  "scpfileupload": { "user": "user@example.com",
    "password": "newpassword",
    "machineIP": "192.0.2.117",
    "files": "home/admin/testAttachment.txt,/home/admin/sampleAttachment.txt"
  }
}
```

**Sample Output****Sample XML Output**

```
<task href= "/api/space/job-management/jobs/1310761" >
```

```
<id>1310761</id>
</task>
```

**Sample JSON Output**

```
{
  "task": { "href": "/api/space/job-management/jobs/1310761"
  "id": "1310761" }
}
```

**Error Codes**

| Message                        | Description                          |
|--------------------------------|--------------------------------------|
| Bad request: Invalid IP        | The machine IP is null or not valid. |
| Bad request: Invalid file Name | The files element is null.           |

**Related Documentation**

- [Get All Tech Support Cases on page 454](#)
- [Upload Attachment to Case by Using HTTP on page 464](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [View a Tech Support Case in Case Manager on page 466](#)
- [Tech Support Case Management REST API Overview on page 453](#)

## Upload Attachment to Case by Using HTTP

Use this API to upload binary or text attachments to cases created in Juniper Support System (JSS) by using HTTP.

**URI**

`http://[host]/api/juniper/servicenow/case-management/cases/{id}/uploadAttachment`  
(HTTP method = POST)

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the case to which attachments are to be uploaded |

**Consumes**

Multipart data

You need to pass the attachment files in the HTTP POST method as multipart data. In the HTTP post method, **MultipartRequestEntity** should be set as **RequestEntity**. The



**MultipartRequestEntity** parameter should be instantiated using **FilePart**. **FilePart** (**org.apache.commons.httpclient.methods.multipart.FilePart**) should contain the details (such as the file name) of the attachment file.

#### Produces

None

#### Sample Input

##### Sample Input File

```
String addURL =
"http://[host]/api/juniper/servicenow/case-management/cases/524417/uploadAttachment
String user = "super";
String pwd = "juniper123";
HttpClient httpClient = new HttpClient();
httpClient.getHttpConnectionManager().getParams().setStaleCheckingEnabled(true);

PostMethod postMethod = new PostMethod(addURL);
try {postMethod.addRequestHeader("Authorization", "BASIC" + " " +
    new String(Base64.encodeBase64(new String(user + ":" +
pwd).getBytes("UTF-8"))));
postMethod.addParameter("alias-name", "sn-partner");
    String fileName = "/var/tmp/test.txt";
    File file = new File(fileName);
    File file1 = new File("/var/tmp/test1.txt");
    FilePart filePart;
    filePart = new FilePart(file.getName(), file);
    Part[] fileParts = new Part[2];
    fileParts[0] = filePart;
    filePart = new FilePart(file1.getName(), file1);
    fileParts[1] = filePart;
    postMethod.setRequestEntity(new MultipartRequestEntity(fileParts,
postMethod.getParams()));
    httpClient.executeMethod(postMethod);
    System.out.println(postMethod.getResponseAsString());
} catch (Exception e) {
    e.printStackTrace();
}
}
```

##### Related Documentation

- [Get All Tech Support Cases on page 454](#)
- [Update a Technical Support Case by Case ID on page 460](#)
- [Upload Attachment to Case by Using SCP on page 462](#)
- [Upload Attachment to Incident by Using SCP on page 372](#)
- [Upload Attachment to Incident by Using HTTP on page 374](#)
- [View a Tech Support Case in Case Manager on page 466](#)
- [Tech Support Case Management REST API Overview on page 453](#)

## View a Tech Support Case in Case Manager

Use this API to view a tech support case in Case Manager.

### URI

https://[host]/api/juniper/servicenow/case-management/cases/{id}/viewCaseInCaseManager (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the tech support case that is to be viewed in Case Manager |

### Consumes

None

### Produces

- application/vnd.juniper.servicenow.case-management.viewCaseInCaseManager+xml;version=1
- application/vnd.juniper.servicenow.case-management.viewCaseInCaseManager+json;version=1

### Response Elements

| Element  | Type   | Description                      |
|----------|--------|----------------------------------|
| caseLink | String | Link to the case in Case Manager |

### Sample Output

#### Sample XML Output

```
<viewCaseInCaseManagerLink>
  <caseLink>
    http://stage.juniper.net/casemanager/#/cmdetails/2014-1229-0014
  </caseLink>
</viewCaseInCaseManagerLink>
```

#### Sample JSON Output

```
{
  "viewCaseInCaseManagerLink": {
    "caseLink": "http://stage.juniper.net/casemanager/#/cmdetails/2014-1229-0014"
  }
}
```

## Related Documentation

- [Get All Tech Support Cases on page 454](#)
- [Get Information About a Technical Support Case on page 457](#)
- [Update a Technical Support Case by Case ID on page 460](#)
- [Upload Attachment to Case by Using SCP on page 462](#)
- [Upload Attachment to Case by Using HTTP on page 464](#)
- [Tech Support Case Management REST API Overview on page 453](#)

## Collect Additional Information for a Technical Support Case

Use this API to collect additional information for a technical support case in Junos Space Service Now.

### URI

```
https://[host]
/api/juniper/servicenow/case-management/cases/{Id}/collectAdditionalInformation
?queue=https://[host]/api/hornet-q/queues/jms.queue.testq&schedule=(at(date and time)) (HTTP method = POST)
```

Sample URI for collect additional information job without schedule or repetition

```
https://10.219.51.6/api/juniper/servicenow/case-management/cases/689710
/collectAdditionalInformation?queue=https://10.219.51.6/api/hornet-q/queues
/jms.queue.testq
```

Sample URI for a collect additional information job scheduled for execution at 10:55 PM on July 4, 2017

```
https://10.219.51.6/api/juniper/servicenow/case-management/cases/760715
/collectAdditionalInformation?queue=https://10.219.51.6/api/hornet-q
/queues/jms.queue.testq=(at(00 55 22 04 07 ? 2017))
```

Sample URI for a collect additional information job scheduled for execution every three minutes the whole day on July 4, 2017.

```
https://10.219.51.6/api/juniper/servicenow/case-management/cases/623354
/collectAdditionalInformation?queue=https://10.219.51.6/api/hornet-q
/queues/jms.queue.testq=(at(00 */3 * 04 07 ? 2017))
```

### URI Parameters

| Element | Type    | Required | Description   |
|---------|---------|----------|---|
| Id      | Integer | Yes      | ID of the case in Service Now for which additional information is to be collected |

| Element       | Type   | Required | Description   |
|---------------|--------|----------|---|
| date and time | String | No       | Date and time (in the ss mm hh dd mm yyyy format) additional information is to be collected |

**Consumes**

- application/vnd.juniper.servicenow.case-management.case.collectAdditionalInformation+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.case-management.case.collectAdditionalInformation+json;version=1;charset=UTF-8

**Request Elements**

| Element    | Type   | Description   |
|------------|--------|---|
| cliCommand | String | One or more Junos OS commands to be executed for collecting additional information for a technical support case |

**Produces**

- application/vnd.juniper.servicenow.case-management.case+xml;version=1
- application/vnd.juniper.servicenow.case-management.case+json;version=1

**Response Elements**

| Element | Type    | Description   |
|---------|---------|---|
| href    | String  | Link to the job for collecting additional information |
| id      | Integer | ID of the collect additional information job          |

**Sample Input****Sample XML Input**

```
<collectAdditionalCommand>
<cliCommand>show version, show chassis summary</cliCommand>
</collectAdditionalCommand>
```

**Sample JSON Input**

```
{
  "collectAdditionalCommand": {
    "cliCommand": "show version"
  }
}
```

**Sample Output**

**Sample XML Output**

```
<task href= "/api/space/job-management/jobs/4653069" >
<id>4653069</id>
</task>
```

**Sample JSON Output**

```
{
  "task": {
    "@href": "/api/space/job-management/jobs/1343520",
    "id": 1343520
  }
}
```

**Related Documentation**

- *Collecting Additional Information for Service Now Incidents and Cases Overview*
- *Configuring Junos OS Commands to Collect Additional Information for a Technical Support Case*

## Modify Configuration for Collecting Additional Information for a Technical Support Case

Use this API to modify the configuration for collecting additional information for a technical support case in Junos Space Service Now.

**URI**

`https://[Host]/api/juniper/servicenow/case-management/cases/{Id}/modifyAdditionalInformation?queue=https://[host]/api/hornet-q/queues/jms.queue.testq&schedule=(at(date and time))` (HTTP method = POST)

**URI Parameters**

| Element       | Type    | Required | Description   |
|---------------|---------|----------|---|
| Id            | Integer | Yes      | ID of the case in Service Now for which configuration for collecting additional information is to be modified |
| date and time | String  | No       | Date and time (in the ss mm hh dd mm yyyy format) additional information is to be collected                   |

**Consumes**

- `application/vnd.juniper.servicenow.case-management.case.modifyAdditionalInformation+xml;version=1;charset=UTF-8`
- `application/vnd.juniper.servicenow.case-management.case.modifyAdditionalInformation+json;version=1;charset=UTF-8`

**Request Elements**

| Element    | Type   | Description  |
|------------|--------|--|
| cliCommand | String | Junos OS command to be modified for collecting additional information for a technical support case |

**Produces**

- application/vnd.juniper.servicenow.case-management.case+xml;version=1
- application/vnd.juniper.servicenow.case-management.case+json;version=1

**Response Elements**

| Element | Type    | Description  |
|---------|---------|--|
| href    | String  | Link to the job for modifying collect additional information configuration |
| id      | Integer | ID of the modify collect additional information job                        |

**Sample Input****Sample XML Input**

```
<modifyAdditionalCommand>
<cliCommand>show version summary</cliCommand>
</modifyAdditionalCommand>
```

**Sample JSON Input**

```
{
  "modifyAdditionalCommand": {
    "cliCommand": "show chassis summary"
  }
}
```

**Sample Output****Sample XML Output**

```
<task href= "/api/space/job-management/jobs/4653075" >
<id>4653075</id>
</task>
```

**Sample JSON Output**

```
{
  "task": {
    "@href": "/api/space/job-management/jobs/4653075",
    "id": 4653075
  }
}
```

- Related Documentation**
- *Collecting Additional Information for Service Now Incidents and Cases Overview*
  - *Modifying the Configuration for Collecting Additional Information for a Technical Support Case*

## View Commands Used for Collecting Additional Information for a Technical Support Case

Use this API to view the commands executed for collecting additional information for a technical support case in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/case-management/cases/{Id}/viewAdditionalInformation` (HTTP method = GET)

### URI Parameters

| Element | Type    | Required | Description  |
|---------|---------|----------|--|
| Id      | Integer | Yes      | ID of the case in Service Now for which you want to view the commands used for collecting additional information |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.case-management.case.viewAdditionalInformation+xml;version=1`
- `application/vnd.juniper.servicenow.case-management.case.viewAdditionalInformation+json;version=1`

### Response Elements

| Element       | Type    | Description   |
|---------------|---------|---|
| cliCommand    | String  | CLI commands executed to collect additional information                       |
| jobInstanceId | Integer | ID of the collect additional information job                                  |
| jobStatus     | Boolean | Status of the collect additional information job                              |
|               |         | Possible values   |
|               |         | <ul style="list-style-type: none"> <li>• Success</li> <li>• Failed</li> </ul> |

| Element       | Type   | Description   |
|---------------|--------|---|
| owner         | String | User who initiated or configured the collect additional information job   |
| fileName      | String | Name of the file in which additional information was collected  |
| scheduledTime |        | Date and Time (in the yyyy-mm-dd hh:mm:ss format) additional information was collected for a technical support case |

**Sample JSON Input****Sample Output****Sample XML Output**

```

<viewAdditionalCommands>
  <viewAdditionalCommand>
    <cliCommand>
      show system processes extensive no-forwarding show pfe statistics error show
      system virtual-memory no-forwarding show system queues no-forwarding show
      system statistics no-forwarding
    </cliCommand>
    <jobInstanceId>1343518</jobInstanceId>
    <jobStatus>Success</jobStatus>
    <owner>super</owner>
    <fileName>
      additional_cli_information_sn-space-mx240-sys_20170613-063247278.txt
    </fileName>
    <scheduledTime>2017-06-13 06:32:46.546</scheduledTime>
  </viewAdditionalCommand>
</viewAdditionalCommands>

```

**Sample JSON Output**

```

{
  "viewAdditionalCommands": {
    "viewAdditionalCommand": {
      "cliCommand": "show system processes extensive no-forwarding show system
statistics no-forwarding",
      "jobInstanceId": 1343518,
      "jobStatus": "Success",
      "owner": "super",
      "fileName":
        "additional_cli_information_sn-space-mx240-sys_20170613-063247278.txt",
      "scheduledTime": "2017-06-13 06:32:46.546"
    }
  }
}

```

**Related Documentation**

- [Collecting Additional Information for Service Now Incidents and Cases Overview](#)
- [Viewing Junos OS Commands Configured for Collecting Additional Information for a Technical Support Case](#)



## Get All Additional Information Attachments for a Technical Support Case

Use this API to retrieve information about all attachments containing additional information for a technical support case in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/case-management/cases/{Id}/additionalInformationAttachments` (HTTP method = GET)

### URI Parameters

| Element | Type    | Required | Description  |
|---------|---------|----------|--|
| Id      | Integer | Yes      | ID of the case in Service Now for which you want to retrieve all attachments containing additional information |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.case-management.attachments+xml;version=1`
- `application/vnd.juniper.servicenow.case-management.attachments+json;version=1`

### Response Elements

| Element        | Type       | Description  |
|----------------|------------|--|
| attachments    | attachment | Collection of attachments  |
| uri            | String     | Link to the collection of attachments  |
| attachment     | attachment | An attachment containing additional information for a technical support case   |
| attachment id  | Integer    | ID of the attachment   |
| attachmentName | String     | Name of the attachment   |
| size           | Integer    | Size of the attachment in bytes  |
| readStatus     | String     | Status of reading the attachment created on the device<br><br>Possible values: <ul style="list-style-type: none"> <li>• Success</li> <li>• Failed</li> </ul> |

| Element            | Type   | Description  |
|--------------------|--------|--|
| remarks            | String | Remarks. Indicates any issues while reading the attachment   |
| uploadStatus       | String | Status of uploading the attachment to Juniper Support Systems (JSS).<br><br>Possible values: <ul style="list-style-type: none"> <li>• Success</li> <li>• Failed</li> </ul> |
| uploadFailedReason | String | indicates the reason for failure when uploading the attachment to JSS fails  |
| uploadedBy         | String | User who uploaded the attachment to JSS  |

#### Sample Output

##### Sample XML Output

```
<attachments
uri="/api/juniper/servicenow/case-management/cases/691427/additionalInformationAttachments">
<attachment id="701151">
<attachmentName>
additional_cli_information_sn-space-mx240-sys_20170613-063247278.txt
</attachmentName>
<size>2683(in bytes)</size>
<readStatus>Success</readStatus>
<remarks/>
<uploadStatus>Success</uploadStatus>
<uploadFailedReason/>
<uploadedBy>super</uploadedBy>
</attachment>
</attachments>
```

##### Sample JSON Output

```
{
  "attachments": {
    "@uri":
"/api/juniper/servicenow/case-management/cases/691427/additionalInformationAttachments",

    "attachment": {
      "@id": "701151",
      "attachmentName":
"additional_cli_information_sn-space-mx240-sys_20170613-063247278.txt",
      "size": "2683(in bytes)",
      "readStatus": "Success",
      "remarks": "",
      "uploadStatus": "Success",
      "uploadFailedReason": "",
      "uploadedBy": "super"
    }
  }
}
```

- Related Documentation**
- *Collecting Additional Information for Service Now Incidents and Cases Overview*
  - *Downloading the Additional Information Collected for a Technical Support Case*

## Download an Attachment Containing Additional Information for a Technical Support Case

Use this API to download an attachment containing additional information for a technical support case in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/case-management/cases/{id}/additionalInformationAttachments/{attachmentId}` (HTTP method = GET)

### URI Parameters

| Element      | Type    | Required | Description  |
|--------------|---------|----------|--|
| id           | Integer | Yes      | ID of the case in Service Now for which the attachment containing additional information is to be downloaded |
| attachmentId | Integer | Yes      | ID of the attachment containing additional information to be downloaded                                      |

### Consumes

None

### Produces

application/octet-stream

- Related Documentation**
- *Collecting Additional Information for Service Now Incidents and Cases Overview*
  - *Downloading the Additional Information Collected for a Technical Support Case*

## Download All Attachments Containing Additional Information for a Technical Support Case

Use this API to download all attachments containing additional information for a technical support case in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/case-management/cases/{id}/downloadAllAdditionalInformationAttachments` (HTTP method = GET)

**URI Parameters**

| Element | Type    | Required | Description   |
|---------|---------|----------|---|
| Id      | Integer | Yes      | ID of a case in Service Now for which all attachments containing additional information is to be downloaded |

**Consumes**

None

**Produces**

application/octet-stream

**Related Documentation**

- *Collecting Additional Information for Service Now Incidents and Cases Overview*
- *Downloading the Additional Information Collected for a Technical Support Case*

**Get Details About Collect Additional Information Job for a Technical Support Case**

Use this API to get details of the job created for collecting additional information for a technical support case.

**URI**

`https://[host]/api/juniper/servicenow/case-management/cases/job-instances/{jobId}/additional-information-job-results` (HTTP method = GET)

**URI Parameters**

| Element | Type    | Required | Description  |
|---------|---------|----------|--|
| jobId   | Integer | Yes      | ID of the job created for collecting additional information for a technical support case |

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.case-management.cases-additional-information-job-results+xml;version=1`
- `application/vnd.juniper.servicenow.case-management.cases-additional-information-job-results+json;version=1`

## Response Elements

| Element                               | Type                                  | Description   |
|---------------------------------------|---------------------------------------|---|
| uri                                   | String                                | Link to the collect additional information job result   |
| jobid                                 | Integer                               | ID of the collect additional information job  |
| associatedIncidentId                  | Integer                               | ID of the incident for which additional information is collected  |
| associateCaseId                       | String                                | ID of the technical support case associated with the incident   |
| cliCommands                           | String                                | Commands used for collecting additional information   |
| additionalCommandJobDetailsByDeviceId | additionalCommandJobDetailsByDeviceId | Details of collect additional information job on multiple devices   |
| hostName                              | String                                | Name of the device from which additional information is collected   |
| jobStatus                             | Boolean                               | Status of collecting additional information<br><br>Possible values: <ul style="list-style-type: none"> <li>• Success</li> <li>• Failed</li> </ul> |
| remarks                               | String                                | Remarks; indicates any issues when collecting additional information from a device  |

## Sample Output

## Sample XML Output

```
<additional-command-job-results
uri="/api/juniper/servicenow/case-management/cases/job-instances/
1343518/additional-information-job-results">
<jobId>1343518</jobId>
<associatedIncidentId>---</associatedIncidentId>
<associateCaseId>2017-0608-T-0080</associateCaseId>
<cliCommands>show version</cliCommands>
<additionalCommandJobDetailsByDeviceId>
<hostName>sn-space-mx240-sys</hostName>
<jobStatus>Success</jobStatus>
<remarks/>
</additionalCommandJobDetailsByDeviceId>
</additional-command-job-results>
```

## Sample JSON Output

```
{
  "additional-command-job-results": {
    "@uri": "/api/juniper/servicenow/case-management/cases/job-instances/"
```

```
1343518/additional-information-job-results",
  "jobId": 1343518,
  "associatedIncidentId": "---",
  "associateCaseId": "2017-0608-T-0080",
  "cliCommands": "show version",
  "additionalCommandJobDetailsByDeviceId": {
    "hostName": "sn-space-mx240-sys",
    "jobStatus": "Success",
    "remarks": ""
  }
}
```

**Related  
Documentation**

- *Collecting Additional Information for Service Now Incidents and Cases Overview*

## CHAPTER 16

# End Customer Case APIs

- [Service Now End Customer Case Management REST API Overview on page 479](#)
- [Get All End-customer Cases on page 480](#)
- [Get Information About an End-Customer Case on page 482](#)
- [View an End-Customer Case in Case Manager on page 486](#)
- [Get All Attachments for an End Customer Case on page 487](#)
- [Download a Specific Attachment for an End Customer Case on page 489](#)
- [Download All Attachments for an End Customer Case on page 489](#)

### Service Now End Customer Case Management REST API Overview

---

. End customer cases are applicable only for Service Now running in partner proxy mode. It displays all cases belonging to the end customers of Service Now. The **endcustomer-case-management** resources are available under `https://[host]/api/juniper/servicenow`

#### URI

`https://[host]/api/juniper/servicenow/endcustomer-case-management` (HTTP method = GET)

#### Produces

- `application/vnd.juniper.servicenow.eccase-management+xml;version=1`
- `application/vnd.juniper.servicenow.eccase-management+json;version=1`

#### Sample Output

##### Sample XML Output

```
<servicenow-endcustomer-case-management>
  <collection href="/api/juniper/servicenow/endcustomer-case-management/cases"
    rel="cases"/>
</ servicenow-endcustomer-case-management >
```

##### Sample JSON Output

```
{
  " servicenow-endcustomer-case-management ":{
    "collection":{
```

```

        "@href":"/api/juniper/servicenow/ endcustomer-case-management /cases",
        "@rel":"cases"
    }
}
}

```

The end-customer case management service provides the following APIs:

- [Get All End-customer Cases on page 480](#)
- [Get Information About an End-Customer Case on page 482](#)
- [View an End-Customer Case in Case Manager on page 486](#)

#### Related Documentation

- [Tech Support Case Management REST API Overview on page 453](#)
- [Incident Management REST API Overview on page 320](#)
- [Organization Management REST API Overview on page 147](#)
- [Auto Submit Policy Management REST API Overview on page 515](#)

## Get All End-customer Cases

Use this API to retrieve all end-customer cases from Junos Space Service Now.

#### URI

`https://[host]/api/juniper/servicenow/endcustomer-case-management/cases` (HTTP method = GET)

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.eccase-management.cases+xml;version=3`
- `application/vnd.juniper.servicenow.eccase-management.cases+json;version=3`

#### Response

| Element | Type    | Description                              |
|---------|---------|--|
| uri     | String  | Link to the end-customer case collection |
| size    | Integer | Number of records in the collection      |
| case    | case    | An end-customer case                     |
| href    | String  | Link to an individual end-customer case  |



| Element            | Type   | Description   |
|--------------------|--------|---|
| uri                | String | URI of the end-customer case  |
| connectedMember    | String | End customer for which the case was created   |
| caseId             | String | ID of the end-customer case   |
| deviceSerialNumber | String | Serial number of the end-customer device for which this case was created  |
| caseStatus         | String | Status of the case  |
| problemSynopsis    | String | Brief description of the event that led to the creation of this case  |
| priority           | String | Priority of the case<br><br>The possible values are: <ul style="list-style-type: none"> <li>• Critical</li> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul>  |
| createTime         | String | Date and time the case was created  |
| caseLink           | String | Link to the case  |
| caseType           | String | Type of case created: <ul style="list-style-type: none"> <li>• Event—Case created for events that occurred on devices</li> <li>• Event RMA—Case created for Return Materials Authorization (RMA) events that occurred on device</li> <li>• On-demand—Case created for on-demand incidents</li> <li>• On-demand RMA—Case created for on-demand RMA incidents</li> <li>• BIOS Health Check—Case created for analyzing BIOS running on devices</li> <li>• AIS Health Check—Case created for AIS health check event on devices</li> <li>• Event (Low End)—Case created for events that occurred on low end devices, such as SRX100 or SRX220</li> <li>• Other—Case created for events not reported through Service Now</li> </ul> |

#### Sample Output

#### Sample XML Output

```
<cases uri="/api/juniper/servicenow/endcustomer-case-management/cases" size="1">
```

```

<case
href="/api/juniper/servicenow/endcustomer-case-management/cases/3014664"
uri="/api/juniper/servicenow/endcustomer-case-management/cases/3014664"
key="3014664">
  <connectedMember>test</connectedMember>
  <caseId>test-123</caseId>
  <caseStatus>Created</caseStatus>
  <deviceSerialNumber>AJ4410AA0031</deviceSerialNumber>
  <problemSynopsis>Service Now on-demand case</problemSynopsis>
  <priority>Low</priority>
  <createTime>2014-12-18 10:57:16 IST</createTime>
  <caseType>On-demand</caseType>
</case>
</cases>

```

### Sample JSON Output

```

{
  "cases": {
    "@uri": "/api/juniper/servicenow/endcustomer-case-management/cases",
    "@size": "1",
    "case": {
      "@href":
"/api/juniper/servicenow/endcustomer-case-management/cases/3014664",
      "@uri":
"/api/juniper/servicenow/endcustomer-case-management/cases/3014664",
      "@key": "3014664",
      "connectedMember": "test",
      "caseId": "test-123",
      "caseStatus": "Created",
      "deviceSerialNumber": "AJ4410AA0031",
      "problemSynopsis": "Service Now on-demand case",
      "priority": "Low",
      "createTime": "2014-12-18 10:57:16 IST",
      "caseType": "On-demand"
    }
  }
}

```

### Error Codes

| Message        | Description                                       |
|----------------|---|
| 204 No Content | No end-customer cases found.                      |
| 403 Forbidden  | Service Now is not running in Partner Proxy mode. |

### Related Documentation

- [Get Information About an End-Customer Case on page 482](#)
- [View an End-Customer Case in Case Manager on page 486](#)
- [Service Now End Customer Case Management REST API Overview on page 479](#)

## Get Information About an End-Customer Case

Use this API to retrieve information about a specific end-customer case.

**URI**

`https://[host]/api/juniper/servicenow/endcustomer-case-management/cases/{id}`  
 (HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the end-customer case for which information is to be retrieved |

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.eccase-management.case+xml;version=3`
- `application/vnd.juniper.servicenow.eccase-management.case+json;version=3`

**Response Elements**

| Element            | Type    | Description   |
|--------------------|---------|---|
| uri                | String  | Link to the end-customer case   |
| id                 | Integer | ID of the case in Service Now database  |
| connectedMember    | String  | End-customer for which the case was created   |
| caseId             | String  | ID of the end-customer case in JSS  |
| deviceSerialNumber | String  | Serial number of the device for which the case was created  |
| problemSynopsis    | String  | Brief description of the event that led to the creation of this case  |
| priority           | String  | Priority of the incident that led to the creation of the case<br><br>The possible values are: <ul style="list-style-type: none"> <li>• 1 - Critical</li> <li>• 2 - High</li> <li>• 3 - Medium</li> <li>• 4 - Low</li> </ul> |

| Element     | Type   | Description   |
|-------------|--------|---|
| createTime  | String | Date and time the case was created  |
| caseLink    | String | Link to the case  |
| updateTime  | String | Date and time when the case was last updated  |
| problemDesc | String | Detailed description of the event for which the case was created  |
| caseStatus  | String | Current status of the case.<br>The possible values are: <ul style="list-style-type: none"> <li>• Created</li> <li>• Updated</li> <li>• Closed</li> </ul>  |
| caseType    | String | Type of case created: <ul style="list-style-type: none"> <li>• Event—Case created for events that occurred on devices</li> <li>• Event RMA—Case created for Return Materials Authorization (RMA) events that occurred on devices</li> <li>• On-demand—Case created for on-demand incidents</li> <li>• On-demand RMA—Case created for on-demand RMA incidents</li> <li>• BIOS Health Check—Case created for analyzing BIOS running on devices</li> <li>• AIS Health Check—Case created for AIS health check event on devices</li> <li>• Event (Low End)—Case created for events that occurred on low end devices, such as SRX100 and SRX220</li> <li>• Other—Case created for events not reported through Service Now</li> </ul> |
| method      | String | Methods applicable to the end-customer case.  |

### Sample Output

**Sample XML Output**

```
<case uri="/api/juniper/servicenow/endcustomer-case-management/cases/3014664">
  <id>3014664</id>
  <connectedMember>test</connectedMember>
  <caseId>test-123</caseId>
  <deviceSerialNumber>AJ4410AA0031</deviceSerialNumber>
  <problemSynopsis>Service Now on-demand case</problemSynopsis>
  <priority>Low</priority>
  <createTime>2014-12-18 10:57:16 IST</createTime>
  <updateTime>2014-12-18 10:57:16 IST</updateTime>
  <problemDesc>Service Now on-demand case</problemDesc>
  <caseStatus>Created</caseStatus>
  <caseType>On-demand</caseType>
  <method
href="/api/juniper/servicenow/endcustomer-case-management/cases/3014664/
updateCase"/>
</case>
```

**Sample JSON Output**

```
{
  "case": {
    "@uri": "/api/juniper/servicenow/endcustomer-case-management/cases/3014664",

    "id": 3014664,
    "connectedMember": "test",
    "caseId": "test-123",
    "deviceSerialNumber": "AJ4410AA0031",
    "problemSynopsis": "Service Now on-demand case",
    "priority": "Low",
    "createTime": "2014-12-18 10:57:16 IST",
    "updateTime": "2014-12-18 10:57:16 IST",
    "problemDesc": "Service Now on-demand case",
    "caseStatus": "Created",
    "caseType": "On-demand",
    "method": {
      "@href":
"/api/juniper/servicenow/endcustomer-case-management/cases/3014664/updateCase"
    }
  }
}
```

**Error Codes**

| Message       | Description   |
|---------------|---|
| 404 Not Found | Invalid case ID is pecified; no end-customer cases found. |
| 403 Forbidden | Service Now is not running in Partner Proxy mode.         |

**Related Documentation**

- [Get All End-customer Cases on page 480](#)
- [View an End-Customer Case in Case Manager on page 486](#)
- [Service Now End Customer Case Management REST API Overview on page 479](#)

## View an End-Customer Case in Case Manager

Use this API to view an end-customer case in Case Manager.

### URI

`https://[host]/api/juniper/servicenow/eccase-management/eccases/{id}/viewCaseInCaseManager` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the end-customer case that is to be viewed in Case Manager |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.case-management.viewCaseInCaseManager+xml;version=1`
- `application/vnd.juniper.servicenow.case-management.viewCaseInCaseManager+json;version=1`

### Response Elements

| Element  | Type   | Description                                   |
|----------|--------|---|
| caseLink | String | Link to the end-customer case in Case Manager |

### Sample Output

#### Sample XML Output

```
<viewCaseInCaseManagerLink>
  <caseLink>
    http://stage.juniper.net/casemanager/#/cmdetails/2014-1229-0014
  </caseLink>
</viewCaseInCaseManagerLink>
```

#### Sample JSON Output

```
{
  "viewCaseInCaseManagerLink": {
    "caseLink": "http://stage.juniper.net/casemanager/#/cmdetails/2014-1229-0014"
  }
}
```

### Related Documentation

- [Get All End-customer Cases on page 480](#)
- [Get Information About an End-Customer Case on page 482](#)
- [Service Now End Customer Case Management REST API Overview on page 479](#)

## Get All Attachments for an End Customer Case

Use this API to get all the attachments from an end customer case if cases are associated with the end customer case.

### URI

`https://[host]/api/juniper/servicenow/endcustomer-case-management/cases/{id}/associatedAttachments/` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the end-customer case for which information about attachments is to be retrieved |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.case-management.attachments+xml;version=1`
- `application/vnd.juniper.servicenow.case-management.attachments+json;version=1`

### Response Elements

| Element        | Type    | Description  |
|----------------|---------|--|
| uri            | String  | Uri of the attachment  |
| id             | Integer | ID of the attachment   |
| attachmentName | String  | Name of the attachment   |
| size           | Integer | Size of the attachment in bytes  |
| readStatus     | String  | Status of reading the attachment on the device<br>Possible values: <ul style="list-style-type: none"> <li>• Success</li> <li>• Failed</li> </ul> |

| Element      | Type   | Description   |
|--------------|--------|---|
| remarks      | String | Remarks, if any, about reading the attachments  |
| uploadStatus | String | Status of uploading the attachment to JSS.<br><br>Possible values: <ul style="list-style-type: none"> <li>• Uploaded</li> <li>• Not Uploaded</li> </ul> |

### Sample Output

#### Sample XML Output

```
<attachments
uri="/api/juniper/servicenow/endcustomer-case-management/cases/169794/associatedAttachments">
  <attachment id="169829">
    <attachmentName>
/var/tmp/srx-650-sn-20170604-063112599_ondemand_ais_jdc_196639.xml.gz
    </attachmentName>
    <size>1376</size>
    <readStatus>Success</readStatus>
    <remarks/>
    <uploadStatus>Not Uploaded</uploadStatus>
  </attachment>
  <attachment id="169832">
    <attachmentName>
srx-650-sn-20170604-063144566_196639_attach_shd.xml.gz
    </attachmentName>
    <size>608</size>
    <readStatus>Success</readStatus>
    <remarks/>
    <uploadStatus>Not Uploaded</uploadStatus>
  </attachment>
</attachments>
```

#### Sample JSON Output

```
{
  "attachments": {
    "@uri":
"/api/juniper/servicenow/endcustomer-case-management/cases/169794/associatedAttachments",
    "attachment": [
      {
        "@id": "169829",
        "attachmentName":
"/var/tmp/srx-650-sn-20170604-063112599_ondemand_ais_jdc_196639.xml.gz",
        "size": 1376,
        "readStatus": "Success",
        "remarks": "",
        "uploadStatus": "Not Uploaded"
      },
      {
        "@id": "169832",
        "attachmentName":
"srx-650-sn-20170604-063144566_196639_attach_shd.xml.gz",
        "size": 608,
        "readStatus": "Success",
```



```

        "remarks": "",
        "uploadStatus": "Not Uploaded"
      }
    ]
  }
}

```

**Related Documentation**

- *Service Now Technical Support Cases and End Customer Support Cases Overview*

## Download a Specific Attachment for an End Customer Case

Use this API to download a specific attachment from an end customer case if cases are associated to it.

**URI**

`https://[host]/api/juniper/servicenow/endcustomer-case-management/cases/{id}/associatedAttachments/{attachmentId}` (HTTP method = GET)

**URI Parameters**

| Element      | Type    | Required | Description   |
|--------------|---------|----------|---|
| id           | Integer | Yes      | ID (in Service Now) of the end-customer case for which you want to download an attachment |
| attachmentId | Integer | Yes      | ID of the attachment to be downloaded   |

**Consumes**

None

**Produces**

application/octet-stream

**Related Documentation**

- *Service Now Technical Support Cases and End Customer Support Cases Overview*

## Download All Attachments for an End Customer Case

Use this API to download all attachments of an end-customer case.

**URI**

`https://[host]/api/juniper/servicenow/endcustomer-case-management/cases/{id}/associatedAttachments/downloadAll` (HTTP method = GET)

**URI Parameters**

| Element | Type    | Required | Description   |
|---------|---------|----------|---|
| id      | Integer | Yes      | ID (in Service Now) of the end-customer case for which you want to download attachments |

---

**Consumes**

None

**Produces**

application/octet-stream

**Related  
Documentation**

- *Service Now Technical Support Cases and End Customer Support Cases Overview*

## CHAPTER 17

# Device Snapshot APIs

- [Device Snapshot Management REST API Overview on page 491](#)
- [Get All Device Snapshots in Service Now on page 492](#)
- [Get Device Snapshot Information by Device ID on page 495](#)
- [Export Device Snapshot Information by Device ID on page 499](#)
- [Get Attachment Details by Device Snapshot ID on page 500](#)
- [Download All Attachments of a Device Snapshot on page 501](#)
- [Download Device Snapshot Attachment by ID on page 502](#)
- [Delete Device Snapshot by Device Snapshot ID on page 503](#)
- [Get Upload Status of Device Snapshot Attachments on page 504](#)
- [View Device Snapshots in Original or Filtered Format on page 511](#)
- [Get User-Uploaded Attachments for a Tech Support Case by ID on page 512](#)
- [Download an User-Uploaded Attachment of an Technical Support Case on page 514](#)

### Device Snapshot Management REST API Overview

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The device snapshot management service allows you to view information about all device snapshots (also known as iJMBs) present in Junos Space Service Now, view device snapshots received from a specific device, export device snapshots and view the device snapshots in the original and filtered formats.

The **devicesnapshot-management** resources are present at [https://\[host\]/api/juniper/servicenow/devicesnapshot-management](https://[host]/api/juniper/servicenow/devicesnapshot-management).

#### URI

[https://\[host\]/api/juniper/servicenow/devicesnapshot-management](https://[host]/api/juniper/servicenow/devicesnapshot-management) (HTTP method = GET)

#### Produces

- `application/vnd.juniper.servicenow.devicesnapshot-management+xml;version=1`
- `application/vnd.juniper.servicenow.devicesnapshot-management+json;version=1`

#### Sample Output

**Sample XML Output**

```
<servicenow-devicesnapshot-management>
  <collection
href="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots"
rel="devicesnapshots"/>
</servicenow-devicesnapshot-management>
```

**Sample JSON Output**

```
{
  "servicenow-devicesnapshot-management":
    {"collection":
      {
        "@href":"/api/juniper/servicenow/devicesnapshot-management/devicesnapshots", "
          @rel":"devicesnapshots"}
      }
}
```

The device snapshot management service provides the following APIs:

- [Get All Device Snapshots in Service Now on page 492](#)
- [Get Device Snapshot Information by Device ID on page 495](#)
- [Export Device Snapshot Information by Device ID on page 499](#)
- [Download All Attachments of a Device Snapshot on page 501](#)
- [Delete Device Snapshot by Device Snapshot ID on page 503](#)
- [Get Upload Status of Device Snapshot Attachments on page 504](#)
- [View Device Snapshots in Original or Filtered Format on page 511](#)

**Related Documentation**

- [Incident Management REST API Overview on page 320](#)
- [Device Management REST API Overview on page 207](#)
- [Event Profile Management REST API Overview on page 263](#)
- [Tech Support Case Management REST API Overview on page 453](#)
- [Device Analysis REST API Overview on page 645](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

---

## Get All Device Snapshots in Service Now

Junos Space Service Now periodically collects and displays device snapshots or iJMBs that contain information about devices. These iJMBs are processed and displayed on the Device Snapshot page in the Service Now application.

Use this API to view all iJMBs present in Service Now.

**URI**

`https://[host]/api/juniper/servicenow/devicesnapshot-management/devicesnapshots`  
(HTTP method = GET)

#### Consumes

None.

#### Produces

- `application/vnd.juniper.servicenow.devicesnapshot-management.devicesnapshots+xml;version=1`
- `application/vnd.juniper.servicenow.devicesnapshot-management.devicesnapshots+json;version=1`

#### Response Elements

| Element         | Type            | Description   |
|-----------------|-----------------|---|
| uri             | String          | URI of the device snapshot collection   |
| size            | Integer         | Number of records in the device snapshot collection   |
| deviceshanpshot | deviceshanpshot | A device snapshot   |
| key             | Integer         | ID of the device snapshot   |
| uri             | String          | URI of the device snapshot  |
| href            | String          | Link to the device snapshot   |
| hostName        | String          | Device hostname   |
| product         | String          | Product type, such as SRX1400   |
| status          | String          | <p>Status of the uploading iJMB to Juniper Support System (JSS) or Service Now partner (if operating in Partner Proxy mode)</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Uploaded—The iJMB is uploaded</li> <li>• In Progress—The iJMB is in the process of being uploaded</li> <li>• Not Submitted—The iJMB is not yet uploaded</li> <li>• Skipped—Upload of iJMB to JSS or Service Now partner is skipped</li> <li>• Failed—The iJMB failed to be uploaded</li> </ul> |

#### Sample Output

**Sample XML Output**

```
<devicesnapshots size="1"
uri="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/">
  <devicesnapshot key="196618"
uri="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618">

    href="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618">

      <hostName>SN-SRX1400test</hostName>
      <product>SRX1400</product>
      <status>Initial(Not submitted: Filter "Do not send Device
Snapshots" is selected)</status>
    </devicesnapshot>
  </devicesnapshots>
```

**Sample JSON Output**

```
{ "devicesnapshots":
  { "@size": "1",

    "@uri": "/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/",
    "devicesnapshot":
      { "@key": "196618",

        "@uri": "/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618",

        "@href": "/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618",

          "hostName": "SN-SRX1400test", "product": "SRX1400",
          "status": "Initial(Not submitted: Filter \"Do not send
Device Snapshots\" is selected)"
        }
      }
  }
}
```

**Additional Notes**

To get the device snapshot for specific device, you can use the filter parameter. For example, the following URI retrieves the device snapshot for the SN-SRX1400test device.

[https://\[host\]/api/juniper/servicenow/devicesnapshot-management/devicesnapshots?filter=\(hostName eq 'SN-SRX1400test'\)](https://[host]/api/juniper/servicenow/devicesnapshot-management/devicesnapshots?filter=(hostName eq 'SN-SRX1400test')) (HTTP method = GET)

```
<devicesnapshots size="1"
uri="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/">
  <devicesnapshot key="196618"
uri="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618">

    href="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618">

      <hostName>SN-SRX1400test</hostName>
      <product>SRX1400</product>
      <status>Initial(Not submitted: Filter "Do not send Device
Snapshots" is selected)</status>
    </devicesnapshot>
  </devicesnapshots>
```

**Response Status Code**

| Message        | Description                                    |
|----------------|--|
| 204 No Content | Device snapshots does not exist in Service Now |

**Related Documentation**

- [Get Device Snapshot Information by Device ID on page 495](#)
- [Export Device Snapshot Information by Device ID on page 499](#)
- [Download All Attachments of a Device Snapshot on page 501](#)
- [Delete Device Snapshot by Device Snapshot ID on page 503](#)
- [Get Upload Status of Device Snapshot Attachments on page 504](#)
- [View Device Snapshots in Original or Filtered Format on page 511](#)
- [Device Snapshot Management REST API Overview on page 491](#)

**Get Device Snapshot Information by Device ID**

Service Now periodically collects device snapshots or iJMBs that contain information about devices. These iJMBs are processed and displayed on the Device Snapshot page of the Service Now application.

You can use this API to view the iJMB information about a specific device.

**URI**

`https://[host]/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/{id}`  
(HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the device for which device snapshots are to be viewed |

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.devicesnapshot-management.devicesnapshot+xml;version=2`
- `application/vnd.juniper.servicenow.devicesnapshot-management.devicesnapshot+json;version=2`

**Response**

| Element          | Type    | Description   |
|------------------|---------|---|
| uri              | String  | URI of the device snapshot  |
| id               | Integer | ID of the device snapshot   |
| status           | String  | <p>Status of uploading the iJMB to Juniper Support System (JSS) or Service Now partner (if operating in Partner Proxy mode)</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Uploaded—The iJMB is uploaded</li> <li>• In Progress—The iJMB is in the process of being uploaded</li> <li>• Not Submitted—The iJMB is not yet uploaded</li> <li>• Skipped—Upload of iJMB to JSS or Service Now partner is skipped</li> <li>• Failed—The iJMB failed to be uploaded</li> </ul>   |
| siteld           | Integer | ID of the site with which the device is associated  |
| filterLevel      | String  | <p>Filter applied to JMB before sending to JSS.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• Do not send—Device configuration information is not sent.</li> <li>• Send all information except configuration—All device information except the configuration information is sent.</li> <li>• Send all information with IP Addresses overwritten—Device information is sent with IP addresses overwritten by asterisk (*).</li> <li>• Send all information—All information retrieved from a device is sent to JSS as is.</li> <li>• Only send list of features used—Only the device configuration information is sent.</li> </ul> |
| organizationName | String  | Organization with which the device is associated  |
| deviceGroupName  | String  | Name of the device group with which the device is associated  |
| prbIdentifier    | String  | ID of the event for generating the device snapshot  |
| device           | device  | Device from which the device snapshot was collected   |
| href             | String  | Link to the device  |
| id               | Integer | ID of the device  |
| serialNumber     | String  | Serial number of the device   |



| Element  | Type   | Description   |
|----------|--------|---|
| ipAddr   | String | Device IP address   |
| product  | String | Device product name   |
| platform | String | Device platform   |
| hostName | String | Device hostname   |
| release  | String | Release number of software currently installed on the device  |
| version  | String | Release version of software currently installed on the device |

### Sample Output

#### Sample XML Output

```
<devicesnapshot
uri="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618">

  <id>196618</id>
  <status>Initial(Not submitted:  Filter";Do not send Device Snapshots";
is selected)</status>
  <siteId>CJ18841</siteId>
  <filterLevel>Do not send</filterLevel>
  <organizationName>k</organizationName>
  <deviceGroupName>k</deviceGroupName>

  <prbIdentifier>SN-SRX1400test-BH4610AA0024-20120329-111202-999</prbIdentifier>

  <device href="/api/juniper/servicenow/device-management/devices/196610">

    <id>196610</id>
    <serialNumber>BH4610AA0024</serialNumber>
    <ipAddr>192.0.2.11</ipAddr>
    <product>SRX1400</product>
    <platform>junos-es</platform>
    <hostName>SN-SRX1400test</hostName>
    <release>10.4</release>
    <version>R7</version>

  </device>
</devicesnapshot>
```

#### Sample JSON Output

```
{
  "devicesnapshot":
    {
      "@uri": "/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618",
      "id": 196618,
      "status": "Initial(Not submitted:  Filter \"Do not send Device
Snapshots\" is selected)",
```

```

    "siteId":"CJ18841",
    "filterLevel":"Do not send",
    "organizationName":"k",
    "deviceGroupName":"k",
    "prbIdentifier":"SN-SRX1400test-BH4610AA0024-20120329-111202-999",

    "device":
    {
      "@href":"/api/juniper/servicenow/device-management/devices/196610",
      "id":196610,"serialNumber":"BH4610AA0024",
      "ipAddr":"192.0.2.11",
      "product":"SRX1400",
      "platform":"junos-es",
      "hostName":"SN-SRX1400test",
      "release":10.4,
      "version":"R7"
    }
  }
}

```

### Additional Notes

To get the device snapshot for specific device, you can use the filter parameter. For example, the following URI retrieves the device snapshot for the SN-SRX1400test device.

`https://[host]/api/juniper/servicenow/devicesnapshot-management/devicesnapshots?filter=(hostName eq 'SN-SRX1400test')` (HTTP method = GET)

```

<devicesnapshots size="1"
uri="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/">
  <devicesnapshot key="196618"
uri="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618"

href="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618">

    <hostName>SN-SRX1400test</hostName>
    <product>SRX1400</product>
    <status>Initial(Not submitted: Filter "Do not send Device
Snapshots" is selected)</status>
  </devicesnapshot>
</devicesnapshots>

```

### Response Status Code

| Message       | Description                    |
|---------------|--------------------------------|
| 404 Not Found | Invalid snapshot ID specified. |

### Related Documentation

- [Get All Device Snapshots in Service Now on page 492](#)
- [Export Device Snapshot Information by Device ID on page 499](#)
- [Download All Attachments of a Device Snapshot on page 501](#)

- [Delete Device Snapshot by Device Snapshot ID on page 503](#)
- [Get Upload Status of Device Snapshot Attachments on page 504](#)
- [View Device Snapshots in Original or Filtered Format on page 511](#)
- [Device Snapshot Management REST API Overview on page 491](#)

## Export Device Snapshot Information by Device ID

Use this API to export the device snapshot or Information Juniper Message Bundles (IJMBs) received from a specific device.

**URI**

https://[host]/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/{id}/export (HTTP metod = GET)

**URI Parameters**

| Parameter | Type    | Required | Description                               |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the device snapshot to be exported. |

**Consumes**

None

**Produces**

application/octet-stream

**Response Status Code**

| Message       | Description                           |
|---------------|---------------------------------------|
| 404 Not Found | Invalid device snapshot ID specified. |

**Related Documentation**

- [Get Device Snapshot Information by Device ID on page 495](#)
- [Export Device Snapshot Information by Device ID on page 499](#)
- [Download All Attachments of a Device Snapshot on page 501](#)
- [Get Upload Status of Device Snapshot Attachments on page 504](#)
- [View Device Snapshots in Original or Filtered Format on page 511](#)
- [Device Snapshot Management REST API Overview on page 491](#)

## Get Attachment Details by Device Snapshot ID

Use this API to retrieve attachments uploaded for a specific device snapshot.

### URI

`https://[host]/api/juniper/servicenow/devicesnapshot-management/  
devicesnapshots/{id}/attachments` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the device snapshot for which attachments are to be downloaded |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.devicesnapshot-management.attachments+xml;version=1`
- `application/vnd.juniper.servicenow.devicesnapshot-management.attachments+json;version=1`

### Response Elements

| Element        | Type    | Description   |
|----------------|---------|---|
| attachments    | String  | Link to the collection of attachments present for an incident   |
| attachment     | String  | An attachment in the collection   |
| uri            | String  | URI of the attachment   |
| id             | Integer | ID of the attachment  |
| attachmentName | String  | Name of the attachment  |
| command        | String  | <b>show</b> command of Junos OS<br><br>The attachment file contains the output of this <b>show</b> command. |
| size           | Integer | Size of the attachment in bytes   |

| Element        | Type   | Description   |
|----------------|--------|---|
| readStatus     | String | Status of reading the attachment from the device<br><br>Possible values—Success and Failure:                        |
| readFailReason | String | Reason why Service Now could not read the attachment  |
| uploadStatus   | String | Status of uploading the attachment to Juniper Support System (JSS)<br><br>Possible values—Uploaded and Not Uploaded |
| deviceFileType | String | Type of file<br><br>Possible values—config, version, chassis, RSI, ESI, status, and log                             |

### Sample Output

#### Sample XML Output

```
<attachments uri="/api/juniper/servicenow/devicesnapshot-management/
devicesnapshots/3572214/attachments">
  <attachment id="3572200">
    <attachmentName>
ex-4200-sn3-20151012-212450478_1179650_attach_shd_xml
    </attachmentName>
    <command>show chassis hardware</command>
    <size>394</size>
    <readStatus>2</readStatus>
    <readFailReason/>
    <uploadStatus>0</uploadStatus>
    <deviceFileType>chassis</deviceFileType>
  </attachment>
  <attachment id="3572202">
    <attachmentName>ex-4200-sn3-20151012-212450483_1179650_attach_rsi</attachmentName>
    <command>request support information</command>
    <size>81076</size>
    <readStatus>2</readStatus>
    <readFailReason/>
    <uploadStatus>0</uploadStatus>
    <deviceFileType>RSI</deviceFileType>
  </attachment>
</attachments>
```

#### Sample JSON Output

## Download All Attachments of a Device Snapshot

Use this API to download all attachments of a device snapshot ( iJMB).

### URI

`https://[host]/api/juniper/servicenow/devicesnapshot-management/
devicesnapshots/{id}` (HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the device snapshot for which attachments are to be downloaded |

**Consumes**

None

**Produces**

application/octet-stream

**Response**

A \*.zip file containing the attachments is output.

## Download Device Snapshot Attachment by ID

Use this API to download a specific attachment uploaded for a specific device snapshot.

**URI**

https://[host]/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/{id}/attachments/{id1} (HTTP method = GET)

To download attachments by filtering, use

https://[host]/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/{id}/attachments/{id1}?filterType=filtered

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the device snapshot for which attachments are to be downloaded |
| id1       | integer | Yes      | ID of the attachment to be downloaded                                |

**Consumes**

None

**Produces**

application/octet-stream

**Error Codes**

| Message                      | Description   |
|------------------------------|---|
| Attachment is not available. | Invalid Device Snapshot ID; Device Snapshot not found |

**Delete Device Snapshot by Device Snapshot ID**

Use this API to delete a device snapshot from Junos Space Service Now.

**URI**

[https://\[host\]/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/{id}](https://[host]/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/{id})  
(HTTP method = DELETE)

**URI Parameters**

| Parameter | Type    | Required | Description                              |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the device snapshot to be deleted. |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.devicesnapshot-management.ServiceNowMsg+xml;version=1
- application/vnd.juniper.servicenow.devicesnapshot-management.ServiceNowMsg+json;version=1

**URI Parameters**

| Parameter | Type   | Description                                      |
|-----------|--------|--|
| msg       | String | Status message of the delete device snapshot job |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
  <msg> Device Snapshot deleted successfully </msg>
</servicenowmsg>
```

**Sample JSON Output**

```
servicenowmsg:{
  msg: 'Device Snapshot deleted successfully'
}
```

**Response Status Code**

| Message       | Description               |
|---------------|---------------------------|
| 404 Not Found | Invalid JMB ID specified. |

**Related Documentation**

- [Get Device Snapshot Information by Device ID on page 495](#)
- [Export Device Snapshot Information by Device ID on page 499](#)
- [Download All Attachments of a Device Snapshot on page 501](#)
- [Get Upload Status of Device Snapshot Attachments on page 504](#)
- [View Device Snapshots in Original or Filtered Format on page 511](#)
- [Device Snapshot Management REST API Overview on page 491](#)

## Get Upload Status of Device Snapshot Attachments

Use this API to retrieve details of all attachments of a device snapshot or iJMB and the upload status of the attachments.

**URI**

`https://[host]/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/{id}` (HTTP method = GET)

**URI Parameters**

| Parameter | Type   | Required | Description   |
|-----------|--------|----------|---|
| id        | String | Yes      | ID of the iJMB for which details of attachments are to be retrieved |

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.devicesnapshot-management.devicesnapshot+xml;version=2`
- `application/vnd.juniper.servicenow.devicesnapshot-management.devicesnapshot+json;version=2`

**Response Elements**

| Element | Type   | Description     |
|---------|--------|-----------------|
| uri     | String | URI of the iJMB |



| Element                | Type    | Description   |
|------------------------|---------|---|
| id                     | Integer | ID of the iJMB  |
| connectedMemberName    | String  | Name of end customer from whom the iJMB was received if Service Now is operating in Partner Proxy mode  |
| status                 | String  | <p>Status of uploading the iJMB to Juniper Support System (JSS) or Service Now partner (if operating in Partner Proxy mode)</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Uploaded—The iJMB is uploaded</li> <li>• In Progress—The iJMB is in the process of being uploaded</li> <li>• Not Submitted—The iJMB is not yet uploaded</li> <li>• Skipped—Upload of iJMB to JSS or Service Now partner is skipped</li> <li>• Failed—The iJMB failed to be uploaded</li> </ul> |
| eventType              | String  | Event type of the iJMB  |
| defectType             | String  | Type of defect that generated the iJMB.   |
| problemSynopsis        | String  | Synopsis of the iJMB  |
| caseCreationUserName   | String  | User who submitted the iJMB for creating a case to JSS  |
| siteId                 | String  | Site ID in JSS with which the iJMB is associated  |
| followUpMethod         | String  | <p>Follow-up method for the iJMB submitted</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• EMAIL_FULL_TEXT</li> <li>• EMAIL_SECURE_LINK</li> <li>• PHONE_CALL</li> </ul>   |
| customerTrackingNumber | String  | Tracking number assigned to the case created for the iJMB submitted   |

| Element      | Type   | Description   |
|--------------|--------|---|
| incidentType | String | <p>Type of Incident</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Event—Case created for events that occurred on devices</li> <li>• Event RMA—Case created for Return Materials Authorization (RMA) events that occurred on devices</li> <li>• On-demand—Case created for on-demand incidents</li> <li>• On-demand RMA—Case created for on-demand RMA incidents</li> <li>• BIOS Health Check—Case created for analyzing BIOS running on devices</li> <li>• AIS Health Check—Case created for AIS health check event on devices</li> <li>• Event (Low End)—Case created for events that occurred on low end devices, such as SRX100 and SRX220</li> <li>• Other—Case created for events not reported through Service Now</li> </ul> |
| priority     | String | <p>Priority of the case created for the submitted iJMB</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• 1 - Critical</li> <li>• 2 - High</li> <li>• 3 - Medium</li> <li>• 4 - Low</li> </ul>  |
| severity     | String | <p>Severity of the case created for the submitted iJMB</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Critical</li> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul>  |
| owner        | String | User assigned to the case for ownership   |
| policy       | String | Auto submit policy used for submitting the iJMB   |

| Element            | Type    | Description   |
|--------------------|---------|---|
| autoSubmitted      | String  | <p>Flag to specify if the iJMB was submitted by using an auto submit policy</p> <p>Possible values</p> <ul style="list-style-type: none"> <li>• true—The iJMB was submitted automatically to JSS or Service Now partner</li> <li>• false—The iJMB was not submitted automatically to JSS or Service Now partner</li> </ul>  |
| flaggedUsers       | String  | Users to whom the information about the iJMB is flagged   |
| filterLevel        | String  | <p>Filter applied to JMB before sending to JSS.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• Do not send—Device configuration information is not sent.</li> <li>• Send all information except configuration—All device information except the configuration information is sent.</li> <li>• Send all information with IP Addresses overwritten—Device information is sent with IP addresses overwritten by asterisk (*).</li> <li>• Send all information—All information retrieved from a device is sent to JSS as is.</li> <li>• Only send list of features used—Only the device configuration information is sent.</li> </ul> |
| caseCCList         | email   | Collection of e-mail IDs of users to whom the information about the iJMB is copied  |
| problemDescription | String  | Problem description in the iJMB   |
| organizationName   | String  | Name of the organization associated with the iJMB   |
| deviceGroupName    | String  | Name of the device group associated with the iJMB   |
| prbIdentifier      | String  | ID of the event that led to the creation of the iJMB  |
| KBArticle          | String  | KB article associated with the iJMB   |
| link               | String  | Link to the case in Case Manager  |
| id                 | Integer | ID of the iJMB  |
| attachmentName     | String  | Name of the attachment file of the iJMB   |
| command            | String  | <p><b>show</b> command</p> <p>The attachment file contains the output of the <b>show</b> command</p>  |

| Element        | Type    | Description   |
|----------------|---------|---|
| size           | long    | Size of the attachment in Bytes   |
| readStatus     | String  | <p>Read status of the attachment file</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Not Received—The attachment file is not yet read by Service Now</li> <li>• Success—Service Now collected the attachment file successfully</li> <li>• Failure—Service Now failed to read the attachment file on the device</li> <li>• No Longer Available—The attachment file is no longer available on the device</li> </ul> |
| uploadStatus   | String  | <p>Upload status of the attachment file</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Not Uploaded—The attachment file is not uploaded to JSS.</li> <li>• Uploading—The attachment file is in the process of uploading to JSS.</li> <li>• Success—The attachment file is successfully uploaded to JSS.</li> <li>• Failure—Upload of the attachment file to JSS failed.</li> </ul>                                |
| readFailReason | String  | Reason for failure to read the attachment from the device   |
| Id             | Integer | ID of the device from the iJMB was collected  |
| serialNumber   | String  | Serial Number of the device from which the iJMB was collected   |
| ipAddr         | String  | IP address of the device  |
| product        | String  | Product type of the device  |
| platform       | String  | Operating OS used on the device   |
| hostName       | String  | Hostname of the device  |
| release        | String  | Junos OS release installed on the device  |
| version        | String  | Version of the Junos OS release installed on the device   |
| method         | String  | Method applicable to the iJMB   |

#### Sample Output

## Sample XML Output

```

<devicesnapshot uri="/api/juniper/servicenow/devicesnapshot-management/
devicesnapshots/68739">
  <id>68739</id>
  <status>Not Submitted(Not submitted: Device Snapshots are submitted every
seven days)</status>
  <siteId>0100000151</siteId>
  <filterLevel>Send all information with IP addresses overwritten</filterLevel>
  <organizationName>Test-Organization-PBN</organizationName>
  <deviceGroupName>Device Group for Test-Organization-PBN</deviceGroupName>
  <prbIdentifier>mx-480-sn2-998-20151011-221433-998</prbIdentifier>
  <attachments>
    <attachment>
      <attachmentName>/var/tmp/mx-480-sn2-998-20151011-221433_ais_attach
_AISESI</attachmentName>
      <command>multiple</command>
      <size>77586</size>
      <readStatus>Not Received</readStatus>
      <uploadStatus>Not Uploaded</uploadStatus>
    </attachment>
    <attachment>
      <attachmentName>/var/tmp/mx-480-sn2-998-20151011-221433_ais_attach
_3_cfg_xml</attachmentName>
      <command>show configuration | display inheritance | display xml | except
password | except secret | except -key | except ssh-rsa | except
community-name</command>
      <size>-1</size>
      <readStatus>Not Received</readStatus>
      <uploadStatus>Not Uploaded</uploadStatus>
    </attachment>
    <attachment>
      <attachmentName>/var/tmp/mx-480-sn2-998-20151011-221433_ais_attach
_4_shd_xml</attachmentName>
      <command>show chassis hardware (detail) | display xml</command>
      <size>7924</size>
      <readStatus>Success</readStatus>
      <uploadStatus>Not Uploaded</uploadStatus>
      <readFailReason>
      </readFailReason>
    </attachment>
    <attachment>
      <attachmentName>/var/tmp/mx-480-sn2-998-20151011-221433_ais_attach
_5_ver_xml</attachmentName>
      <command>show version | display xml</command>
      <size>7974</size>
      <readStatus>Success</readStatus>
      <uploadStatus>Not Uploaded</uploadStatus>
      <readFailReason>
      </readFailReason>
    </attachment>
    <attachment>
      <attachmentName>/var/tmp/mx-480-sn2-998-20151011-221433_ais_attach
_statusmsgs</attachmentName>
      <command>N/A</command>
      <size>27</size>
      <readStatus>Not Received</readStatus>
      <uploadStatus>Not Uploaded</uploadStatus>
    </attachment>
  </attachments>
  <device href="/api/juniper/servicenow/device-management/devices/65546">
    <id>65546</id>
  </device>
</devicesnapshot>

```

```

<serialNumber>JN11742FFAFB</serialNumber>
<ipAddr>192.0.2.127</ipAddr>
<product>MX480</product>
<platform>junos</platform>
<hostName>mx-480-sn2</hostName>
<release>12.3R6.6</release>
<version>R6</version>
</device>
<method href="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/68739/export"/>
<method href="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/68739/downloadAllAttachments"/>
</devicesnapshot>

```

### Sample JSON Output

```

{
  "devicesnapshot": {
    "@uri":
"/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/68739",
    "id": 68739,
    "status": "Not Submitted(Not submitted: Device Snapshots are submitted
every seven days",
    "siteId": "0100000151",
    "filterLevel": "Send all information with IP addresses overwritten",
    "organizationName": "Test-Organization",
    "deviceGroupName": "Device Group for Test-Organization-PBN",
    "prbIdentifier": " mx-480-sn2-998-20151011-221433-998",
    "attachments": {
      "attachment": [
        {
          "attachmentName":
"/var/tmp/mx-480-sn2-998-20151011-221433_ais_attach_AISESI",
          "command": "multiple",
          "size": 77586,
          "readStatus": "Not Received",
          "uploadStatus": "Not Uploaded",
          "readFailReason": ""
        },
        {
          "attachmentName":
"/var/tmp/mx-480-sn2-998-20151011-221433_ais_attach_3_cfg_xml",
          "command": "show configuration | display inheritance | display xml
| except password | except secret | except -key | except ssh-rsa | except
community-name",
          "size": -1,
          "readStatus": "Not Received",
          "uploadStatus": "Not Uploaded",
          "readFailReason": ""
        },
        {
          "attachmentName":
"/var/tmp/mx-480-sn2-998-20151011-221433_ais_attach_4_shd_xml",
          "command": "show chassis hardware (detail) | display xml",
          "size": 7924,
          "readStatus": "Success",
          "uploadStatus": "Uploaded",
          "readFailReason": ""
        }
      ]
    }
  }
}

```

```
{
  "attachmentName":
"/var/tmp/mx-480-sn2-998-20151011-221433_ais_attach_5_ver.xml",
  "command": "36. show version | display xml",
  "size": 7974,
  "readStatus": "Success",
  "uploadStatus": "Not Uploaded",

  "readFailReason": ""
},
{
  "attachmentName":
"/var/tmp/mx-480-sn2-998-20151011-221433_ais_attach_statusmsgs",
  "command": "N/A",
  "size": 27,
  "readStatus": "Not Received",
  "uploadStatus": "Not Uploaded",

  "readFailReason": ""
},
"device": {
  "@href": "/api/juniper/servicenow/device-management/devices/65546",
  "id": 65546,
  "serialNumber": "JN11742FFAFB",
  "ipAddr": "192.0.2.127",
  "product": "MX460",
  "platform": "junos",
  "hostName": "mx-460-sn2",
  "release": "12.3R6.6",
  "version": "R6",
},
"method": {
  "@href":
"/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/
68739/export"
}
"method": {
  "@href":
"/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/68739/downloadAllAttachments"
}
}
}
```

#### Related Documentation

- [Export Device Snapshot Information by Device ID on page 499](#)
- [Download All Attachments of a Device Snapshot on page 501](#)
- [View Device Snapshots in Original or Filtered Format on page 511](#)
- [Device Snapshot Management REST API Overview on page 491](#)

## View Device Snapshots in Original or Filtered Format

Use this API to view a device snapshot or informational Juniper Message Bundle (iJMB) in its original and filtered form.

**URI**

`https://[HOST]/api/juniper/servicenow/devicesnapshot-management/deviceSnapshots/{id}/viewJMB?filter=original/filtered` (HTTP method = GET)

**URI Parameters**

| Parameter | Type   | Required | Description                 |
|-----------|--------|----------|-----------------------------|
| id        | String | Yes      | ID of the iJMB to be viewed |

**Consumes**

None

**Produces**

The filtered or original JMB in text or html format

**Related Documentation**

- [Get Device Snapshot Information by Device ID on page 495](#)
- [Export Device Snapshot Information by Device ID on page 499](#)
- [Download All Attachments of a Device Snapshot on page 501](#)
- [Delete Device Snapshot by Device Snapshot ID on page 503](#)
- [Get Upload Status of Device Snapshot Attachments on page 504](#)
- [Device Snapshot Management REST API Overview on page 491](#)

## Get User-Uploaded Attachments for a Tech Support Case by ID

Use this API to retrieve information about attachments uploaded to technical support cases by users.

**URI**

`https://[host]/api/juniper/servicenow/case-management/cases/{id}/userUploadedAttachments` (HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the Tech Support Case for which information about a user-uploaded attachment is to be retrieved |

**Consumes**

None



**Produces**

- application/vnd.juniper.servicenow.case-management.attachments+xml;version=1
- application/vnd.juniper.servicenow.case-management.attachments+json;version=1

**Response Elements**

| Element        | Type    | Description   |
|----------------|---------|---|
| attachments    | String  | Link to the collection of attachments present for an incident   |
| attachment     | String  | An attachment in the collection   |
| uri            | String  | URI of the attachment   |
| id             | Integer | ID of the attachment  |
| attachmentName | String  | Name of the attachment  |
| size           | Integer | Size of the attachment in bytes   |
| readStatus     | String  | Status of reading the attachment from the device<br><br>Possible values—Success and Failure:                        |
| remarks        |         | Remarks about the read status of the attachment   |
| uploadStatus   | String  | Status of uploading the attachment to Juniper Support System (JSS)<br><br>Possible values—Uploaded and Not Uploaded |
| uploadedBy     |         | User who uploaded the attachment  |

**Sample Output****Sample XML Output**

```
<attachments
  uri="/api/juniper/servicenow/case-management/cases/720903/userUploadedAttachments">
  <attachment id="786436">
    <attachmentName>test.txt</attachmentName>
    <size>681</size>
    <readStatus>Success</readStatus>
    <remarks/>
    <uploadStatus>Success</uploadStatus>
    <uploadedBy>super</uploadedBy>
  </attachment>
</attachments>
```

**Sample JSON Output**

## Download an User-Uploaded Attachment of an Technical Support Case

Use this API to download a specific attachment of a technical support case uploaded by a user.

### URI

https://[host]/api/juniper/servicenow/case-management/cases/{id}/userUploadedAttachments/{id1} (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the technical support case for which attachments are to be retrieved |
| id1       | Integer | Yes      | ID of the user-uploaded attachment to be downloaded                        |

### Consumes

None

### Produces

application/octet-stream

### Error Codes

| Parameter                   | Description                           |
|-----------------------------|---------------------------------------|
| Attachment is not available | Case ID is invalid; Case is not found |

### Related Documentation

- *Uploading an Attachment to a Case*

## CHAPTER 18

# Auto Submit Policy APIs

- [Auto Submit Policy Management REST API Overview on page 515](#)
- [Get All Auto Submit Policies in Service Now on page 517](#)
- [Get Information About an Auto Submit Policy on page 521](#)
- [Create an Auto Submit Policy on page 526](#)
- [Modify an Auto Submit Policy on page 531](#)
- [Assign an Auto Submit Policy to Devices on page 536](#)
- [Get Devices Associated With an Auto Submit Policy on page 538](#)
- [Get Events Associated with an Auto Submit Policy on page 540](#)
- [Change Status of an Auto Submit Policy on page 544](#)
- [Change the Dampening Status of an Auto Submit Policy on page 545](#)
- [Export Incident Report of Auto Submit Policies on page 546](#)
- [Delete an Auto Submit Policy on page 547](#)

## Auto Submit Policy Management REST API Overview

---

An auto submit policy is a policy that you create to enable Service Now to submit incidents to Juniper Support Services (JSS) automatically. While using Service Now in End Customer mode, auto submit policies allow Service Now to submit incidents automatically to the Service Now partner. When incidents are submitted to JSS or the Service Now partner, they are filtered based on the JMB Filter Level setting of the Service Now organization to which the device belongs.

The **autosubmit-policy-management** resources are available under `https://[host]/api/juniper/servicenow`.

### URI

`https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies`  
(HTTP method = GET)

### Produces

- `application/vnd.juniper.servicenow.autosubmit-policy-management.autosubmitpolicies+xml;version=3;`

- application/vnd.juniper.servicenow.autosubmit-policy-management.autosubmitpolicies+xml;version=3;

### Sample Output

#### Sample XML Output

```
<autosubmitpolicies uri="/api/juniper/servicenow/autosubmit-policy-management/
autosubmitpolicies " size="2">
  <autosubmitpolicy
href="/api/juniper/servicenow/autosubmit-policy-management/ autosubmitpolicies
/720896" uri="/api/juniper/servicenow/autosubmit-policy-management/
autosubmitpolicies /720896" key="720896">
    <incidentsSubmitted>0</incidentsSubmitted>
    <devices>3</devices>
    <events>5</events>
    <name>test1</name>
    <createdBy>super</createdBy>
    <enabled>true</enabled>
    <dampening>Enabled</ dampening>
  </autosubmitpolicy>
  <autosubmitpolicy
href="/api/juniper/servicenow/autosubmit-policy-management/autosubmitcases/1081344"
uri="/api/juniper/servicenow/autosubmit-policy-management/
autosubmitpolicies/1081344" key="1081344">
    <incidentsSubmitted>0</incidentsSubmitted>
    <devices>2</devices>
    <events>7</events>
    <name>test</name>
    <createdBy>super</createdBy>
    <enabled>false</enabled>
    <dampening>Disabled</dampening>
  </autosubmitpolicy >
</autosubmitpolicies>
```

#### Sample JSON Output

```
{
  "autosubmitpolicies":{
    "@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies,
    "@size":"2",
    "autosubmitpolicy":[
      {
        "@href":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/720896",
        "@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/720896",
        "@key":"720896",
        "incidentssubmitted":"0",
        "devices":"3",
        "events":"5",
        "name":"test1",
        "createdby":"super",
        "enabled":"true",
        "dampening":"Enabled"
      },
      {

```

```

"@href":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitcases/1081344",

"@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/1081344",

    "@key":"1081344",
    "incidentssubmitted":"0",
    "devices":"2",
    "events":"7",
    "name":"test",
    "createdby":"super",
    "enabled":"false"
    "dampening":"Disabled"
  }
]
}

```

The auto submit policy management provides the following APIs:

- [Get All Auto Submit Policies in Service Now on page 517](#)
- [Get Information About an Auto Submit Policy on page 521](#)
- [Create an Auto Submit Policy on page 526](#)
- [Assign an Auto Submit Policy to Devices on page 536](#)
- [Get Devices Associated With an Auto Submit Policy on page 538](#)
- [Change Status of an Auto Submit Policy on page 544](#)
- [Change the Dampening Status of an Auto Submit Policy on page 545](#)
- [Export Incident Report of Auto Submit Policies on page 546](#)
- [Delete an Auto Submit Policy on page 547](#)

#### Related Documentation

- [Incident Management REST API Overview on page 320](#)
- [Tech Support Case Management REST API Overview on page 453](#)
- [Event Profile Management REST API Overview on page 263](#)

## Get All Auto Submit Policies in Service Now

Use this API to get all auto submit policies configured in Junos Space Service Now.

#### URI

`https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies`  
(HTTP method = GET)

#### Consumes

None

#### Produces

- application/vnd.juniper.servicenow.autosubmit-policy-manageent.autosubmitpolicies+xml;version=3;
- application/vnd.juniper.servicenow.autosubmit-policy-management.autosubmitpolicies+json;version=3;

**Response**

| Element            | Type             | Description   |
|--------------------|------------------|---|
| uri                | String           | URI of the collection of auto submit policies in Service Now  |
| size               | Integer          | Number of records in the collection   |
| autosubmitpolicy   | autosubmitpolicy | An auto submit policy in the collection   |
| href               | String           | Link to the auto submit policy  |
| uri                | String           | URI of the auto submit policy   |
| key                | Integer          | ID of the auto submit policy  |
| incidentsSubmitted | Integer          | Number of incidents submitted through this auto submit policy.  |
| devices            | Integer          | Number of devices associated with the auto submit policy.   |
| events             | Integer          | Number of events associated with the auto submit policy.  |
| name               | String           | Auto submit policy name.  |
| createdBy          | String           | User who created this auto submit policy.   |
| enabled            | Boolean          | <p>Flag to indicate whether or not the auto submit policy can be used to submit incidents to JSS or Service Now partner automatically</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—The auto submit policy is can be used to submit incidents</li> <li>• false—The auto submit policy cannot be used to submit incidents</li> </ul> |

| Element          | Type    | Description  |
|------------------|---------|--|
| dampeningEnabled | Boolean | <p>Flag to indicate whether or not incidents that are created for recurring events should be ignored</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Incidents generated for recurring events are ignored</li> <li>• false—Incidents generated for recurring events are submitted to JSS or Service Now partner</li> </ul> |
| domainId         | Integer | ID of the domain in which the auto submit policy is created  |

### Sample Output

#### Sample XML Output

```
< autosubmitpolicies uri="/api/juniper/servicenow/autosubmit-policy-management/
autosubmitpolicies " size="2">
  <autosubmitpolicy
href="/api/juniper/servicenow/autosubmit-policy-management/ autosubmitpolicies
/720896"
    uri="/api/juniper/servicenow/autosubmit-policy-management/
autosubmitpolicies /720896" key="720896">
      <incidentsSubmitted>0</incidentsSubmitted>
      <devices>3</devices>
      <events>5</events>
      <name>test1</name>
      <createdBy>super</createdBy>
      <enabled>true</enabled>
      <dampeningEnabled>true</dampeningEnabled>
    <domainId>10</domainId>
  </autosubmitpolicy>
  <autosubmitpolicy
href="/api/juniper/servicenow/autosubmit-policy-management/autosubmitcases/1081344"
    uri="/api/juniper/servicenow/autosubmit-policy-management/
autosubmitpolicies/1081344" key="1081344">
      <incidentsSubmitted>0</incidentsSubmitted>
      <devices>2</devices>
      <events>7</events>
      <name>test</name>
      <createdBy>super</createdBy>
      <enabled>false</enabled>
      <dampeningEnabled>true</dampeningEnabled>
    <domainId>20</domainId>
  </autosubmitpolicy >
</autosubmitpolicies>
```

#### Sample JSON Output

```
{
  "autosubmitpolicies":{
    "@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies,
    "@size":"2",
    "autosubmitpolicy":[
```

```

{
  "@href":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/720896",
  "@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/720896",
  "@key":"720896",
  "incidentssubmitted":"0",
  "devices":"3",
  "events":"5",
  "name":"test1",
  "createdby":"super",
  "enabled":"true",
  "dampeningEnabled":"true",
  "domainId":"10",
},
{
  "@href":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitcases/1081344",
  "@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/1081344",
  "@key":"1081344",
  "incidentssubmitted":"0",
  "devices":"2",
  "events":"7",
  "name":"test",
  "createdby":"super",
  "enabled":"false",
  "dampeningEnabled":"true",
  "domainId":"20",
}
]
}

```

#### Response Status Code

| Message       | Description                                 |
|---------------|---|
| 204 Not Found | No auto submit policy exists in Service Now |

#### Related Documentation

- [Get Information About an Auto Submit Policy on page 521](#)
- [Create an Auto Submit Policy on page 526](#)
- [Assign an Auto Submit Policy to Devices on page 536](#)
- [Get Devices Associated With an Auto Submit Policy on page 538](#)
- [Get Events Associated with an Auto Submit Policy on page 540](#)
- [Change Status of an Auto Submit Policy on page 544](#)
- [Change the Dampening Status of an Auto Submit Policy on page 545](#)
- [Export Incident Report of Auto Submit Policies on page 546](#)



- [Delete an Auto Submit Policy on page 547](#)
- [Auto Submit Policy Management REST API Overview on page 515](#)

## Get Information About an Auto Submit Policy

Use this API to retrieve a specific auto submit policy from Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/{id}` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the auto submit policy for which information is to be retrieved |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.autosubmit-policy-management.autosubmitpolicy+xml;version=3`
- `application/vnd.juniper.servicenow.autosubmit-policy-management.autosubmitpolicy+json;version=3`

### Response

| Element            | Type    | Description   |
|--------------------|---------|---|
| uri                | String  | URI of the auto submit policy                                 |
| key                | Integer | ID of the auto submit policy                                  |
| domainId           | Integer | ID of the domain in which the auto submit policy is created   |
| incidentsSubmitted | Integer | Number of incidents submitted through this auto submit policy |
| devices            | Integer | Number of devices associated with the auto submit policy.     |
| events             | Integer | Number of events associated with the auto submit policy       |

| Element          | Type    | Description   |
|------------------|---------|---|
| filters          | Integer | Number of auto submit filters associated with the auto submit policy  |
| name             | String  | Auto submit policy name   |
| createdBy        | String  | Username of person that created this auto submit policy   |
| enabled          | Boolean | <p>Flag to indicate whether or not the auto submit policy can be used to submit incidents to JSS or Service Now partner automatically</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—The auto submit policy is can be used to submit incidents</li> <li>• false—The auto submit policy cannot be used to submit incidents</li> </ul> |
| dampeningEnabled | Boolean | <p>Flag to indicate whether or not incidents that are created for recurring events should be ignored</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Incidents generated for recurring events are ignored</li> <li>• false—Incidents generated for recurring events are submitted to JSS or Service Now partner</li> </ul>            |
| method           | String  | Method applicable to the auto submit policy   |
| devices          | device  | Collection of devices to which the auto submit policy is applied  |
| device           | device  | A device to which the auto submit policy is applied   |
| id               | Integer | Device unique identifier  |
| hostName         | String  | Device hostname   |
| events           | event   | Collection of events included in the auto submit policy   |
| size             | Integer | Number of events in the collection  |
| uri              | String  | Link to the collection of events included in the auto submit policy   |

| Element                  | Type              | Description  |
|--------------------------|-------------------|--|
| filters                  | filter            | Collection of filters associated with the auto submit policy   |
| uri                      | String            | Link to the collection of auto submit filters  |
| submitCaseOptions        | submitCaseOptions | Collection of attributes to submit an incident for creating a case   |
| caseCCList               | caseCCList        | Collection of e-mail IDs of users to whom the incident details must be sent  |
| email                    | String            | E-mail ID of a user to whom the incident details must be sent  |
| siteld                   | String            | Site ID associated with the incident   |
| caseCreationUserName     | String            | ID of user who is submitting the incident  |
| followUpMethod           | String            | Method to use for follow up on the case<br><br>Possible values: <ul style="list-style-type: none"> <li>• EMAIL_FULL_TEXT_UPDATE</li> <li>• EMAIL_SECURE_LINK</li> <li>• PHONE_CALL</li> </ul>                              |
| priority                 | String            | Priority of the incident that is being submitted for creating a case<br><br>Possible values: <ul style="list-style-type: none"> <li>• 1 - Critical</li> <li>• 2 - High</li> <li>• 3 - Medium</li> <li>• 4 - Low</li> </ul> |
| minDelaySubmissionInMins | Integer           | Time duration by which service now should delay submitting an incident for creating a case<br><br>Values can be in the range of 1 – 21600 minutes.   |

### Sample Output

#### Sample XML Output

```
<autosubmitpolicy
uri="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/131073">

  <id>131073</id>
  <domainId>2</domainId>
  <incidentsSubmitted>0</incidentsSubmitted>
  <devices>2</devices>
```

```

    <events>529</events>
    <filters>0</filters>
    <name>Test</name>
    <createdBy>super</createdBy>
    <enabled>true</enabled>
    <dampeningEnabled>true</dampeningEnabled>
    <method
href="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/131073/associateDevices"/>

    <method
href="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/131073/changeStatus"/>

    <method
href="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/131073/changeDampeningStatus"/>

    <devices
uri="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/131073/devices">

        <device href="/api/juniper/servicenow/device-management/devices/35005">

            <id>35005</id>
            <hostName>sn-space-mx240-sys1</hostName>
        </device>
        <device href="/api/juniper/servicenow/device-management/devices/35002">

            <id>35002</id>
            <hostName>srx-1400-sn2</hostName>
        </device>
    </devices>
    <events
uri="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/131073/events"/>

    <filters
uri="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/131073/filters"/>

    <submitCaseOptions>
        <caseCCList>
            <email>uthaya@juniper.net</email>
        </caseCCList>
        <siteId>0101381044</siteId>
        <caseCreationUserName>rudy.burke@avnet.com</caseCreationUserName>
        <followUpMethod>Email Full Text Update</followUpMethod>
        <priority>4-Low</priority>
        <minDelaySubmissionInMins>12</minDelaySubmissionInMins>
    </submitCaseOptions>
</autosubmitpolicy>

```

### Sample JSON Output

```

{
  "autosubmitpolicy": {
    "@uri":
"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/131073",

    "id": 131073,
    "domainId": 2,
    "incidentsSubmitted": 0,
    "devices": [
      2,
      {
        "@uri":

```

```

"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/131073/devices",

    "device": [
        {
            "@href":
"/api/juniper/servicenow/device-management/devices/35005",
            "id": 35005,
            "hostName": "sn-space-mx240-sys1"
        },
        {
            "@href":
"/api/juniper/servicenow/device-management/devices/35002",
            "id": 35002,
            "hostName": "srx-1400-sn2"
        }
    ]
},
"events": [
    529,
    {
        "@uri":
"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/131073/events"
    }
],
"filters": [
    0,
    {
        "@uri":
"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/131073/filters"
    }
],
"name": "Test",
"createdBy": "super",
"enabled": true,
"dampeningEnabled": true,
"method": [
    {
        "@href":
"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/131073/associateDevices"
    },
    {
        "@href":
"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/131073/changeStatus"
    },
    {
        "@href":
"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/131073/changeDampeningStatus"
    }
],
"submitCaseOptions": {
    "caseCCList": {
        "email": "uthaya@juniper.net"
    },
    "siteId": "0101381044",

```

```

        "caseCreationUserName": "rudy.burke@avnet.com",
        "followUpMethod": "Email Full Text Update",
        "priority": "4-Low",
        "minDelaySubmissionInMins": 12
      }
    }
  }
}

```

**Response Status Code**

| Message       | Description                             |
|---------------|---|
| 204 Not Found | Invalid auto submit policy ID specified |

**Related Documentation**

- [Get All Auto Submit Policies in Service Now on page 517](#)
- [Create an Auto Submit Policy on page 526](#)
- [Assign an Auto Submit Policy to Devices on page 536](#)
- [Get Devices Associated With an Auto Submit Policy on page 538](#)
- [Get Events Associated with an Auto Submit Policy on page 540](#)
- [Change Status of an Auto Submit Policy on page 544](#)
- [Change the Dampening Status of an Auto Submit Policy on page 545](#)
- [Export Incident Report of Auto Submit Policies on page 546](#)
- [Delete an Auto Submit Policy on page 547](#)
- [Auto Submit Policy Management REST API Overview on page 515](#)

## Create an Auto Submit Policy

Use this API to create an auto submit policy.

**URI**

`https://[host]/api/juniper/servicenow/autosubmit-policy-management/createAutoSubmitPolicy` (HTTP method = POST)

**Consumes**

- `application/vnd.juniper.servicenow.autosubmit-policy-management.createAutoSubmitPolicy+xml;version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.autosubmit-policy-management.createAutoSubmitPolicy+json;version=1; charset=UTF-8`

## Request Elements

| Element    | Type    | Description  |
|------------|---------|--|
| policyName | String  | Name of the auto submit policy   |
| devices    | devices | Collection of devices to which the auto submit policy is applied   |
| device     | device  | A device to which the auto submit policy is applied  |
| uri        | String  | URI of the device  |
| href       | String  | Link to the device   |
| events     | event   | Collection of events for which the auto submit policy is applied   |
| event      | event   | Event for which the auto submit policy is applied  |
| allEvents  | Boolean | <p>Indicates if all the events should be included in the auto submit policy.</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—All events that are supported by AI-Scripts are included in the auto submit policy.</li> <li>• false—All events that are supported by AI-Scripts are not included in the auto submit policy.</li> </ul> <p>If you set false for this option, you must specify the IDs of the events that you want to include in the auto submit policy.</p> |
| event      | event   | <p>Event for which the auto submit policy is applied</p> <p><b>NOTE:</b> This element need not be configured If allEvent element is set to true.</p>   |
| id         | Integer | ID of the event  |

| Element            | Type              | Description   |
|--------------------|-------------------|---|
| dampening          | String            | <p>Dampening status of the event</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Always—No incident is created in Service Now after the first occurrence of the event.</li> <li>• None—An Incident is created in Service Now for each occurrence of the event.</li> <li>• <i>Dampening interval</i>—Time interval for which an incident is not created for the event when the event recurs on a device.</li> </ul> <p>Dampening interval options provided are—1 hr–12 hr, 1 day – 5 days, 10 days, 15 days, 20 days, 25 days, 30 days, 45 days, 60 days, 90 days, and 120 days</p> |
| filters            | filter            | Collection of filters that are applied to the auto submit policy  |
| filter             | event             | A filter applied to the auto submit policy  |
| id                 | Integer           | ID of the filter applied to the auto submit policy  |
| submitCaseOptions  | submitCaseOptions | Options to submit an incident for creating a case in Juniper Support System (JSS)   |
| followUpMethod     | String            | <p>Method to be used for follow-up of the case</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• EMAIL_FULL_TEXT</li> <li>• EMAIL_SECURE_LINK</li> <li>• PHONE_CALL</li> </ul>   |
| priority           | String            | <p>Priority of the submitted incident</p> <p>Possible values—None, Critical, High, Medium, and Low</p>  |
| associatedCoreFile | Boolean           | <p>Flag to indicate if the incident is created because of issues with the core file</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Incident is created because of issues with the core file</li> <li>• false—Incident is not created because of issues with the core file</li> </ul>   |



| Element               | Type       | Description  |
|-----------------------|------------|--|
| uploadCoreFiles       | Boolean    | Flag to indicate if the core files should be uploaded to JSS or Service Now Partner <ul style="list-style-type: none"> <li>• true—Core files are uploaded to JSS or Service Now Partner</li> <li>• false—Core files are not uploaded to Service Now Partner</li> </ul>   |
| synopsisComments      | String     | Synopsis of the event  |
| descriptionComments   | String     | Description of the event   |
| caseCCList            | caseCCList | Collection of e-mail IDs to which the incident should be copied while submitting to JSS  |
| email                 | String     | E-mail ID of users to whom incident should be copied while submitting to JSS   |
| delaySubmissionInMins | Integer    | Time duration after which an incident should be submitted for creating a case<br><br>Values can be in the range of 1 – 21600 mins.   |
| domainId              | Integer    | ID of the domain to which the auto submit policy is to be created<br><br>This is an optional element. If no domain ID is provided, the auto submit policy is created in the Global domain.<br><br><b>NOTE:</b> The create request fails if a user does not have access to the Global domain and if no domain ID is provided with the create request. |

### Produces

- application/vnd.juniper.servicenow.autosubmit-policy-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.autosubmit-policy-management.servicenowmsg+json;version=1

### Response Elements

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Status message of the create auto submit policy job |

### Sample Input

## Sample XML Input

```

<autoSubmitPolicy>
  <policyName>Test_Pla</policyName>
  <devices>
    <device uri="/api/juniper/servicenow/device-management/devices/590809"
href="/api/juniper/servicenow/device-management/devices/590809" />
  </devices>
  <events>
    <allEvents>true</allEvents>
  <event>
    <id>32805</id>
    <dampening>1 hr</dampening>
  </event>
</events>
  <filters>
    <filter>
      <id>841243</id>
    </filter>
  </filters>
  <submitCaseOptions>
    <followUpMethod>EMAIL_FULL_TEXT</followUpMethod>
    <priority>Low</priority>
    <associatedCoreFile>true</associatedCoreFile>
    <uploadCoreFiles>false</uploadCoreFiles>
    <synopsisComments>synComm</synopsisComments>
    <descriptionComments>descComm</descriptionComments>
    <caseCCList>
      <email>user@example.com</email>
    </caseCCList>
    <delaySubmissionInMins>100</delaySubmissionInMins>
  </submitCaseOptions>
</autoSubmitPolicy>

```

## Sample JSON Input

```

{
  "autoSubmitPolicy": {
    "policyName": "Test91",
    "devices": {
      "device": {
        "@uri":
"/api/juniper/servicenow/device-management/devices/34672",
        "@href":
"/api/juniper/servicenow/device-management/devices/34672"
      }
    },
    "events": {
      "event": {
        "allEvents": "true",
        "dampening": "1 hr"
      }
    },
    "filters": {
      "filter": {
        "id": "841243",
      }
    },
    "submitCaseOptions": {
      "followUpMethod": "EMAIL_FULL_TEXT",
      "priority": "Low",
      "associatedCoreFile": "true",
      "uploadCoreFiles": "false",
      "synopsisComments": "synComm",
    }
  }
}

```

```

        "descriptionComments": "descComm",
        "caseCCList": {
            "email": "user@example.com",
        }
        "delaySubmissionInMins": "100"
    }
}

```

#### Sample Output

#### Sample XML Output

```

<servicenowmsg>
<msg>
Auto submit policy created successfully
</msg>
</servicenowmsg>

```

#### Sample JSON Output

```

{
  "servicenowmsg": { "msg": "Auto submit policy created successfully " }
}

```

#### Related Documentation

- [Get All Auto Submit Policies in Service Now on page 517](#)
- [Get Information About an Auto Submit Policy on page 521](#)
- [Modify an Auto Submit Policy on page 531](#)
- [Assign an Auto Submit Policy to Devices on page 536](#)
- [Get Devices Associated With an Auto Submit Policy on page 538](#)
- [Get Events Associated with an Auto Submit Policy on page 540](#)
- [Change Status of an Auto Submit Policy on page 544](#)
- [Change the Dampening Status of an Auto Submit Policy on page 545](#)
- [Delete an Auto Submit Policy on page 547](#)
- [Auto Submit Policy Management REST API Overview on page 515](#)

## Modify an Auto Submit Policy

Use this API to modify an auto submit policy.

#### URI

`https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/{id}/modify` (HTTP method = POST)

#### Consumes

- application/vnd.juniper.servicenow.autosubmit-policy-management.modifyAutoSubmitPolicy+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.autosubmit-policy-management.modifyAutoSubmitPolicy+json;version=1;charset=UTF-8

**Request Elements**

| Element    | Type    | Description  |
|------------|---------|--|
| policyName | String  | Name of the auto submit policy   |
| devices    | devices | Collection of devices to which the auto submit policy is applied   |
| device     | device  | A device to which the auto submit policy is applied  |
| uri        | String  | URI of the device  |
| href       | String  | Link to the device   |
| events     | event   | Collection of events for which the auto submit policy is applied   |
| event      | event   | Event for which the auto submit policy is applied  |
| allEvents  | Boolean | <p>Indicates if all the events should be included in the auto submit policy.</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—All events that are supported by AI-Scripts are included in the auto submit policy.</li> <li>• false—All events that are supported by AI-Scripts are not included in the auto submit policy.</li> </ul> <p>If you set false for this option, you must specify the IDs of the events that you want to include in the auto submit policy.</p> |
| event      | event   | <p>Event for which the auto submit policy is applied</p> <p><b>NOTE:</b> This element need not be configured If allEvent element is set to true.</p>   |
| id         | Integer | ID of the event  |

| Element            | Type              | Description   |
|--------------------|-------------------|---|
| dampening          | String            | <p>Dampening status of the event</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• NONE—An Incident is created in Service Now for each occurrence of the event.</li> <li>• ALWAYS—No incident is created in Service Now after the first occurrence of the event.</li> <li>• <i>Dampening interval</i>—Time interval for which an incident is not created for the event when the event recurs on a device.</li> </ul> <p>Dampening interval options provided are—1 hr–12 hr, 1 day – 5 days, 10 days, 15 days, 20 days, 25 days, 30 days, 45 days, 60 days, 90 days, and 120 days</p> |
| filters            | filter            | Collection of filters that are applied to the auto submit policy  |
| filter             | event             | A filter applied to the auto submit policy  |
| id                 | Integer           | ID of the filter applied to the auto submit policy  |
| submitCaseOptions  | submitCaseOptions | Options to submit an incident for creating a case in Juniper Support System (JSS)   |
| followUpMethod     | String            | <p>Method to be used for follow-up of the case</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• EMAIL_FULL_TEXT</li> <li>• EMAIL_SECURE_LINK</li> <li>• PHONE_CALL</li> </ul>   |
| priority           | String            | <p>Priority of the submitted incident</p> <p>Possible values—None, Critical, High, Medium, and Low</p>  |
| associatedCoreFile | Boolean           | <p>Flag to indicate if the incident is created because of issues with the core file</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Incident is created because of issues with the core file</li> <li>• false—Incident is not created because of issues with the core file</li> </ul>   |

| Element               | Type       | Description  |
|-----------------------|------------|--|
| uploadCoreFiles       | Boolean    | Flag to indicate if the core files should be uploaded to JSS or Service Now Partner <ul style="list-style-type: none"> <li>• true—Core files are uploaded to JSS or Service Now Partner</li> <li>• false—Core files are not uploaded to Service Now Partner</li> </ul>   |
| synopsisComments      | String     | Synopsis of the event  |
| descriptionComments   | String     | Description of the event   |
| caseCCList            | caseCCList | Collection of e-mail IDs to which the incident should be copied while submitting to JSS  |
| email                 | String     | E-mail ID of users to whom incident should be copied while submitting to JSS   |
| delaySubmissionInMins | Integer    | Time duration after which an incident should be submitted for creating a case<br><br>Values can be in the range of 1 – 21600 mins.   |
| domainId              | Integer    | ID of the domain to which the auto submit policy is to be created<br><br>This is an optional element. If no domain ID is provided, the auto submit policy is created in the Global domain.<br><br><b>NOTE:</b> The create request fails if a user does not have access to the Global domain and if no domain ID is provided with the create request. |

#### Produces

- application/vnd.juniper.servicenow.autosubmit-policy-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.autosubmit-policy-management.servicenowmsg+json;version=1

#### Response Elements

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Status message of the modify auto submit policy job |

#### Sample Input

## Sample XML Input

```

<autoSubmitPolicy>
  <policyName>Test_Pla</policyName>
  <devices>
    <device uri="/api/juniper/servicenow/device-management/devices/590809"
href="/api/juniper/servicenow/device-management/devices/590809" />
  </devices>
  <events>
    <allEvents>true</allEvents>
  <event>
    <id>32805</id>
    <dampening>1 hr</dampening>
  </events>
  <submitCaseOptions>
    <followUpMethod>EMAIL_FULL_TEXT</followUpMethod>
    <priority>Low</priority>
    <associatedCoreFile>true</associatedCoreFile>
    <uploadCoreFiles>false</uploadCoreFiles>
    <synopsisComments>synComm</synopsisComments>
    <descriptionComments>descComm</descriptionComments>
    <caseCCList>
      <email>user@example.com</email>
    </caseCCList>
    <delaySubmissionInMins>100</delaySubmissionInMins>
  </submitCaseOptions>
</autoSubmitPolicy>

```

## Sample JSON Input

```

{
  "autoSubmitPolicy": {
    "policyName": "Test91",
    "devices": {
      "device": {
        "@uri":
"/api/juniper/servicenow/device-management/devices/34672",
        "@href":
"/api/juniper/servicenow/device-management/devices/34672"
      }
    },
    "events": {
      "event": {
        "allEvents": "true",
        "dampening": "1 hr"
      }
    },
    "filters": {
      "filter": {
        "id": "841243",
      }
    },
    "submitCaseOptions": {
      "followUpMethod": "EMAIL_FULL_TEXT",
      "priority": "Low",
      "associatedCoreFile": "true",
      "uploadCoreFiles": "false",
      "synopsisComments": "synComm",
      "descriptionComments": "descComm",
      "caseCCList": {
        "email": "user@example.com",
      }
    },
    "delaySubmissionInMins": "100"
  }
}

```

```
}
}
```

#### Sample Output

#### Sample XML Output

```
<servicenowmsg>
<msg>
Auto submit policy modified successfully
</msg>
</servicenowmsg>
```

#### Sample JSON Output

```
{
  "servicenowmsg": { "msg": "Auto submit policy modified successfully " }
}
```

#### Related Documentation

- [Create an Auto Submit Policy on page 526](#)
- [Get All Auto Submit Policies in Service Now on page 517](#)
- [Get Information About an Auto Submit Policy on page 521](#)
- [Modify an Auto Submit Policy on page 531](#)
- [Assign an Auto Submit Policy to Devices on page 536](#)
- [Get Devices Associated With an Auto Submit Policy on page 538](#)
- [Get Events Associated with an Auto Submit Policy on page 540](#)
- [Change Status of an Auto Submit Policy on page 544](#)
- [Change the Dampening Status of an Auto Submit Policy on page 545](#)
- [Delete an Auto Submit Policy on page 547](#)
- [Auto Submit Policy Management REST API Overview on page 515](#)

## Assign an Auto Submit Policy to Devices

Use this API to assign an auto submit policy to devices for submitting incidents, generated for the devices, automatically to Juniper Support System (JSS) or Service Now partner.

#### URI

[https://\[host\]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/{id}/associateDevices](https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/{id}/associateDevices) (HTTP method = POST)

#### URI Parameters

| Parameter | Type    | Required | Description                  |
|-----------|---------|----------|------------------------------|
| id        | Integer | Yes      | ID of the auto submit policy |



**Consumes**

- application/vnd.juniper.servicenow.autosubmit-policy-management.associateddevices+xml;version=1;charset=UTF-8 for XML request
- application/vnd.juniper.servicenow.autosubmit-policy-management.associateddevices+json;version=1;charset=UTF-8 for JSON request

**Request Elements**

| Parameter | Type   | Description  |
|-----------|--------|--|
| devices   | device | Collection of devices to which the auto submit policy must be assigned |
| device    | device | A device to which the auto submit policy must be assigned              |
| href      | String | Link to the device   |

**Produces**

- application/vnd.juniper.servicenow.autosubmit-policy-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.autosubmit-policy-management.servicenowmsg+json;version=1

**Response Elements**

| Parameter | Type   | Description   |
|-----------|--------|---|
| msg       | String | Status message of the assign an auto submit policy to devices job |

**Sample Input****Sample XML Input**

```
<associateDevices>
  <devices>
    <device
href="/api/juniper/servicenow/device-management/devices/163840"/>
    <device
href="/api/juniper/servicenow/device-management/devices/163841"/>
  </devices>
</associateDevices>
```

**Sample JSON Input**

```
{
  "associateDevices": {
    "devices": {
      "device": [{
        "@href": "/api/juniper/servicenow/device-management/devices/163840"
```

```

    },
    {
      "@href": "/api/juniper/servicenow/device-management/devices/163841"
    }
  ]
}
}
}

```

**Sample Output****Sample XML Output**

```

<servicenowmsg>
  <msg>Devices associated successfully to auto submit policy</msg>
</servicenowmsg>

```

**Response Status Code**

| Message         | Description                  |
|-----------------|------------------------------|
| 404 Not Found   | Invalid device ID specified. |
| 400 Bad Request | Invalid request.             |

**Related Documentation**

- [Get All Auto Submit Policies in Service Now on page 517](#)
- [Get Information About an Auto Submit Policy on page 521](#)
- [Create an Auto Submit Policy on page 526](#)
- [Get Devices Associated With an Auto Submit Policy on page 538](#)
- [Get Events Associated with an Auto Submit Policy on page 540](#)
- [Change Status of an Auto Submit Policy on page 544](#)
- [Change the Dampening Status of an Auto Submit Policy on page 545](#)
- [Export Incident Report of Auto Submit Policies on page 546](#)
- [Delete an Auto Submit Policy on page 547](#)
- [Auto Submit Policy Management REST API Overview on page 515](#)

## Get Devices Associated With an Auto Submit Policy

An auto submit policy enables incidents that occur on devices to be submitted to Juniper Support Systems (JSS) or Service Now partner automatically for creating a technical support case.

Use this API to retrieve all devices associated with a specific auto submit policy.

**URI**

`https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/{id}/devices` (HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the auto submit policy for which information about associated devices are to be retrieved |

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.autosubmit-policy-management.devices+xml;version=1`
- `application/vnd.juniper.servicenow.autosubmit-policy-management.devices+json;version=1`

#### Response Elements

| Element  | Type    | Description  |
|----------|---------|--|
| uri      | String  | Link to the collection of devices associated with the auto submit policy |
| device   | device  | A device in the collection   |
| key      | Integer | ID of the device   |
| href     | String  | Link to the device   |
| hostName | Integer | Device hostname  |

#### Sample Output

#### Sample XML Output

```
<devices
  uri="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/360457/devices">
    <device key="360448"
      href="/api/juniper/servicenow/device-management/devices/360448">
      <hostName>EX4200.24T.180</hostName>
    </device>
    <device key="360449"
      href="/api/juniper/servicenow/device-management/devices/360449">
      <hostName>ex-4200.50.182</hostName>
    </device>
  </devices>
```

**Sample JSON Output**

```
{
  "devices":{
    "@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/360457/devices",
    "device":[
      {
        "@key":"360448",
        "@href":"/api/juniper/servicenow/device-management/devices/360448",
        "hostname":"EX4200.24T.180"
      },
      {
        "@key":"360449",
        "@href":"/api/juniper/servicenow/device-management/devices/360449",
        "hostname":"ex-4200.50.182"
      }
    ]
  }
}
```

**Response Status Code**

| Message                   | Description  |
|---------------------------|--|
| 500 Internal Server Error | No devices are associated with the specified auto submit policy. |

**Related Documentation**

- [Create an Auto Submit Policy on page 526](#)
- [Assign an Auto Submit Policy to Devices on page 536](#)
- [Get Events Associated with an Auto Submit Policy on page 540](#)
- [Change Status of an Auto Submit Policy on page 544](#)
- [Change the Dampening Status of an Auto Submit Policy on page 545](#)
- [Auto Submit Policy Management REST API Overview on page 515](#)

**Get Events Associated with an Auto Submit Policy**

An auto submit policy enables incidents that occur on devices to be submitted to JSS or Service Now partner automatically for creating a technical support case. Use this API to retrieve all events associated with a specific auto submit policy.

**URI**

`https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/{id}/events` (HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the auto submit policy for which information about associated events must be retrieved |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.autosubmit-policy-management.events+xml;version=2
- application/vnd.juniper.servicenow.autosubmit-policy-management.events+json;version=2

**Response**

| Element          | Type    | Description   |
|------------------|---------|---|
| uri              | String  | URI to the collection of events associated with the auto submit policy  |
| size             | Integer | Number of records in the collection   |
| event            | event   | An event associated with the auto submit policy   |
| name             | String  | Event name.   |
| category         | String  | Event category.   |
| type             | String  | Event type.<br><br>Possible values: <ul style="list-style-type: none"> <li>• Software failure</li> <li>• Hardware failure</li> <li>• Resource exhaustion</li> </ul> |
| subType          | String  | Event subtype.  |
| briefDescription | String  | A terse description of the event.   |
| eventDescription | String  | A detailed description of the event.  |
| minimumVersion   | String  | Minimum version of Junos in which event is enabled.   |

| Element   | Type   | Description  |
|-----------|--------|--|
| dampening | String | <p>Dampening status of the event</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• None—An Incident is created in Service Now for each occurrence of the event.</li> <li>• Always—No incident is created in Service Now after the first occurrence of the event.</li> <li>• Dampening interval—Time interval for which an incident is not created for the event when the event recurs.</li> </ul> |

### Sample Output

#### Sample XML Output

```
<events size="2"
uri="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies
/360457/events">
  <event>
    <name>ACCT_XFER_POPEN_FAIL</name>
    <fileName>ACCT_XFER_POPEN_FAIL.slax</fileName>
    <category>ACCT</category>
    <type>Software Failure</type>
    <subType>Communication Error</subType>
    <briefDescription>ACCT_XFER_POPEN_FAIL</briefDescription>
    <eventDescription>A call to the popen() function failed when
the accounting statistics process invoked the indicated command to transfer
the indicated file.</eventDescription>
    <activateDescription>Capture ACCT_XFER_POPEN_FAIL
Events</activateDescription>
    <featureName>ACCT_XFER_POPEN_FAIL.slax</featureName>
    <minimumVersion>9.4</minimumVersion>
    <helpText>ACCT_XFER_POPEN_FAIL</helpText>
    <dampening>1 hr</dampening>
  </event>
  <event>
    <name>CONNECTION_CHASSISD_FAIL</name>
    <fileName>CONNECTION_CHASSISD_FAIL.slax</fileName>
    <category>ALARMD</category>
    <type>Software Failure</type>
    <subType>Initialization failure</subType>
    <briefDescription>CONNECTION_CHASSISD_FAIL</briefDescription>
    <eventDescription>The alarm process (alarmd) was unable to
connect to the chassis process (chassisd).</eventDescription>
    <activateDescription>Capture CONNECTION_CHASSISD_FAIL
Events</activateDescription>
    <featureName>CONNECTION_CHASSISD_FAIL.slax</featureName>
    <minimumVersion>9.5</minimumVersion>
    <helpText>SW-common-2:CONNECTION_CHASSISD_FAIL</helpText>
    <dampening>None</dampening>
  </event>
</events>
```

#### Sample JSON Output

```
{
  "events":{
```

```

"@size": "2",

"@uri": "/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/360457/events",
  "event": [
    {
      "name": "ACCT_XFER_POPEN_FAIL",
      "filename": "ACCT_XFER_POPEN_FAIL.slax",
      "category": "ACCT",
      "type": "Software Failure",
      "subtype": "Communication Error",
      "briefdescription": "ACCT_XFER_POPEN_FAIL",
      "eventdescription": "A call to the popen() function failed when the accounting statistics process invoked the indicated command to transfer the indicated file. ",
      "activatedescription": "Capture ACCT_XFER_POPEN_FAIL Events",
      "featurename": "ACCT_XFER_POPEN_FAIL.slax",
      "minimumversion": "9.4",
      "helptext": "ACCT_XFER_POPEN_FAIL",
      "dampening": "1 hr"
    },
    {
      "name": "CONNECTION_CHASSISD_FAIL",
      "filename": "CONNECTION_CHASSISD_FAIL.slax",
      "category": "ALARMD",
      "type": "Software Failure",
      "subtype": "Initialization failure",
      "briefdescription": "CONNECTION_CHASSISD_FAIL",
      "eventdescription": "The alarm process (alarmd) was unable to connect to the chassis process (chassisd). ",
      "activatedescription": "Capture CONNECTION_CHASSISD_FAIL Events",
      "featurename": "CONNECTION_CHASSISD_FAIL.slax",
      "minimumversion": "9.5",
      "helptext": "SW-common-2:CONNECTION_CHASSISD_FAIL"
    },
    {
      "dampening": "None"
    }
  ]
}

```

#### Response Status Code

| Message                   | Description   |
|---------------------------|---|
| 500 Internal Server Error | No events are associated with the specified auto submit policy. |

#### Related Documentation

- [Create an Auto Submit Policy on page 526](#)
- [Assign an Auto Submit Policy to Devices on page 536](#)
- [Get Devices Associated With an Auto Submit Policy on page 538](#)
- [Change Status of an Auto Submit Policy on page 544](#)
- [Change the Dampening Status of an Auto Submit Policy on page 545](#)

- [Auto Submit Policy Management REST API Overview on page 515](#)

## Change Status of an Auto Submit Policy

Use this API to enable and disable an auto submit policy.

### URI

`https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/{id}/changeStatus` (HTTP method = POST)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the auto submit policy that is to be enabled or disabled |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.task-management.task+xml;version=1`
- `application/vnd.juniper.servicenow.task-management.task+json;version=1`

### Response Elements

| Element | Type    | Description                                      |
|---------|---------|--|
| href    | String  | Link to the auto submit policy status change job |
| id      | Integer | ID of the status change job                      |

### Sample Output

#### Sample XML Output

```
<task href="/api/space/juniper/task-management/tasks/77962">
  <id>77962</id>
</task>
```

#### Sample JSON Output

```
{
  "task": {
    "@href": "/api/space/juniper/task-management/tasks/77962",
    "id": "77962"
  }
}
```



**Related Documentation**

- [Create an Auto Submit Policy on page 526](#)
- [Assign an Auto Submit Policy to Devices on page 536](#)
- [Change the Dampening Status of an Auto Submit Policy on page 545](#)
- [Auto Submit Policy Management REST API Overview on page 515](#)

## Change the Dampening Status of an Auto Submit Policy

Use this API to change the dampening status of an auto submit policy. Changing the dampening status involves allowing dampening, disabling dampening, or modifying the dampening duration.

**URI**

`https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/{id}/changeDampeningStatus` (HTTP method = POST)

**URI Parameters**

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the auto submit policy for which dampening status is to be changed |

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.task-management.task+xml;version=1`
- `application/vnd.juniper.servicenow.task-management.task+json;version=1`

**Response Elements**

| Element | Type   | Description                                   |
|---------|--------|---|
| msg     | String | Status message of change dampening status job |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg> Policy Dampening Status changed successfully</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": { "msg": " Policy Dampening Status changed successfully"
```

```
}  
}
```

**Related  
Documentation**

- [Create an Auto Submit Policy on page 526](#)
- [Get Events Associated with an Auto Submit Policy on page 540](#)
- [Change Status of an Auto Submit Policy on page 544](#)
- [Export Incident Report of Auto Submit Policies on page 546](#)
- [Auto Submit Policy Management REST API Overview on page 515](#)

## Export Incident Report of Auto Submit Policies

Use this API to export incident reports of auto submit policies. The incident report contains the auto submit policies used for submitting incidents to Juniper Support System (JSS).

**URI**

`https://[host]/api/juniper/servicenow/autosubmit-policy-management/  
autosubmitpolicies/exportIncidentsReport` (HTTP method = POST)

**Consumes**

- `application/vnd.juniper.servicenow.autosubmit-policy-management.  
exportAutoSubmitPolicy+xml;version=1`
- `application/vnd.juniper.servicenow.autosubmit-policy-management.  
exportAutoSubmitPolicy+json;version=1`

**Request Elements**

| Element                         | Type                          | Description  |
|---------------------------------|-------------------------------|--|
| <code>autoSubmitPolicies</code> | <code>autoSubmitPolicy</code> | Collection of auto submit policies for which incident report is to be exported |
| <code>autoSubmitPolicy</code>   | <code>autoSubmitPolicy</code> | An auto submit policy  |
| <code>uri</code>                | String                        | URI of the auto submit policy  |
| <code>href</code>               | String                        | Link to the auto submit policy   |

**Produces**

Multipart/form-data

**Sample Input**

**Sample XML Input**

```
<exportAutoSubmitPolicy>
  <autoSubmitPolicies>
    <autoSubmitPolicy uri="
/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/76241"
    />
  </autoSubmitPolicies>
</exportAutoSubmitPolicy>
```

**Sample JSON Input**

```
{
  "exportAutoSubmitPolicy": {
    "autoSubmitPolicies": {
      "autoSubmitPolicy": {
        "@uri":
"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/76241"
      }
    }
  }
}
```

**Sample Output**

A file with the extension \*.xls is returned in response to the request. The file contains the incidents submitted using the requested auto submit policies.

**Related Documentation**

- [Assign an Auto Submit Policy to Devices on page 536](#)
- [Get Devices Associated With an Auto Submit Policy on page 538](#)
- [Get Events Associated with an Auto Submit Policy on page 540](#)
- [Change Status of an Auto Submit Policy on page 544](#)
- [Change the Dampening Status of an Auto Submit Policy on page 545](#)
- [Auto Submit Policy Management REST API Overview on page 515](#)

## Delete an Auto Submit Policy

Use this API to delete an auto submit policy from Junos Space Service Now.

**URI**

https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/{id} (HTTP method = DELETE)

**URI Parameters**

| Parameter | Type    | Required | Description                                |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the auto submit policy to be deleted |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.autosubmit-policy-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.autosubmit-policy-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Status message of the delete auto submit policy job |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg>AutoSubmitPolicy deleted successfully</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": { "msg": "AutoSubmitPolicy deleted successfully" }
}
```

**Related Documentation**

- [Get All Auto Submit Policies in Service Now on page 517](#)
- [Get Information About an Auto Submit Policy on page 521](#)
- [Create an Auto Submit Policy on page 526](#)
- [Auto Submit Policy Management REST API Overview on page 515](#)

## CHAPTER 19

# Auto Submit Filter APIs

- [Auto Submit Filter Management REST API Overview on page 549](#)
- [Get All Auto Submit Filters on page 551](#)
- [Get Information About an Auto Submit Filter on page 554](#)
- [Create a Basic Auto Submit Filter on page 560](#)
- [Create an Advanced Auto Submit Filter on page 566](#)
- [Modify a Basic Auto Submit Filter on page 572](#)
- [Modify an Advanced Auto Submit Filter on page 577](#)
- [Delete an Auto Submit Filter on page 581](#)
- [Delete All or Selected Auto Submit Filters on page 582](#)
- [Enable All or Selected Auto Submit Filters on page 584](#)
- [Enable an Auto Submit Filter on page 586](#)
- [Disable All or Selected Auto Submit Filters on page 587](#)
- [Disable an Auto Submit Filter on page 589](#)
- [Reorder Auto Submit Filters on page 590](#)
- [Export All or Selected Auto Submit Filters on page 592](#)
- [Import Auto Submit Filters on page 594](#)

## Auto Submit Filter Management REST API Overview

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The Auto Submit Filter Management service allows you to create, retrieve details, delete and enable or disable an auto submit filter. The **autosubmit-filter-management** resources are available at [https://\[host\]/api/juniper/servicenow/autosubmit-filter-management](https://[host]/api/juniper/servicenow/autosubmit-filter-management).

### URI

[https://\[host\]/api/juniper/servicenow/autosubmit-filter-management](https://[host]/api/juniper/servicenow/autosubmit-filter-management) (HTTP method = GET)

### Produces

- `application/vnd.juniper.servicenow.autosubmit-filter-management+xml;version=1`
- `application/vnd.juniper.servicenow.autosubmit-filter-management+json;version=1`

## Sample Output

### Sample XML Output

```
<servicenow-autosubmit-filter-management>
  <method href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters" />
  <method href=
"/api/juniper/servicenow/autosubmit-filter-management/createBasicFilter" />
  <method href=
"/api/juniper/servicenow/autosubmit-filter-management/createAdvancedFilter"
/>
  <method href= "/api/juniper/servicenow/autosubmit-filter-management/import"
/>
  <method href=
"/api/juniper/servicenow/autosubmit-filter-management/encodePerlFile" />
  <method href=
"/api/juniper/servicenow/autosubmit-filter-management/decodePerlFile" />
</servicenow-autosubmit-filter-management>
```

### Sample JSON Output

```
{
  "servicenow-incident-filter-management": {
    "method": [
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/incidentFilters"
      },
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/createBasicFilter"
      },
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/createAdvancedFilter"
      },
      {
        "@href": "/api/juniper/servicenow/incident-filter-management/import"
      },
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/encodePerlFile"
      },
      {
        "@href":
"/api/juniper/servicenow/incident-filter-management/decodePerlFile"
      }
    ]
  }
}
```

The Auto Submit Filter Management service provides the following APIs:

- [Get All Auto Submit Filters on page 551](#)
- [Get Information About an Auto Submit Filter on page 554](#)
- [Create a Basic Auto Submit Filter on page 560](#)
- [Create an Advanced Auto Submit Filter on page 566](#)
- [Modify a Basic Auto Submit Filter on page 572](#)

- [Modify an Advanced Auto Submit Filter on page 577](#)
- [Delete an Auto Submit Filter on page 581](#)
- [Delete All or Selected Auto Submit Filters on page 582](#)
- [Enable All or Selected Auto Submit Filters on page 584](#)
- [Enable an Auto Submit Filter on page 586](#)
- [Disable All or Selected Auto Submit Filters on page 587](#)
- [Disable an Auto Submit Filter on page 589](#)
- [Reorder Auto Submit Filters on page 590](#)
- [Export All or Selected Auto Submit Filters on page 592](#)
- [Import Auto Submit Filters on page 594](#)

#### Related Documentation

- [Auto Submit Policy Management REST API Overview on page 515](#)
- [Incident Filter Management REST API Overview on page 395](#)

## Get All Auto Submit Filters

Use this API to retrieve information about all the auto submit filters configured in Junos Space Service Now.

#### URI

`https://[host]/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters`  
(HTTP method = GET)

#### URI Parameters

None

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.autosubmit-filter-management.filters+xml;version=1`
- `application/vnd.juniper.servicenow.autosubmit-filter-management.filters+json;version=1`

#### Response Elements

| Element | Type    | Description                                     |
|---------|---------|---|
| uri     | String  | URI to the collection of auto submit filters    |
| size    | Integer | Number of auto submit filters in the collection |

| Element     | Type    | Description  |
|-------------|---------|--|
| filter      | filter  | An auto submit filter  |
| href        | String  | Link to the auto submit filter   |
| uri         | String  | URI of the auto submit filter  |
| id          | Integer | ID of the auto submit filter   |
| name        | String  | Name of the auto submit filter   |
| type        | String  | Type of auto submit filter<br><br>Possible values: <ul style="list-style-type: none"> <li>• Basic</li> <li>• Advanced</li> </ul>   |
| action      | String  | Action defined in the auto submit filter<br><br>Possible values: <ul style="list-style-type: none"> <li>• Submit Case</li> <li>• Do Not Submit Case</li> <li>• Associate to an Existing Case</li> </ul>  |
| createdBy   | String  | User who created the auto submit filter  |
| lastUpdated | String  | Date and time (in the yyyy-dd-mm hh:mm:ss timezone format) when the auto submit filter was last updated  |
| created     | String  | Date and time (in the yyyy-dd-mm hh:mm:ss timezone format) when the auto submit filter was created   |
| priority    | String  | Order in which the auto submit filter is applied to incidents  |
| status      | String  | Status of the auto submit filter.<br><br>Possible values: <ul style="list-style-type: none"> <li>• Enabled—The auto submit filter can be applied to incidents</li> <li>• Disabled—The auto submit filter cannot be applied to incidents</li> </ul> |
| method      | String  | Methods applicable to the auto submit filter   |

#### Sample Output

#### Sample XML Output

```
<filters
  uri="/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters"
  size="1">
```



```

<filter href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/689609"

uri="/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/689609"
  key="689609">
<id>689609</id>
<name>junos</name>
<type>Basic</type>
<action>Submit Case</action>
<createdBy>super</createdBy>
<lastUpdated>2017-06-09 06:05:52 UTC</lastUpdated>
<created>2017-06-09 05:30:41 UTC</created>
<priority>2</priority>
<status>Enabled</status>
</filter>
<method href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/delete"
/>
<method href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/enable"
/>
<method href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/disable"
/>
<method href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/export"
/>
<method href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/reorder"
/>
</filters>

```

### Sample JSON Output

```

{
  "filters": {
    "@uri":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters",
    "@size": "1",
    "filter": {
      "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/689609",
      "@uri":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/689609",
      "@key": "689609",
      "id": 689609,
      "name": "junos",
      "type": "Basic",
      "action": "Submit Case",
      "createdBy": "super",
      "lastUpdated": "2017-06-09 06:05:52 UTC",
      "created": "2017-06-09 05:30:41 UTC",
      "priority": 2,
      "status": "Enabled"
    },
    "method": [
      {
        "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/delete"

```

```

    },
    {
      "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/enable"
    },
    {
      "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/disable"
    },
    {
      "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/export"
    },
    {
      "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/reorder"
    }
  ]
}

```

- Related Documentation**
- [Service Now Auto Submit Filters Overview](#)
  - [Viewing Auto Submit Filters](#)

## Get Information About an Auto Submit Filter

Use this API to retrieve information about a specific auto submit filter in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/{filterId}` (HTTP method = GET)

### URI Parameters

| Element  | Type    | Required | Description   |
|----------|---------|----------|---|
| filterId | Integer | Yes      | ID of the auto submit filter for which information is to be retrieved |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.autosubmit-filter-management.filter+xml;version=1`

- application/vnd.juniper.servicenow.autosubmit-filter-management.filter+json;version=1

### Response Elements

| Element                 | Type                    | Description   |
|-------------------------|-------------------------|---|
| uri                     | String                  | URI of the filter   |
| id                      | Integer                 | ID of the filter  |
| domainId                | Integer                 | ID of the domain to which the filter is assigned  |
| name                    | String                  | Name of the filter  |
| type                    | String                  | Type of filter<br>Possible value—Basic  |
| action                  | String                  | Action defined for the filter<br>Possible values: <ul style="list-style-type: none"> <li>• SubmitCase</li> <li>• DoNotSubmitCase</li> <li>• AssociateToAnExistingCase</li> </ul>                          |
| createdBy               | String                  | User who created the filter   |
| lastUpdated             | String                  | Date and time (in the yyyy-mm-dd hh:mm:ss timezone format) when the filter was last updated   |
| Created                 | String                  | Date and time (in the yyyy-mm-dd hh:mm:ss timezone format) when the filter was created  |
| priority                | Integer                 | Order in which the auto submit filter is applied to incidents   |
| status                  | String                  | Status of the filter<br>Possible values: <ul style="list-style-type: none"> <li>• Enabled—The filter can be applied to incidents</li> <li>• Disabled—The filter cannot be applied to incidents</li> </ul> |
| advancedFilterAttribute | advancedFilterAttribute | Attributes and conditions defining the filter<br><br><b>NOTE:</b> advancedFilterAttribute is applicable only for advanced auto submit filters   |

| Element          | Type            | Description  |
|------------------|-----------------|--|
| inputParams      | String          | Attributes of an Incident used to define the filter terms<br><br><b>NOTE:</b> inputParams is applicable only for advanced auto submit filters  |
| perlFileContent  | String          | Perl script defining the filter logic<br><br><b>NOTE:</b> perlFileContent is applicable only for advanced auto submit filters  |
| perlFileName     | String          | Name of the Perl script file<br><br><b>NOTE:</b> perlFileName is applicable only for advanced auto submit filters  |
| termCriteria     | String          | Criterion for implementing the action defined in the filter<br><br>Possible values: <ul style="list-style-type: none"><li>• AND—The action defined in the filter is applied to an incident only when the incident matches all the terms defined in the filter</li><li>• OR—Action defined in the filter is applied to an incident when the incident matches any term defined in the filter</li></ul> |
| filterAttribute  | String          | List of incident attributes used in the filter   |
| filterAttributes | filterAttribute | Incident attributes used for filtering   |
| name             | String          | Name of the filter attribute   |

| Element   | Type   | Description  |
|-----------|--------|--|
| condition | String | <p>Condition of the filter term</p> <p>A filter attribute condition defines the conditions such as words that can be present or not present in an event synopsis, the date before or after which the event should occur, or specific platforms.</p> <p>Possible values—Include, DoesNotInclude, Is, IsNot, Before, After, On, StartsWith, EndsWith, LessThan, and GreaterThan</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>When the name element is set to EventOccuredDate, the possible values for the condition element are Before, After, and On.</li> <li>When the name element is set to DeviceIP, the possible values for the condition element are Is, IsNot, LessThan, and GreaterThan</li> </ul> |
| value     | String | Reference value of the attribute considered for filtering  |
| method    | String | Methods applicable to the filter   |

#### Sample Output When a Basic Auto Submit Filter is Retrieved

##### Sample XML Output

```

<filter
  uri="/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703958">
  <id>703958</id>
  <domainId>2</domainId>
  <name>test_basic_filter</name>
  <type>Basic</type>
  <action>SubmitCase</action>
  <createdBy>super</createdBy>
  <lastUpdated>2017-06-14 11:37:29 UTC</lastUpdated>
  <created>2017-06-14 11:37:29 UTC</created>
  <priority>3</priority>
  <status>Enabled</status>
  <termCriteria>AND</termCriteria>

  <filterAttribute>
    Event Type includes Memory Consumption Entity includes re0
  </filterAttribute>
  <method href=
    "/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703958/modify"
  />
  <method href=
    "/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703958/enable"
  />
  <method href=
    "/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703958/disable"
  />

```

```
</filter>
```

### Sample JSON Output

```
{
  "filter": {
    "@uri":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703958",

    "id": 703958,
    "domainId": 2,
    "name": "test_basic_filter",
    "type": "Basic",
    "action": "SubmitCase",
    "createdBy": "super",
    "lastUpdated": "2017-06-14 11:37:29 UTC",
    "created": "2017-06-14 11:37:29 UTC",
    "priority": 3,
    "status": "Enabled",
    "termCriteria": "AND",
    "filterAttribute": "Event Type includes Memory Consumption \nEntity includes
re0 \n",
    "method": [
      {
        "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703958/modify"
      },
      {
        "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703958/enable"
      },
      {
        "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703958/disable"
      }
    ]
  }
}
```

### Sample Output When an Advanced Auto Submit Filter is Retrieved

### Sample XML Output

```
<filter
uri="/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703961">
<id>703961</id>
<domainId>2</domainId>
<name>test</name>
<type>Advanced</type>
<action>SubmitCase</action>
<createdBy>super</createdBy>
<lastUpdated>2017-06-14 11:40:08 UTC</lastUpdated>
<created>2017-06-14 11:40:08 UTC</created>
<priority>4</priority>
<status>Enabled</status>

<advancedFilterAttribute>
```

```

<inputParams>
eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform
:entity:junosVersion:eventTime:deviceId
</inputParams>

<perlFileContent>
IyEvdXNyL ... Cg0KDQo=
</perlFileContent>
<perlFileName>advance_filters.pl</perlFileName>
</advancedFilterAttribute>
<method href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703961/modify"
/>
<method href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703961/enable"
/>
<method href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703961/disable"
/>
</filter>

```

### Sample JSON Output

```

{
  "filter": {
    "@uri":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703961",

    "id": 703961,
    "domainId": 2,
    "name": "test",
    "type": "Advanced",
    "action": "SubmitCase",
    "createdBy": "super",
    "lastUpdated": "2017-06-14 11:40:08 UTC",
    "created": "2017-06-14 11:40:08 UTC",
    "priority": 4,
    "status": "Enabled",
    "advancedFilterAttribute": {
      "inputParams":
"eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform:
entity:junosVersion:eventTime:deviceId",
      "perlFileContent": "IyEvdXNyL ... Cg0KDQo==",
      "perlFileName": "advance_filters.pl"
    },
    "method": [
      {
        "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703961/modify"
      },
      {
        "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703961/enable"
      },
      {
        "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703961/disable"
      }
    ]
  }
}

```

```
}
  ]
}
}
```

- Related Documentation**
- [Service Now Auto Submit Filters Overview](#)
  - [Viewing Auto Submit Filters](#)

## Create a Basic Auto Submit Filter

Use this API to create a basic auto submit filter in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/autosubmit-filter-management/createBasicFilter`  
(HTTP method = POST)

### URI Parameters

None

### Consumes

- `application/vnd.juniper.servicenow.autosubmit-filter-management.filter+xml;version=1;charset=UTF-8`
- `application/vnd.juniper.servicenow.autosubmit-filter-management.filter+json;version=1;charset=UTF-8`

### Request Elements

| Element | Type   | Description   |
|---------|--------|---|
| name    | String | Name of the basic auto submit filter  |
| action  | String | Action to be taken on an incident.<br><br>Possible values: <ul style="list-style-type: none"><li>• SubmitCase</li><li>• DoNotSubmitCase</li><li>• AssociateToAnExistingCase</li></ul> |
| caseID  | String | ID of case with which the incident must be associated.<br><br><b>NOTE:</b> This element is required only when the filter action is set to AssociateToAnExistingCase                   |



| Element          | Type            | Description  |
|------------------|-----------------|--|
| termCriteria     | String          | <p>Criterion for implementing the action defined in the filter</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• AND—The action defined in the filter is applied to an incident only when the incident matches all the terms defined in the filter</li> <li>• OR—The action defined in the filter is applied to an incident when the incident matches any term defined in the filter</li> </ul>   |
| filterAttributes | filterAttribute | Attributes defined for filtering an incident   |
| name             | String          | <p>Name of the incident attribute</p> <p>Possible values—EventType, EventSynopsis, Description, DeviceName, Platform, Entity, EventOccuredDate, DeviceIP, and DeviceID</p>   |
| condition        | String          | <p>Condition of the filter term</p> <p>A filter attribute condition defines the conditions such as words that can be present or not present in an event synopsis, the date before or after which the event should occur, or specific platforms.</p> <p>Possible values—Include, DoesNotInclude, Is, IsNot, Before, After, On, StartsWith, EndsWith, LessThan, and GreaterThan</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>• When the name element is set to EventOccuredDate, the possible values for the condition element are Before, After, and On.</li> <li>• When the name element is set to DeviceIP, the possible values for the condition element are Is, IsNot, LessThan, and GreaterThan</li> </ul> |
| value            | String          | Reference value of the attribute to be considered for filtering an incident  |

### Produces

- application/vnd.juniper.servicenow.autosubmit-filter-management.filter+xml;version=1
- application/vnd.juniper.servicenow.autosubmit-filter-management.filter+json;version=1

### Response Elements

| Element | Type    | Description       |
|---------|---------|-------------------|
| uri     | String  | URI of the filter |
| id      | Integer | ID of the filter  |

| Element          | Type            | Description  |
|------------------|-----------------|--|
| domainId         | Integer         | ID of the domain to which the filter is assigned   |
| name             | String          | Name of the filter   |
| type             | String          | Type of filter<br>Possible value—Basic   |
| action           | String          | Action defined for the filter<br>Possible values: <ul style="list-style-type: none"> <li>• SubmitCase</li> <li>• DoNotSubmitCase</li> <li>• AssociateToAnExistingCase</li> </ul>   |
| caseId           | String          | ID of the case with which the incident should be associated<br><br><b>NOTE:</b> This attribute is applicable only when the action is set to AssociateToAnExistingCase  |
| createdBy        | String          | User who created the filter  |
| priority         | Integer         | Order in which the filter is applied to incidents  |
| status           | String          | Status of the filter<br>Possible values: <ul style="list-style-type: none"> <li>• Enabled—The filter can be applied to incidents</li> <li>• Disabled—The filter cannot be applied to incidents</li> </ul>  |
| termCriteria     | String          | Criterion for implementing the action defined in the filter<br>Possible values: <ul style="list-style-type: none"> <li>• AND—The action defined in the filter is applied to the incident only when the incident matches all the terms defined in the filter</li> <li>• OR—The action defined in the filter is applied to the incident only when the incident matches any term defined in the filter</li> </ul> |
| filterAttribute  | String          | List of attributes defined in the filter   |
| filterAttributes | filterAttribute | Attributes used for filtering an incident  |
| name             | String          | Name of the filter attribute   |

| Element   | Type   | Description  |
|-----------|--------|--|
| condition | String | <p>Condition of the filter term</p> <p>A filter attribute condition defines the conditions such as words that can be present or not present in an event synopsis, the date before or after which the event should occur, or specific platforms.</p> <p>Possible values—Include, DoesNotInclude, Is, IsNot, Before, After, On, StartsWith, EndsWith, LessThan, and GreaterThan</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>When the name element is set to EventOccuredDate, the possible values for the condition element are Before, After, and On.</li> <li>When the name element is set to DeviceIP, the possible values for the condition element are Is, IsNot, LessThan, and GreaterThan</li> </ul> |
| value     | String | Reference value of the attribute considered for filtering  |
| method    | String | Methods applicable to the filter   |

#### Sample Input

##### Sample XML Input

```
<filter>
  <name>test_basic_filter</name>
  <action>SubmitCase</action>
  <termCriteria>AND</termCriteria>
  <filterAttributes>
    <filterAttribute>
      <name>EventType</name>
      <condition>Include</condition>
      <value>Memory Consumption</value>
    </filterAttribute>
    <filterAttribute>
      <name>Entity</name>
      <condition>Include</condition>
      <value>re0</value>
    </filterAttribute>
  </filterAttributes>
</filter>
```

##### Sample JSON Input

```
{
  "filter": {
    "name": "test_basic_filter",
    "action": "SubmitCase",
    "termCriteria": "AND",
    "filterAttributes": {
      "filterAttribute": [
        {
          "name": "EventType",
          "condition": "Include",
          "value": "Memory Consumption"
        }
      ]
    }
  }
}
```

```

    },
    {
      "name": "Entity",
      "condition": "Include",
      "value": "re0"
    }
  ]
}
}
}

```

### Sample Output

#### Sample XML Output

```

<?xml version="1.0" encoding="UTF-8"?>
<filter
uri="/api/juniper/servicenow/incident-filter-management/createBasicFilter">
  <id>3080192</id>
  <name>test_basic_filter</name>
  <type>Basic</type>
  <action>CreateIncident</action>
  <createdBy>super</createdBy>
  <priority>4</priority>
  <status>Enabled</status>
  <termCriteria>AND</termCriteria>
  <filterAttribute>Event Type includes Memory Consumption Entity includes
re0</filterAttribute>
  <filterAttributes>
    <filterAttribute>
      <name>EventType</name>
      <condition>Include</condition>
      <value>Memory Consumption</value>
    </filterAttribute>
    <filterAttribute>
      <name>Entity</name>
      <condition>Include</condition>
      <value>re0</value>
    </filterAttribute>
  </filterAttributes>
  <method
href="/api/juniper/servicenow/incident-filter-management/incidentFilters/3080192/modify"
/>
    <method
href="/api/juniper/servicenow/incident-filter-management/incidentFilters/3080192/enable"
/>
    <method
href="/api/juniper/servicenow/incident-filter-management/incidentFilters/3080192/disable"
/>
  </filter>

```

#### Sample JSON Output

```

{
  "filter": {
    "@uri":
"/api/juniper/servicenow/autosubmit-filter-management/createBasicFilter",
    "id": 703958,
    "domainId": 2,
    "name": "test_basic_filter",
    "type": "Basic",

```

```

    "action": "SubmitCase",
    "createdBy": "super",
    "priority": 3,
    "status": "Enabled",
    "termCriteria": "AND",
    "filterAttribute": "Event Type includes Memory Consumption \nEntity includes
re0 \n",
    "filterAttributes": {
      "filterAttribute": [
        {
          "name": "EventType",
          "condition": "Include",
          "value": "Memory Consumption"
        },
        {
          "name": "Entity",
          "condition": "Include",
          "value": "re0"
        }
      ]
    },
    "method": [
      {
        "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703958/modify"
      },
      {
        "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703958/enable"
      },
      {
        "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/703958/disable"
      }
    ]
  }
}

```

Sample XML Input  
When Action is  
AssociateToAnExistingCase  
:

```

<filter>
  <name>test_basic_filter_SYN0</name>
  <action>AssociateToAnExistingCase</action>
  <caseId>2015-0224-0037</caseId>
  <termCriteria>AND</termCriteria>
  <filterAttributes>
    <filterAttribute>
      <name>EventSynopsis</name>
      <condition>Include</condition>
      <value>Daemon </value>
    </filterAttribute>
    <filterAttribute>
      <name>EventSynopsis</name>
      <condition>DoesNotInclude</condition>
      <value>Daemon </value>
    </filterAttribute>
  </filterAttributes>

```

```

        <name>EventSynopsis</name>
        <condition>Is</condition>
        <value>Daemon </value>
      </filterAttribute>
      <filterAttribute>
        <name>EventSynopsis</name>
        <condition>IsNot</condition>
        <value>Daemon </value>
      </filterAttribute>
      <filterAttribute>
        <name>EventSynopsis</name>
        <condition>StartsWith</condition>
        <value>Daemon </value>
      </filterAttribute>
      <filterAttribute>
        <name>EventSynopsis</name>
        <condition>EndsWith</condition>
        <value>Daemon </value>
      </filterAttribute>
    </filterAttributes>
  </filter>

```

- Related Documentation**
- [Service Now Auto Submit Filters Overview](#)
  - [Creating Auto Submit Filters](#)

## Create an Advanced Auto Submit Filter

Creating an advanced auto submit filter involves the following APIs:

- [Encoding PERL File of an Auto Submit Filter on page 566](#)
- [Creating an Advanced Auto Submit Filter on page 567](#)
- [Decoding Perl File on page 571](#)

### Encoding PERL File of an Auto Submit Filter

Use this API to encode Perl file containing the filter logic of an auto submit filter in Junos Space Service Now.

#### URI

`https://[host]/api/juniper/servicenow/autosubmit-filter-management/encodePerlFile`  
 -F "fileName=@*filename.pl*" (HTTP method = POST)

#### URI Parameters

| Element  | Type   | Required | Description  |
|----------|--------|----------|--|
| filename | String | Yes      | Name of the Perl script file ( <b>*.pl</b> ) to be encoded |

#### Consumes

None

**Request Elements**

None

**Produces**

multipart/form-data

**Sample Output**

```
XkgJHNoZWxsID0gI . . . AkKfQoKCg==
```

**Creating an Advanced Auto Submit Filter**

Use the createAdvancedFilter API to create an advanced auto submit filter. You must input the encoded perl script obtained by using the **encodePerlFile** API.

For information about encoding a Perl file, see [“Encoding PERL File of an Auto Submit Filter” on page 566](#).

**URI**

https://[host]/api/juniper/servicenow/autosubmit-filter-management/createAdvancedFilter (HTTP method = POST)

**URI Parameters**

None

**Consumes**

- application/vnd.juniper.servicenow.autosubmit-filter-management.filter+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.autosubmit-filter-management.filter+json;version=1;charset=UTF-8

**Request Elements**

| Element | Type   | Description  |
|---------|--------|--|
| name    | String | Name of the advanced auto submit filter  |
| action  | String | Action to be taken on incidents that match the filter condition and terms<br><br>Possible values: <ul style="list-style-type: none"><li>• SubmitCase</li><li>• DoNotSubmitCase</li><li>• AssociateToAnExistingCase</li></ul> |

| Element                 | Type                    | Description   |
|-------------------------|-------------------------|---|
| advancedFilterAttribute | advancedFilterAttribute | Defines the advanced filter terms and conditions  |
| perlFileContent         | String                  | Perl script, in encoded form, providing the logic for filtering incidents<br><br>You can obtain the encoded Perl script by using the encodePerlScript API |
| perlFileName            | String                  | Name of the Perl file   |

**Produces**

- application/vnd.juniper.servicenow.autosubmit-filter-management.filter+xml;version=1
- application/vnd.juniper.servicenow.autosubmit-filter-management.filter+json;version=1

**Response Elements**

| Element   | Type    | Description  |
|-----------|---------|--|
| uri       | String  | URI of the advanced filter   |
| id        | Integer | ID of the advanced filter  |
| name      | String  | Name of the advanced filter  |
| type      | String  | Type of advanced filter<br><br>Possible value—Advanced   |
| action    | String  | Action to be taken on incidents that match the filter condition and terms<br><br>Possible values: <ul style="list-style-type: none"> <li>• SubmitCase</li> <li>• DoNotSubmitCase</li> <li>• AssociateToAnExistingCase</li> </ul> |
| createdBy | String  | User who created the filter  |
| priority  | Integer | Order in which the filter is applied to incidents  |



| Element                 | Type                    | Description   |
|-------------------------|-------------------------|---|
| status                  | String                  | Status of the filter<br><br>Possible values: <ul style="list-style-type: none"> <li>Enabled—Filter can be applied to an incident</li> <li>Disabled—Filter cannot be applied to an incident</li> </ul> |
| advancedFilterAttribute | advancedFilterAttribute | Defines terms and conditions of the advanced filter   |
| inputParams             | String                  | Attributes used in the filter for filtering an incident   |
| perlFileContent         | String                  | Encoded Perl script providing the logic for filtering incidents<br><br>You can decode the Perl script by using the Decode Perl script API   |
| perlFileName            | String                  | Name of the Perl file   |
| method                  | String                  | Methods applicable to the advanced filter   |

#### Sample Input

##### Sample XML Input

```
<filter>
  <name>adv_filter_100_REST</name>
  <action>DoNotSubmitCase</action>
  <advancedFilterAttribute>
    <perlFileContent>IyEvdXNyL2Jp ... SI7Cn0KCg==</perlFileContent>
    <perlFileName>test.pl</perlFileName>
  </advancedFilterAttribute>
</filter>
```

##### Sample JSON Input

```
{
  "filter": {
    "name": "adv_filter_100_REST",
    "action": "DoNotSubmitCase",
    "advancedFilterAttribute": {
      "perlFileContent": "IyEvdXNyL2Jp ... SI7Cn0KCg==",
      "perlFileName": "test.pl"
    }
  }
}
```

#### Sample Output

##### Sample XML Output

```
<?xml version="1.0" encoding="UTF-8"?>
<filter>
```

```

uri="/api/juniper/servicenow/autosubmit-filter-management/createAdvancedFilter">

  <id>6815746</id>
  <name>adv_filter_100_REST</name>
  <type>Advanced</type>
  <action>DoNotSubmitCase</action>
  <createdBy>super</createdBy>
  <priority>3</priority>
  <status>Enabled</status>
  <advancedFilterAttribute>

    <inputParams>eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform:
    entity:junosVersion:eventTime</inputParams>
    <perlFileContent>IyEvdXNyL2Jp ... SI7Cn0KCg==</perlFileContent>
    <perlFileName>test.pl</perlFileName>
  </advancedFilterAttribute>
  <method
href="/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6815746/modify"
/>
    <method
href="/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6815746/enable"
/>
    <method
href="/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6815746/disable"
/>
  </filter>

```

### Sample JSON Output

```

{
  "filter": {
    "@uri":
"/api/juniper/servicenow/autosubmit-filter-management/createAdvancedFilter",
    "id": 705648,
    "domainId": 2,
    "name": "adv_filter_100_REST",
    "type": "Advanced",
    "action": "DoNotSubmitCase",
    "createdBy": "super",
    "priority": 5,
    "status": "Enabled",
    "advancedFilterAttribute": {
      "inputParams":
"eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform:entity
:junosVersion:eventTime:deviceId",
      "perlFileContent": "IyEvdXNyL2Jp ... SI7Cn0KCg==",
      "perlFileName": "test.pl"
    },
    "method": [
      {
        "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/705648/modify"
      },
      {
        "@href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/705648/enable"
      },
      {

```

```

      "@href":
        "/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/705648/disable"
    }
  ]
}
}

```

## Decoding Perl File

Use this API to decode Perl file of an auto submit filter in Junos Space Service Now.

### URI

[https://\[host\]/api/juniper/servicenow/autosubmit-filter-management/decodePerlFile](https://[host]/api/juniper/servicenow/autosubmit-filter-management/decodePerlFile)  
(HTTP method = POST)

### URI Parameters

None

### Consumes

multipart/form-data

### Produces

multipart/form-data

### Sample Input

```
IyEvdXNyL2Jp ... SI7Cn0KCg==
```

### Sample Output

```

#!/usr/bin/perl
# Copyright 2009-2011 Juniper Networks, Inc. All rights reserved.
use CGI;
use CGI::Carp qw ( fatalToBrowser warningsToBrowser );
use warnings;
use File::Copy;
use lib ("/usr/nma/lib");
use NmaUtil;
use NmaUpgradeUtil;
use NmaDb;

$I = 1; ## turn autoflush on
$ENV{"PATH"}="/bin:/sbin:/usr/bin:/usr/sbin";
$<=$>;

```

- Related Documentation**
- *Service Now Auto Submit Filters Overview*
  - *Creating Auto Submit Filters*

## Modify a Basic Auto Submit Filter

Use this API to modify a basic auto submit filter in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/{filterId}/modify` (HTTP method = POST)

### URI Parameters

| Element  | Type    | Required | Description                     |
|----------|---------|----------|---------------------------------|
| filterId | Integer | Yes      | ID of the filter to be modified |

### Consumes

- application/vnd.juniper.servicenow.autosubmit-filter-management.filter+xml; version=1; charset=UTF-8
- application/vnd.juniper.servicenow.autosubmit-filter-management.filter+json; version=1; charset=UTF-8

### Request Elements

| Element | Type   | Description  |
|---------|--------|--|
| name    | String | Name of the filter   |
| type    | String | Type of the filter<br>Possible value—Basic   |
| action  | String | Action to be taken on incidents that match the filter condition and term criteria<br><br>Possible values: <ul style="list-style-type: none"><li>• SubmitCase</li><li>• DoNotSubmitCase</li><li>• AssociateToAnExistingCase</li></ul> |
| caseId  | String | ID of case with which the incident must be associated.<br><br><b>NOTE:</b> This element is required only when the filter action is set to AssociateToAnExistingCase  |

| Element          | Type            | Description  |
|------------------|-----------------|--|
| termCriteria     | String          | <p>Criterion for implementing the action defined in the filter</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• AND—The action defined in the filter is applied to an incident only when the incident matches all the terms defined in the filter</li> <li>• OR—Action defined in the filter is applied to an incident when the incident matches any term defined in the filter</li> </ul>   |
| filterAttributes | filterAttribute | Attributes of the filter   |
| name             | String          | <p>Attribute based on which to filter incidents</p> <p>Possible values—EventType, EventSynopsis, Description, DeviceName, Platform, Entity, EventOccuredDate, and DeviceIP</p>   |
| condition        | String          | <p>Condition of the filter term</p> <p>A filter attribute condition defines the conditions such as words that can be present or not present in an event synopsis, the date before or after which the event should occur, or specific platforms.</p> <p>Possible values—Include, DoesNotInclude, Is, IsNot, Before, After, On, StartsWith, EndsWith, LessThan, and GreaterThan</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>• When the name element is set to EventOccuredDate, the possible values for the condition element are Before, After, and On.</li> <li>• When the name element is set to DeviceIP, the possible values for the condition element are Is, IsNot, LessThan, and GreaterThan</li> </ul> |
| value            | String          | Value assigned to the attribute  |

### Produces

- application/vnd.juniper.servicenow.autosubmit-filter-management.filter+xml;version=1
- application/vnd.juniper.servicenow.autosubmit-filter-management.filter+json;version=1

### Response Elements

| Element  | Type    | Description                                      |
|----------|---------|--|
| uri      | String  | URI of the filter                                |
| id       | Integer | ID of the filter                                 |
| domainId | Integer | ID of the domain to which the filter is assigned |

| Element         | Type    | Description   |
|-----------------|---------|---|
| name            | String  | Name of the filter  |
| type            | String  | Type of filter<br>Possible value—Basic  |
| action          | String  | Action to be taken on incidents that match the filter conditions and term criteria<br>Possible values: <ul style="list-style-type: none"> <li>• SubmitCase</li> <li>• DoNotSubmitCase</li> <li>• AssociateToAnExistingCase</li> </ul>   |
| createdBy       | String  | User who created the filter   |
| priority        | Integer | Order in which the filter is applied to incidents   |
| status          | String  | Status of the filter<br>Possible values: <ul style="list-style-type: none"> <li>• Enabled—Filter can be applied to incidents</li> <li>• Disabled—Filter cannot be applied to incidents</li> </ul>   |
| termCriteria    | String  | Criterion for implementing the action defined in the filter<br>Possible values: <ul style="list-style-type: none"> <li>• AND—The action defined in the filter is applied to an incident only when the incident matches all the terms defined in the filter</li> <li>• OR—Action defined in the filter is applied to an incident when the incident matches any term defined in the filter</li> </ul> |
| filterAttribute | String  | Terms defined in the filter   |
| name            | String  | Attribute based on which to filter a JMB<br>Possible values—EventType, EventSynopsis, Description, DeviceName, Platform, Entity, EventOccuredDate, and DeviceIP   |

| Element   | Type   | Description  |
|-----------|--------|--|
| condition | String | <p>Condition of the filter term</p> <p>A filter attribute condition defines the conditions such as words that can be present or not present in an event synopsis, the date before or after which the event should occur, or specific platforms.</p> <p>Possible values—Include, DoesNotInclude, Is, IsNot, Before, After, On, StartsWith, EndsWith, LessThan, and GreaterThan</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>When the name element is set to EventOccuredDate, the possible values for the condition element are Before, After, and On.</li> <li>When the name element is set to DeviceIP, the possible values for the condition element are Is, IsNot, LessThan, and GreaterThan</li> </ul> |
| value     | String | Value assigned to the attribute  |
| method    | String | Methods applicable to the filter   |

#### Sample Input

##### Sample XML Input

```
<filter>
  <name>AutoSubmitFilter_2_REST_1</name>
  <type>Basic</type>
  <action>DoNotSubmitCase</action>
  <termCriteria>AND</termCriteria>
  <filterAttributes>
    <filterAttribute>
      <name>DeviceName</name>
      <condition>Include</condition>
      <value>fuga</value>
    </filterAttribute>
  </filterAttributes>
</filter>
```

##### Sample JSON Input

```
{
  "filter": {
    "name": "AutoSubmitFilter_2_REST_1",
    "type": "Basic",
    "action": "DoNotSubmitCase",
    "termCriteria": "AND",
    "filterAttributes": {
      "filterAttribute": {
        "name": "DeviceName",
        "condition": "Include",
        "value": "fuga"
      }
    }
  }
}
```

## Sample Output

## Sample XML Output

```
<filter
uri="/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6258696/modify">
<id>6258696</id>
<domainId>2</domainId>
<name>AutoSubmitFilter_2_REST_1</name>
<type>Basic</type>
<createdBy>super</createdBy>
<priority>2</priority>
<status>Disabled</status>
<termCriteria>AND</termCriteria>
<filterAttribute>Device Name includes fuga </filterAttribute>
<method href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6258696/modify"
/>
<method href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6258696/enable"
/>
<method href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6258696/disable"
/>
</filter>
=
"/api/juniper/servicenow/incident-filter-management/incidentFilters/3670070/disable"
/>
</filter>
```

## Sample JSON Output

```
{
  "filter": {
    "id": "6258696",
    "domainId": "2",
    "name": "AutoSubmitFilter_2_REST_1",
    "type": "Basic",
    "createdBy": "super",
    "priority": "2",
    "status": "Disabled",
    "termCriteria": "AND",
    "filterAttribute": "Device Name includes fuga",
    "method": [
      {
        "_href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6258696/modify"
      },
      {
        "_href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6258696/enable"
      },
      {
        "_href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6258696/disable"
      }
    ],
    "_uri":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6258696/modify"
```



```
}
}
```

**Related  
Documentation**

- *Service Now Auto Submit Filters Overview*
- *Modifying an Auto Submit Filter*

## Modify an Advanced Auto Submit Filter

Use this API to modify an advanced auto submit filter in Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/{filterId}/modify` (HTTP method = POST)

**URI Parameters**

| Element  | Type    | Required | Description                     |
|----------|---------|----------|---------------------------------|
| filterId | Integer | Yes      | ID of the filter to be modified |

**Consumes**

- `application/vnd.juniper.servicenow.autosubmit-filter-management.filter+xml; version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.autosubmit-filter-management.filter+json; version=1; charset=UTF-8`

**Request Elements**

| Element | Type   | Description   |
|---------|--------|---|
| name    | String | Name of the filter  |
| type    | String | Type of the filter<br>Possible value—Advanced   |
| action  | String | Action to be taken on the incident<br><br>Possible values: <ul style="list-style-type: none"> <li>• SubmitCase</li> <li>• DoNotSubmitCase</li> <li>• AssociateToAnExistingCase</li> </ul> |

| Element                 | Type                    | Description  |
|-------------------------|-------------------------|--|
| termCriteria            | String                  | <p>Criterion for implementing the action defined in the filter</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• AND—Action defined in the filter is applied to an incident only when the incident matches all the terms defined in the filter</li> <li>• OR—Action defined in the filter is applied to an incident when the incident matches any term defined in the filter</li> </ul> |
| advancedFilterAttribute | advancedFilterAttribute | Attributes of the filter   |
| inputParams             | String                  | <p>Attribute based on which to filter JMB</p> <p>Possible values—EventType, EventSynopsis, JunosOSVersion, Description, DeviceName, Platform, Entity, EventOccuredDate, and DeviceIP</p>   |
| perlFileContent         | String                  | <p>Encoded Perl script defining the filter logic.</p> <p>You can encode the Perl file by using the encodePerlFile API.</p>   |
| perlFileName            | String                  | Name of the Perl file  |

### Produces

- application/vnd.juniper.servicenow.autosubmit-filter-management.filter+xml;version=1
- application/vnd.juniper.servicenow.autosubmit-filter-management.filter+json;version=1

### Response Elements

| Element  | Type    | Description  |
|----------|---------|--|
| uri      | String  | URI of the filter                                    |
| id       | Integer | ID of the filter                                     |
| domainId | Integer | ID of the domain to which the filter is assigned     |
| name     | String  | Name of the filter                                   |
| type     | String  | <p>Type of filter</p> <p>Possible value—Advanced</p> |

| Element                 | Type                    | Description  |
|-------------------------|-------------------------|--|
| action                  | String                  | Action to be taken on incidents that match the filter terms<br><br>Possible values: <ul style="list-style-type: none"> <li>• SubmitCase</li> <li>• DoNotSubmitCase</li> <li>• AssociateToAnExistingCase</li> </ul> |
| createdBy               | String                  | User who created the filter  |
| priority                | Integer                 | Order in which the filter is applied   |
| status                  | String                  | Status of the filter<br><br>Possible values: <ul style="list-style-type: none"> <li>• Enabled—Filter can be applied to incidents</li> <li>• Disabled—Filter cannot be applied to incidents</li> </ul>              |
| advancedFilterAttribute | advancedFilterAttribute | Attributes of the filter   |
| inputParams             | String                  | Attribute based on which to filter JMB<br><br>Possible values—EventType, EventSynopsis, JunosOSVersion, Description, DeviceName, Platform, Entity, EventOccuredDate, and DeviceIP                                  |
| perlFileContent         | String                  | Encoded Perl script defining the filter logic<br><br>You can encode the Perl file by using the encodePerlFile API  |
| perlFileName            | String                  | Name of the Perl file  |
| method                  | String                  | Methods applicable to the filter   |

#### Sample Input

#### Sample XML Input

```
<filter>
<name>adv_filter_100_REST_1</name>
<type>Advanced</type>
<action>DoNotSubmitCase</action>
<termCriteria>AND</termCriteria>
<advancedFilterAttribute>
<inputParams>eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform:entity:
:junosVersion:eventTime</inputParams>
<perlFileContent>IyEvdXNyL2Jp ... TEi0w0KfQ0K </perlFileContent>
<perlFileName>test_100.pl</perlFileName>
```

```
</advancedFilterAttribute>
</filter>
```

### Sample JSON Input

```
{
  "filter": {
    "name": "adv_filter_100_REST_1",
    "type": "Advanced",
    "action": "DoNotSubmitCase",
    "termCriteria": "AND",
    "advancedFilterAttribute": {
      "inputParams":
"eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform
:entity:junosVersion:eventTime",
      "perlFileContent": "EvdXNyL2Jp ... TEiOw0KfQ0K,
      "perlFileName": "test_100.pl"
    }
  }
}
```

### Sample Output

### Sample XML Output

```
<filter
uri="/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6815746/modify">
<id>6815746</id>
<domainId>2</domainId>
<name>adv_filter_100_REST_1</name>
<type>Advanced</type>
<createdBy>super</createdBy>
<priority>3</priority>
<status>Disabled</status>
<advancedFilterAttribute>
<inputParams>
eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform:entity
:junosVersion:eventTime
</inputParams>
<perlFileContent>
SXlFdmRYTnlMMk ... pFaU93MEtmUTBL
</perlFileContent>
<perlFileName>test_100.pl</perlFileName>
</advancedFilterAttribute>
<method href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6815746/modify"
/>
<method href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6815746/enable"
/>
<method href=
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6815746/disable"
/>
</filter>
```

### Sample JSON Output

```
{
  "filter": {
    "id": "6815746",
    "domainId": "2",
    "name": "adv_filter_100_REST_1",
```

```

    "type": "Advanced",
    "createdBy": "super",
    "priority": "3",
    "status": "Disabled",
    "advancedFilterAttribute": {
      "inputParams":
"eventType:deviceHostName:problemSynopsis:problemDescription:osPlatform:entity
:junosVersion:eventTime",
      "perlFileContent": "FaU93MEtmUTBL",
      "perlFileName": "test_100.pl"
    },
    "method": [
      {
        "_href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6815746/modify"
      },
      {
        "_href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6815746/enable"
      },
      {
        "_href":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6815746/disable"
      }
    ],
    "_uri":
"/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/6815746/modify"
  }
}
x
```

- Related Documentation
- *Service Now Auto Submit Filters Overview*
  - *Modifying an Auto Submit Filter*

Delete an Auto Submit Filter

Use this API to delete an auto submit filter from Junos Space Service Now.

URI

https://[host]/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/{filterId} (HTTP method = DELETE)

URI Parameters

| Element  | Type    | Required | Description                    |
|----------|---------|----------|--------------------------------|
| filterId | Integer | Yes      | ID of the filter to be deleted |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.autosubmit-filter-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.autosubmit-filter-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Message indicating the result of the delete operation |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
  <msg>Filter deleted successfully.</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": {
    "msg": "Filter deleted successfully."
  }
}
```

**Related Documentation**

- *Service Now Auto Submit Filters Overview*
- *Deleting Auto Submit Filters*

## Delete All or Selected Auto Submit Filters

Use this API to delete all or selected auto submit filters configured in Junos Space Service Now.

**URI**

https://[host]/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/delete (HTTP method = POST)

**URI Parameters**

None

**Consumes**

- application/vnd.juniper.servicenow.autosubmit-filter-management.filters+xml; version=1;charset=UTF-8
- application/vnd.juniper.servicenow.autosubmit-filter-management.filters+json; version=1;charset=UTF-8

#### Request Elements

| Element         | Type    | Description  |
|-----------------|---------|--|
| applyAllFilters | String  | Indicates if all auto submit filters configured in Service Now should be deleted<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—All auto submit filters are deleted</li> <li>• false—Indicated auto submit filters are deleted</li> </ul> When the value is set to false for this element, ID of the auto submit filters that you want to delete should be provided in the request. |
| id              | Integer | ID of the filter to be deleted   |

#### Produces

- application/vnd.juniper.servicenow.autosubmit-filter-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.autosubmit-filter-management.servicenowmsg+json;version=1

#### Response Elements

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Message indicating the result of the delete operation |

#### Sample Input

##### Sample XML Input

```
<filters>
  <applyAllFilters>false</applyAllFilters>
  <filter>
    <id>3080204</id>
  </filter>
  <filter>
    <id>3080209</id>
  </filter>
</filters>
```

##### Sample JSON Input

```
{
  "filters": {
```

```
{
  "applyAllFilters": "false",
  "filter": [
    {
      "id": "3080204"
    },
    {
      "id": "3080209"
    }
  ]
}
```

**Sample Output****Sample XML Output**

```
<servicenowmsg>
  <msg>Filter deleted successfully.</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": {
    "msg": "Filter deleted successfully."
  }
}
```

**Related  
Documentation**

- *Service Now Auto Submit Filters Overview*
- *Deleting Auto Submit Filters*

---

## Enable All or Selected Auto Submit Filters

---

Use this API to enable all or selected auto submit filters configured in Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/enable` (HTTP method = POST)

**URI Parameters**

None

**Consumes**

- `application/vnd.juniper.servicenow.autosubmit-filter-management.filters+xml;version=1;charset=UTF-8`
- `application/vnd.juniper.servicenow.autosubmit-filter-management.filters+json;version=1;charset=UTF-8`



**Request Elements**

| Element         | Type    | Description  |
|-----------------|---------|--|
| applyAllFilters | String  | Indicates if all auto submit filters configured in Service Now should be enabled<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—All auto submit filters are enabled</li> <li>• false—Indicated auto submit filters are enabled</li> </ul> When the value is set to false for this element, ID of the auto submit filters that you want to enable should be provided in the request. |
| id              | Integer | ID of the filter to be enabled   |

**Produces**

- application/vnd.juniper.servicenow.autosubmit-filter-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.autosubmit-filter-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Message indicating the result of the enable operation |

**Sample Input****Sample XML Input**

```
<filters>
  <applyAllFilters>false</applyAllFilters>
  <filter>
    <id>3080204</id>
  </filter>
  <filter>
    <id>3080209</id>
  </filter>
</filters>
```

**Sample JSON Input**

```
{
  "filters": {
    "applyAllFilters": "false",
    "filter": [
      {
        "id": "3080204"
      },
      {
        "id": "3080209"
      }
    ]
  }
}
```

```
}  
]  
}  
}
```

**Sample Output****Sample XML Output**

```
<servicenowmsg>  
  <msg>Filters enabled successfully.</msg>  
</servicenowmsg>
```

**Sample JSON Output**

```
{  
  "servicenowmsg": {  
    "msg": "Filters enabled successfully."  
  }  
}
```

**Related  
Documentation**

- [Service Now Auto Submit Filters Overview](#)
- [Enabling Auto Submit Filters](#)

## Enable an Auto Submit Filter

Use this API to enable an auto submit filter in Junos Space Service Now.

**URI**

[https://\[host\]/api/juniper/servicenow/iautosubmit-filter-management/autosubmitFilters/{filterId}/enable](https://[host]/api/juniper/servicenow/iautosubmit-filter-management/autosubmitFilters/{filterId}/enable) (HTTP method = POST)

**URI Parameters**

| Element  | Type    | Required | Description                                |
|----------|---------|----------|--|
| filterId | Integer | Yes      | ID of the auto submit filter to be enabled |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.autosubmit-filter-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.autosubmit-filter-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Message indicating the result of the enable operation |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
  <msg>Filter enabled successfully.</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": {
    "msg": "Filter enabled successfully."
  }
}
```

- Related Documentation**
- *Service Now Auto Submit Filters Overview*
  - *Enabling Auto Submit Filters*

## Disable All or Selected Auto Submit Filters

Use this API to disable all or selected auto submit filters configured in Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/disable` (HTTP method = POST)

**URI Parameters**

None

**Consumes**

- `application/vnd.juniper.servicenow.autosubmit-filter-management.filters+xml;version=1;charset=UTF-8`
- `application/vnd.juniper.servicenow.autosubmit-filter-management.filters+json;version=1;charset=UTF-8`

### Request Elements

| Element         | Type    | Description   |
|-----------------|---------|---|
| applyAllFilters | String  | Indicates if all auto submit filters configured in Service Now should be disabled<br><br>Possible values: <ul style="list-style-type: none"><li>• true—All auto submit filters are disabled</li><li>• false—Indicated auto submit filters are disabled</li></ul> When the value is set to false for this element, ID of the auto submit filters that you want to disable should be provided in the request. |
| id              | Integer | ID of the filter to be disabled   |

### Produces

- application/vnd.juniper.servicenow.autosubmit-filter-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.autosubmit-filter-management.servicenowmsg+json;version=1

### Response Elements

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Message indicating the result of the disable operation |

### Sample Input

#### Sample XML Input

```
<filters>
  <applyAllFilters>false</applyAllFilters>
  <filter>
    <id>3080204</id>
  </filter>
  <filter>
    <id>3080209</id>
  </filter>
</filters>
```

#### Sample JSON Input

```
{
  "filters": {
    "applyAllFilters": "false",
    "filter": [
      {
        "id": "3080204"
      },
      {
        "id": "3080209"
      }
    ]
  }
}
```

```
    }
  ]
}
```

Sample Output

Sample XML Output

```
<servicenowmsg>
  <msg>Filters disabled successfully.</msg>
</servicenowmsg>
```

Sample JSON Output

```
{
  "servicenowmsg": {
    "msg": "Filters disabled successfully."
  }
}
```

- Related Documentation
- [Service Now Auto Submit Filters Overview](#)
  - [Disabling Auto Submit Filters](#)

Disable an Auto Submit Filter

Use this API to disable an auto submit filter in Junos Space Service Now.

URI

https://[host]/api/juniper/servicenow/iautosubmit-filter-management/autosubmitFilters/{filterId}/disable (HTTP method = POST)

URI Parameters

| Element  | Type    | Required | Description                                  |
|----------|---------|----------|--|
| filterId | Integer | Yes      | ID of the autos submit filter to be disabled |

Consumes

None

Produces

- application/vnd.juniper.servicenow.autosubmit-filter-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.autosubmit-filter-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Message indicating the result of the disable operation |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
  <msg>Filter disabled successfully.</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": {
    "msg": "Filter disabled successfully."
  }
}
```

- Related Documentation**
- *Service Now Auto Submit Filters Overview*
  - *Disabling Auto Submit Filters*

## Reorder Auto Submit Filters

Use this API to reorder incident filters configured in Junos Space Service Now. The order of a filter indicates the order in which a filter is applied to Juniper Message Bundles (JMBs).



**NOTE:** For reordering, you must provide the IDs of all the auto submit filters configured in Service Now.

**URI**

https://[host]/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/reorder (HTTP method = POST)

**URI Parameters**

None

**Consumes**

- application/vnd.juniper.servicenow.autosubmit-filter-management.filters+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.autosubmit-filter-management.filters+json;version=1;charset=UTF-8

**Request Elements**

| Element | Type    | Description                           |
|---------|---------|---------------------------------------|
| filters | filter  | Collection of filters to be reordered |
| id      | Integer | ID of the filter to be reordered      |

**Produces**

- application/vnd.juniper.servicenow.autosubmit-filter-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.autosubmit-filter-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Message indicating the result of the reorder operation |

**Sample Input****Sample XML Input**

```
<filters>
  <filter>
    <id>3080204</id>
  </filter>
  <filter>
    <id>3080209</id>
  </filter>
</filters>
```

**Sample JSON Input**

```
{
  "filters": {
    "filter": [
      {
        "id": "3080204"
      },
      {
        "id": "3080209"
      }
    ]
  }
}
```

**Sample Output****Sample XML Output**

```
<servicenowmsg>
  <msg>Filters reordered successfully.</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": {
    "msg": "Filters reordered successfully."
  }
}
```

- Related Documentation**
- *Service Now Auto Submit Filters Overview*
  - *Reordering Auto Submit Filters*

## Export All or Selected Auto Submit Filters

Use this API to export all or selected auto submit filters configured in Junos Space Service Now to an XML file.

**URI**

`https://[host]/api/juniper/servicenow/autosubmit-filter-management/autosubmitFilters/export` (HTTP method = POST)

**URI Parameters**

None

**Consumes**

- `application/vnd.juniper.servicenow.autosubmit-filter-management.filters+xml;version=1;charset=UTF-8`
- `application/vnd.juniper.servicenow.autosubmit-filter-management.filters+json;version=1;charset=UTF-8`

**Request Elements**

| Element                      | Type    | Description  |
|------------------------------|---------|--|
| <code>applyAllFilters</code> | String  | Indicates if all incident filters configured in Service Now should be disabled<br><br>Possible values: <ul style="list-style-type: none"><li>• <code>true</code>—All incident filters are disabled</li><li>• <code>false</code>—Indicated incident filters are disabled</li></ul> When the value is set to false for this element, ID of the auto submit filters that you want to disable should be provided in the request. |
| <code>id</code>              | Integer | ID of the filter to be exported  |

**Produces**

`application/octet-stream`



**Sample Input****Sample XML Input**

```
<filters>
<applyAllFilters>false</applyAllFilters>
<filter>
<id>5963776</id>
</filter>
<filter>
<id>6258696</id>
</filter>
</filters>
```

**Sample JSON Input**

```
{
  "filters": {
    "filter": [{
      "id": "5963776"
    },
    {
      "id": "6258696"
    }
  ]
}
```

**Sample Output**

An XML file containing the information about all the auto submit filters configured in Service Now.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<Filters>
  <snVersion>12.2.888888</snVersion>
  <Filter>
    <FilterData>
      <caseIDToBeAssociated>testcaseid_1</caseIDToBeAssociated>
      <created>1493699398183</created>
      <createdBy>super</createdBy>
      <domainId>2</domainId>
      <filterAction>2</filterAction>
      <filterName>AutoSubmitFilter_1</filterName>
      <filterSubAction>4</filterSubAction>
      <filterType>1</filterType>
      <lastUpdated>1494322661923</lastUpdated>
      <priority>1</priority>
      <status>1</status>
    </FilterData>
    <FilterAttributes>
      <FilterAttribute>
        <domainId>1</domainId>
        <filterAttributeCondition>includes</filterAttributeCondition>

        <filterAttributeName>Device Name</filterAttributeName>
        <filterAttributeValue>fuga</filterAttributeValue>
        <filterCondition>1</filterCondition>
        <filterId>5963776</filterId>
        <priority>0</priority>
      </FilterAttribute>
    </FilterAttributes>
  </Filter>
</Filters>
```

```

    </FilterAttributes>
    <FilterFile xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:nil="true"/>
  </Filter>
  <Filter>
    <FilterData>
      <created>1493885580129</created>
      <createdBy>super</createdBy>
      <domainId>2</domainId>
      <filterAction>2</filterAction>
      <filterName>AutoSubmitFilter_2</filterName>
      <filterSubAction>4</filterSubAction>
      <filterType>1</filterType>
      <lastUpdated>1493885580129</lastUpdated>
      <priority>2</priority>
      <status>1</status>
    </FilterData>
    <FilterAttributes>
      <FilterAttribute>
        <domainId>2</domainId>
        <filterAttributeCondition>includes</filterAttributeCondition>

        <filterAttributeName>Device Name</filterAttributeName>
        <filterAttributeValue>fuga</filterAttributeValue>
        <filterCondition>1</filterCondition>
        <filterId>6258696</filterId>
        <priority>0</priority>
      </FilterAttribute>
    </FilterAttributes>
    <FilterFile xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:nil="true"/>
  </Filter>
</Filters>

```

- Related Documentation**
- [Service Now Auto Submit Filters Overview](#)
  - [Exporting Auto Submit Filters](#)

## Import Auto Submit Filters

Use this API to import auto submit filters in XML format to Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/autosubmit-filter-management/import -F "fileName=@filename.xml"` (HTTP method = POST)

### URI Parameters

| Element  | Type   | Required | Description   |
|----------|--------|----------|---|
| filename | String | Yes      | Name of the XML file containing the auto submit filters to be imported to Service Now |

### Consumes

None

#### Produces

- application/vnd.juniper.servicenow.incident-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.incident-management.servicenowmsg+json;version=1

#### Response Elements

| Element | Type   | Description   |
|---------|--------|---|
| msg     | String | Message indicating the status of importing the incident filters |

#### Sample Output

##### Sample XML Output

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<servicenowmsg>
  <msg>Autosubmit filters imported successfully.</msg>
</servicenowmsg>
```

##### Sample JSON Output

```
{
  "servicenowmsg": {
    "msg": "Autosubmit filters imported successfully."
  }
}
```

#### Related Documentation

- [Service Now Auto Submit Filters Overview](#)



## CHAPTER 20

# Certificate APIs

- [Certificate Management REST API Overview on page 597](#)
- [Get All Certificates on page 598](#)
- [Get a Certificate by Certificate ID on page 600](#)
- [Add a Certificate to Service Now on page 602](#)
- [Delete Certificate by ID on page 604](#)

## Certificate Management REST API Overview

---

On an end-customer Service Now, the Certificate Management service allows you to retrieve and add SSL certificates received from a Service Now partner. The **certificate-management** resources are available under `https://[host]/api/juniper/servicenow`.

### URI

`https://[host]/api/juniper/servicenow/certificate-management`

### Consumes

Multipart form data.

The **alias** request parameter must be passed in the request. Currently, the supported value for this parameter is *sn-partner*.

### Produces

- `application/vnd.juniper.servicenow.certificate-management.certificates+xml;version=1`
- `application/vnd.juniper.servicenow.certificate-management.certificates+json;version=1`

### Sample Output

#### Sample XML Output

```
<servicenow-certificate-management>
  <collection href="/api/juniper/servicenow/certificate-management/certificates"
  />
</servicenow-certificate-management>
```

**Sample JSON Output**

```
{
  "servicenow-certificate-management": {
    "collection": { "-href":
      "/api/juniper/servicenow/certificate-management/certificates" }
  }
}
```

The Certificate Management service provides the following REST APIs:

- [Get All Certificates on page 598](#)
- [Get a Certificate by Certificate ID on page 600](#)
- [Add a Certificate to Service Now on page 602](#)
- [Delete Certificate by ID on page 604](#)

**Related Documentation**

- [Organization Management REST API Overview on page 147](#)
- [Incident Management REST API Overview on page 320](#)
- [Auto Submit Policy Management REST API Overview on page 515](#)

## Get All Certificates

On an end-customer Service Now, use this API to retrieve all SSL certificates received from a Service Now partner.

**URI**

https://[host]/api/juniper/servicenow/certificate-management/certificates (HTTP method = GET)

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.certificate-management.certificates+json;version=1
- application/vnd.juniper.servicenow.certificate-management.certificates+xml;version=1

**Response Elements**

| Element     | Type        | Description                                      |
|-------------|-------------|--|
| uri         | String      | URI of the certificate collection in Service Now |
| size        | Integer     | Number of records in the collection              |
| certificate | certificate | A certificate in the collection                  |
| uri         | String      | URI of the certificate                           |

| Element                | Type    | Description  |
|------------------------|---------|--|
| href                   | String  | Link to the certificate                                    |
| Key                    | Integer | ID of the certificate                                      |
| name                   | String  | Name of the certificate                                    |
| aliasName              | String  | Alias of the certificate Issuer                            |
| issuerName             | String  | Name of the Service Now partner who issued the certificate |
| serialNumber           | Integer | Serial number of the certificate                           |
| signatureAlgorithmName | String  | Algorithm used for signing the SSL certificate             |
| notBefore              | String  | Date and time before which the certificate is not valid    |
| notAfter               | String  | Date and time after which the certificate is not valid     |

#### Sample Output

##### Sample XML Output

```
<certificates uri="/api/juniper/servicenow/certificate-management/certificates/"
  size="1">
  <certificate
    href="/api/juniper/servicenow/certificate-management/certificates/3866625"
    uri="/api/juniper/servicenow/certificate-management/certificates/3866625"
    key="3866625">
    <name>EMAILADDRESS=test@ec.com, CN=Ec 01, OU=Service Automation EC, O=EC
    01, L=Bangalore, ST=Karnataka, C=IN</name>
    <aliasName>sn-partner</aliasName>
    <issuerName>EMAILADDRESS=user@example.com, CN=Service Automation CA,
    OU=Service Automation CA, O=Juniper Networks, L=Bangalore, ST=Karnataka,
    C=IN</issuerName>
    <serialNumber>4</serialNumber>
    <signatureAlgorithmName>SHA1withRSA</signatureAlgorithmName>
    <notBefore>1394688197000</notBefore>
    <notAfter>1426224197000</notAfter>
  </certificate>
</certificates>
```

##### Sample JSON Output

```
{
  "certificates": {
    "@uri": "/api/juniper/servicenow/certificate-management/certificates/",
    "@size": "1",
    "certificate": {
      "@href":
"/api/juniper/servicenow/certificate-management/certificates/3866625",
      "@uri":
"/api/juniper/servicenow/certificate-management/certificates/3866625",
```

```

    "@key": "3866625",
    "name": "EMAILADDRESS=test@ec.com, CN=Ec 01, OU=Service Automation EC,
O=EC 01, L=Bangalore, ST=Karnataka, C=IN",
    "aliasName": "sn-partner",
    "issuerName": "EMAILADDRESS=user@example.com, CN=Service Automation CA,
OU=Service Automation CA, O=Juniper Networks, L=Bangalore, ST=Karnataka,
C=IN",
    "serialNumber": 4,
    "signatureAlgorithmName": "SHA1withRSA",
    "notBefore": 1394688197000,
    "notAfter": 1426224197000
  }
}
}

```

#### Related Documentation

- [Get a Certificate by Certificate ID on page 600](#)
- [Add a Certificate to Service Now on page 602](#)
- [Delete Certificate by ID on page 604](#)
- [Certificate Management REST API Overview on page 597](#)

## Get a Certificate by Certificate ID

On an end-customer Service Now, use this API to retrieve a specific SSL certificate received from a Service Now partner.

#### URI

`https://[host]/api/juniper/servicenow/certificate-management/certificates/{id}` (HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description           |
|-----------|---------|----------|-----------------------|
| id        | Integer | Yes      | ID of the certificate |

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.certificate-management.certificate+json;version=1`
- `application/vnd.juniper.servicenow.certificate-management.certificate+xml;version=1`



## Response Elements

| Element                | Type    | Description  |
|------------------------|---------|--|
| id                     | Integer | ID of the certificate                                      |
| name                   | String  | Name of the certificate                                    |
| aliasName              | String  | Alias of the certificate Issuer                            |
| issuerName             | String  | Name of the Service Now partner who issued the certificate |
| serialNumber           | Integer | Serial number of the certificate                           |
| signatureAlgorithmName | String  | Algorithm used for signing the SSL certificate             |
| notBefore              | String  | Date and time before which the certificate is not valid    |
| notAfter               | String  | Date and time after which the certificate is not valid     |

## Sample Output

## Sample XML Output

```
<certificate>
  <id>3801090</id>
  <name>EMAILADDRESS=test@ec.com, CN=Ec 01, OU=Service Automation EC, O=EC
01, L=Bangalore, ST=Karnataka, C=IN</name>
  <aliasName>sn-partner</aliasName>
  <issuerName>EMAILADDRESS=user@example.com, CN=Service Automation CA,
OU=Service Automation CA, O=Juniper Networks, L=Bangalore, ST=Karnataka,
C=IN</issuerName>
  <serialNumber>4</serialNumber>
  <signatureAlgorithmName>SHA1withRSA</signatureAlgorithmName>
  <notBefore>1394688197000</notBefore>
  <notAfter>1426224197000</notAfter>
</certificate>
```

## Sample JSON Output

```
{
  "certificate" : {
    "id" : 3801091,
    "name" : "EMAILADDRESS=test@ec.com, CN=Ec 01, OU=Service Automation EC, O=EC
01, L=Bangalore, ST=Karnataka, C=IN",
    "aliasName" : "sn-partner",
    "issuerName" : "EMAILADDRESS=user@example.com, CN=Service Automation CA,
OU=Service Automation CA, O=Juniper Networks, L=Bangalore, ST=Karnataka, C=IN",

    "serialNumber" : 4,
    "signatureAlgorithmName" : "SHA1withRSA",
    "notBefore" : 1394688197000,
    "notAfter" : 1426224197000
  }
}
```

```
}  
}
```

**Related  
Documentation**

- [Get All Certificates on page 598](#)
- [Add a Certificate to Service Now on page 602](#)
- [Delete Certificate by ID on page 604](#)
- [Certificate Management REST API Overview on page 597](#)

## Add a Certificate to Service Now

On an end-customer Service Now, use this API to add an SSL certificate. The certificate includes alias of the Service Now partner issuing the certificate.

**URI**

`https://[host]/api/juniper/servicenow/certificate-management/upload` (HTTP method = POST)

**Consumes**

Multipart/form-data.

The **alias** request parameter must be passed in the request. Currently, the supported value for this parameter is *sn-partner*.

**Produces**

- `application/vnd.juniper.servicenow.certificate-management.certificate+json;version=1`
- `application/vnd.juniper.servicenow.certificate-management.certificate+xml;version=1`

**Response Elements**

| Element                | Type    | Description  |
|------------------------|---------|--|
| id                     | Integer | ID of the certificate                                      |
| name                   | String  | Name of the certificate                                    |
| aliasName              | String  | Alias of the certificate Issuer                            |
| issuerName             | String  | Name of the Service Now partner who issued the certificate |
| serialNumber           | Integer | Serial number of the certificate                           |
| signatureAlgorithmName | String  | Algorithm used for signing the SSL certificate             |

| Element   | Type | Description  |
|-----------|------|--|
| notBefore | Date | Date and time before which the certificate is not valid. |
| notAfter  | Date | Date and time after which the certificate is not valid.  |

#### Sample Input

##### Sample Input File

```
curl -k -v -i -X POST -u super:123juniper -H 'Content-Type:multipart/form-data'
https://10.219.51.8/api/juniper/servicenow/certificate-management/upload -F
"partner_cert.crt=@partner_cert.crt" -F "alias=sn-partner"
```

#### Sample Output

##### Sample XML Output

```
<certificate>
  <id>299045</id>
  <name>EMAILADDRESS=pbiswas@juniper.net, CN=service-now, OU=ASAP, O=Juniper
  Networks India, L=Bangalore, ST=Karnataka, C=IN</name>
  <aliasName>sn-partner</aliasName>
  <issuerName>EMAILADDRESS=pbiswas@juniper.net, CN=junos-space-server, OU=CSS,
  O=Juniper Networks, L=Bangalore, ST=Karnataka, C=IN</issuerName>
  <serialNumber>1</serialNumber>
  <signatureAlgorithmName>SHA1withRSA</signatureAlgorithmName>
  <notBefore>1470121923000</notBefore>
  <notAfter>1533193923000</notAfter>
</certificate>
```

##### Sample JSON Output

```
"certificate" : {
  "id" : 3801091,
  "name" : "EMAILADDRESS=test@ec.com, CN=Ec 01, OU=Service Automation EC, O=EC
  01, L=Bangalore, ST=Karnataka, C=IN",
  "aliasName" : "sn-partner",
  "issuerName" : "EMAILADDRESS=user@example.com, CN=Service Automation CA,
  OU=Service Automation CA, O=Juniper Networks, L=Bangalore, ST=Karnataka, C=IN",

  "serialNumber" : 4,
  "signatureAlgorithmName" : "SHA1withRSA",
  "notBefore" : 1394688197000,
  "notAfter" : 1426224197000
}
```

#### Related Documentation

- [Get All Certificates on page 598](#)
- [Get a Certificate by Certificate ID on page 600](#)
- [Delete Certificate by ID on page 604](#)
- [Certificate Management REST API Overview on page 597](#)

## Delete Certificate by ID

On an end-customer Service Now, use this API to delete an SSL certificate.

### URI

https://[host]/api/juniper/servicenow/certificate-management/certificates/{id} (HTTP method = DELETE)

### URI Parameters

| Parameter | Type    | Required | Description                             |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the SSL certificate to be deleted |

### Consumes

None

### Produces

- application/vnd.juniper.servicenow.certificate-management.servicenowmsg+json;version=1
- application/vnd.juniper.servicenow.certificate-management.servicenowmsg+xml;version=1

### Response Elements

| Element | Type   | Description   |
|---------|--------|---|
| status  | String | Status of the delete certificate job. The possible values are: <ul style="list-style-type: none"><li>• Success—Certificate was deleted successfully from end-customer Service Now</li><li>• Failed—Certificate failed to be deleted from end-customer Service Now</li></ul> |
| msg     | String | Message output after the delete certificate job is completed.   |

### Sample Output

#### Sample XML Output

```
<servicenowmsg>
<status>Success</status>
<msg>Certificate is deleted</msg>
</servicenowmsg>
```

#### Sample JSON Output

```
{
  "servicenowmsg": {
    "status": "Success",
    "msg": "Certificate is deleted"
  }
}
```

```
}  
}
```

**Related  
Documentation**

- [Get All Certificates on page 598](#)
- [Get a Certificate by Certificate ID on page 600](#)
- [Add a Certificate to Service Now on page 602](#)
- [Certificate Management REST API Overview on page 597](#)



## CHAPTER 21

# Address Group APIs

- [Address Group Management REST API Overview on page 607](#)
- [Get All Address Groups on page 609](#)
- [Get an Address Group by Address Group ID on page 611](#)
- [Create an Address Group on page 614](#)
- [Modify an Address Group on page 618](#)
- [Associate Devices to an Address Group on page 621](#)
- [Remove Devices from an Address Group on page 625](#)
- [Get All End Customer Address Groups on page 630](#)
- [Get End Customer Address Groups by ID on page 633](#)

### Address Group Management REST API Overview

---

You can associate address locations, such as a ship-to address, to a device. The ship-to address is used by Service Now to inform the Juniper Networks logistics team where to deliver a part or device when an RMA request is generated.

The **address-group-management** resources are available under `https://[host]/api/juniper/servicenow` for associating locations to a device.

#### URI

`https://[host]/api/juniper/servicenow/address-group-management` (HTTP method = GET)

#### Produces

- `application/vnd.juniper.servicenow.address-group-management+xml;version=1`
- `application/vnd.juniper.servicenow.address-group-management+json;version=1`

#### Sample Output

#### Sample XML Output

```
<servicenow-address-group-management>
  <collection
href="/api/juniper/servicenow/address-group-management/addressGroups"
rel="Address groups"/>
  </collection>
```

```

href="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups"
rel="End Customer Address groups"/>
  <method
href="/api/juniper/servicenow/address-group-management/addressGroups/create"
rel="Create Address Group"/>
</servicenow-address-group-management>

```



**NOTE:** `endCustomerAddressGroups` is displayed only when Service now is in Mode.

### Sample JSON Output

```

{
  "servicenow-address-group-management": {
    "collection": [
      {
        "@href":
"/api/juniper/servicenow/address-group-management/addressGroups",
        "@rel": "Address groups"
      },
      {
        "@href":
"/api/juniper/servicenow/address-group-management/endCustomerAddressGroups",
        "@rel": "End Customer Address groups"
      }
    ],
    "method": {
      "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/create",
      "@rel": "Create Address Group"
    }
  }
}

```



**NOTE:** `endCustomerAddressGroups` is displayed only when Service now is in Mode.

The address group management service provides the following APIs:

- [Get All Address Groups on page 609](#)
- [Get an Address Group by Address Group ID on page 611](#)
- [Create an Address Group on page 614](#)
- [Modify an Address Group on page 618](#)
- [Associate Devices to an Address Group on page 621](#)
- [Remove Devices from an Address Group on page 625](#)
- [Get All End Customer Address Groups on page 630](#)
- [Get End Customer Address Groups by ID on page 633](#)



**Related Documentation** • [Organization Management REST API Overview on page 147](#)

## Get All Address Groups

Use this API to retrieve all address groups defined in Service Now.

### URI

`https://[host]/api/juniper/servicenow/address-group-management/addressGroups`  
(HTTP method = GET)

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.address-group-management.addressgroups+xml;version=1`
- `application/vnd.juniper.servicenow.address-group-management.addressgroups+json;version=1`

### Response Elements

| Element                 | Type    | Description   |
|-------------------------|---------|---|
| uri                     | String  | URI of the address group collection in Service Now                                |
| size                    | Integer | Number of records in the collection   |
| addressGroup            |         | An address group in the collection  |
| uri                     | String  | URI of the address group  |
| href                    | String  | Link to the address group   |
| key                     | Integer | ID of the address group   |
| name                    | String  | Name of the location, such as the business name.                                  |
| address1 and address2   | String  | Address, such as street number and street name, to be associated with the device. |
| city, state and zipCode | String  | City, State and Zip Code of the address.  |
| devicecount             | Integer | Number of devices associated with this address group.                             |
| domainId                | Integer | ID of the domain in which an address group is present                             |

### Sample Output

**Sample XML Output**

```
<addressGroups size="1"
uri="/api/juniper/servicenow/address-group-management/addressGroups">
  <addressGroup
href="/api/juniper/servicenow/address-group-management/addressGroups/10551296"
key="10551296"
uri="/api/juniper/servicenow/address-group-management/addressGroups/10551296">

    <name>Juniper Networks Bangalore</name>
    <address1>Plot No. 66</address1>
    <address2>Bagmane Tech Park</address2>
    <city>Bangalore</city>
    <state>Bangalore</state>
    <country>India</country>
    <devicesCount>6</devicesCount>
    <zipCode>560093</zipCode>
    <domainId>10</domainId>
  </addressGroup>
</addressGroups>
```

**Sample JSON Output**

```
{
  "addressGroups": {
    "@size": "1",
    "@uri": "/api/juniper/servicenow/address-group-management/addressGroups",

    "addressGroup": {
      "@key": "10551296",
      "@uri":
"/api/juniper/servicenow/address-group-management/addressGroups/10551296",
      "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/10551296",
      "name": "Juniper Networks Bangalore",
      "address1": " Plot No. 66",
      "address2": "Bagmane Tech Park",
      "city": "Bangalore",
      "state": "Bangalore",
      "country": "India",
      "devicesCount": 6,
      "zipCode": 560093,
      "domainId": "10"
    }
  }
}
```

**Response Status Code**

| Message        | Description                                      |
|----------------|--|
| 204 No Content | No address groups were found within Service Now. |

**Related Documentation**

- [Get an Address Group by Address Group ID on page 611](#)
- [Create an Address Group on page 614](#)
- [Modify an Address Group on page 618](#)

- [Associate Devices to an Address Group on page 621](#)
- [Remove Devices from an Address Group on page 625](#)
- [Get All End Customer Address Groups on page 630](#)
- [Get End Customer Address Groups by ID on page 633](#)
- [Address Group Management REST API Overview on page 607](#)

## Get an Address Group by Address Group ID

This method returns a specific address group from within in Service Now.

### URI

`https://[host]/api/juniper/servicenow/address-group-management/addressGroups/{id}`  
(HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description                             |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the address group to be retrieved |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.address-group-management.addressgroup+xml;version=1`
- `application/vnd.juniper.servicenow.address-group-management.addressgroup+json;version=1`

### Response

| Element                 | Type    | Description  |
|-------------------------|---------|--|
| uri                     | String  | URI of the address group   |
| ID                      | Integer | ID of the address group  |
| name                    | String  | Name of the location, such as the business name.                                 |
| address1 and address2   | String  | Address, such as street number and street name, to be associated with the device |
| city, state and zipCode | String  | City, State and Zip Code of the address  |
| createdBy               | String  | User who created this address group  |

| Element      | Type    | Description  |
|--------------|---------|--|
| creationTime | String  | Date and time the address group was created  |
| modifiedTime | String  | Date and time the address group was last modified  |
| devices      | device  | Collection of devices to which the address group is associated   |
| href         | String  | Link to the collection of devices  |
| size         | Integer | Number of devices in the collection  |
| device       | device  | A device in the collection   |
| href         | String  | Link to the device   |
| key          | Integer | ID of the device   |
| hostName     | String  | Hostname of the device associated with this address group  |
| serialNumber | String  | Serial number of the device associated with this address group   |
| platform     | String  | Device platform associated with this address group   |
| addressType  | String  | Specifies whether this address is a shipping address or business address.<br><br>Possible values: <b>location</b> , <b>shipto</b> or <b>both</b> .<br><br><ul style="list-style-type: none"> <li>location—Address is business address</li> <li>shipto—Address is shipping address</li> <li>both—Address is both business and shipping address</li> </ul> |
| method       | String  | Method applicable to the address group   |
| domainId     | Integer | ID of the domain in which the address group is present   |

### Sample Output

#### Sample XML Output

```
<addressGroup
uri="/api/juniper/servicenow/address-group-management/addressGroups/10551296">

  <id>10551296</id>
  <name>Juniper Networks Bangalore</name>
  <address1>Plot No. 66</address1>
  <address2>Bagmane Tech Park</address2>
  <city>Bangalore</city>
  <state>Bangalore</state>
  <country>India</country>
```

```

<createdBy>super</createdBy>
<creationTime>2012-08-23 01:33:06 IST</creationTime>
<modifiedTime>2012-08-23 01:33:06 IST</modifiedTime>
<zipCode>560093</zipCode>
<domainId>10</domainId>
<devices size="1" href="/api/juniper/servicenow/device-management/devices">

  <device key="1671168"
href="/api/juniper/servicenow/device-management/devices/1671168">
    <hostName>MX80-Loopback</hostName>
    <serialNumber>D4358</serialNumber>
    <platform>junos</platform>
    <addressType>Location</addressType>
  </device>
</devices>
<method href="/api/juniper/servicenow/address-group-management/addressGroups/10551296/modify" rel="Modify Address Group"/>
<method href="/api/juniper/servicenow/address-group-management/addressGroups/10551296/associateDevices" rel="Associate Devices to Address Group"/>
<method href="/api/juniper/servicenow/address-group-management/addressGroups/10551296/deassociateDevices" rel="Deassociate Devices from Address Group"/>
</addressGroup>

```

### Sample JSON Output

```

{
  "addressGroup": {
    "@uri":
"/api/juniper/servicenow/address-group-management/addressGroups/10551296",
    "id": 10551296,
    "name": "Juniper Networks Bangalore",
    "address1": " Plot No. 66",
    "address2": "Bagmane Tech Park",
    "city": "Bangalore",
    "state": "Bangalore",
    "country": "India",
    "createdBy": "super",
    "creationTime": "2012-08-23 01:33:06 IST",
    "modifiedTime": "2012-08-23 01:33:06 IST",
    "zipCode": 560093,
    "domainId": "10"
    "devices": {
      "@size": "1",
      "@href": "/api/juniper/servicenow/device-management/devices",
      "device": {
        "@key": "1867778",
        "@href": "/api/juniper/servicenow/device-management/devices/1867778",

        "hostName": "srx650_191",
        "serialNumber": "AJ4410AA0031",
        "platform": "junos-es",
        "addressType": "Location"
      }
    },
    "method": [
      {
        "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/10551296/modify",

        "@rel": "Modify Address Group"
      },

```

```

    {
      "@href": "/api/juniper/servicenow/address-group-management/addressGroups/10551296/associateDevices",
      "@rel": "Associate Devices to Address Group"
    },
    {
      "@href": "/api/juniper/servicenow/address-group-management/addressGroups/10551296/deassociateDevices",
      "@rel": "Deassociate Devices from Address Group"
    }
  ]
}

```

**Response Status Code**

| Message       | Description  |
|---------------|--|
| 404 Not Found | <ul style="list-style-type: none"> <li>Invalid address group ID.</li> <li>No address group with this ID was found within Service Now.</li> </ul> |

**Related Documentation**

- [Get All Address Groups on page 609](#)
- [Create an Address Group on page 614](#)
- [Modify an Address Group on page 618](#)
- [Associate Devices to an Address Group on page 621](#)
- [Remove Devices from an Address Group on page 625](#)
- [Get All End Customer Address Groups on page 630](#)
- [Get End Customer Address Groups by ID on page 633](#)
- [Address Group Management REST API Overview on page 607](#)

## Create an Address Group

Use this API to create an address group in Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/address-group-management/addressGroups/create`  
(HTTP method = POST)

**URI Parameters**

None

**Consumes**

- `application/vnd.juniper.servicenow.address-group-management.addressgroup+xml; version=1; charset=UTF-8`

- application/vnd.juniper.servicenow.address-group-management.addressgroup+json; version=1; charset=UTF-8

### Produces

- application/vnd.juniper.servicenow.address-group-management.addressgroup+xml; version=1
- application/vnd.juniper.servicenow.address-group-management.addressgroup+json; version=1

### Response Elements

| Element                 | Type    | Description   |
|-------------------------|---------|---|
| name                    | String  | Name of the location, such as the business name.<br><br>This element is mandatory.  |
| address1 and address2   | String  | Address, such as street number and street name, to be associated with the device.<br><br>address 1 is required, where as address 2 is optional          |
| city, state and zipCode | String  | City, State and Zip Code of the location.<br><br>These elements are mandatory.  |
| contactName             | String  | Name of contact associated with this address group.   |
| contactPhone            | String  | Phone number of contact associated with this address group.   |
| createdBy               | String  | User creating this address group.   |
| creationTime            | String  | Date and time the address group was created.  |
| modificationTime        | String  | Date and time the address group was last modified.  |
| hostName                | String  | Hostname of the device associated with this address group. <b>hostname</b> is displayed only if Service Now can obtain the device information.          |
| serialNumber            | String  | Serial number of the device associated with this address group. <b>serialnumber</b> is displayed only if Service Now can obtain the device information. |
| platform                | String  | Device platform associated with this address group. <b>platform</b> is displayed only if Service Now can obtain the device information.                 |
| domainId                | Integer | ID of the domain in which the address group is created  |

### Sample Input

**Sample XML Input**

```
<addressGroup>
  <name>Juniper Networks</name>
  <address1>Plot No. 66</address1>
  <address2>Bagmane Tech Park</address2>
  <city>Bangalore</city>
  <state>Karnataka</state>
  <country>India</country>
  <zipCode>566093</zipCode>
  <contactName>Jim</contactName>
  <contactPhone>9878906754</contactPhone>
  <alternativePhone>687677868</alternativePhone>
  <notes>This is juniper bangalore address</notes>
  <domainId>10</domainId>
</addressGroup>
```

**Sample JSON Input**

```
{
  "addressGroup": {
    "name": "Juniper Corp",
    "address1": " Plot No. 66",
    "address2": "Bagmane Tech Park",
    "city": "Bangalore",
    "state": "Bangalore",
    "country": "India",
    "zipCode": 560093
    "domainId": "10"
  }
}
```

**Sample Output****Sample XML Output**

```
<addressGroup
uri="/api/juniper/servicenow/address-group-management/addressGroups/create">
  <id>11501570</id>
  <name>Juniper Networks</name>
  <address1>Plot No. 66</address1>
  <address2>Bagmane Tech Park</address2>
  <city>Bangalore</city>
  <state>Karnataka</state>
  <country>India</country>
  <contactName>Jim</contactName>
  <contactPhone>9878906754</contactPhone>
  <alternativePhone>687677868</alternativePhone>
  <notes>This is juniper bangalore address</notes>
  <createdBy>super</createdBy>
  <creationTime>2012-08-26 04:00:21 IST</creationTime>
  <modifiedTime>2012-08-26 04:00:21 IST</modifiedTime>
  <zipCode>566093</zipCode>
  <domainId>10</domainId>
  <method href="/api/juniper/servicenow/address-group-management/addressGroups/11501570/modify" rel="Modify Address Group"/>
  <method href="/api/juniper/servicenow/address-group-management/addressGroups/11501570/associateDevices" rel="Associate Devices to Address Group"/>
  <method href="/api/juniper/servicenow/address-group-management/addressGroups/11501570/deassociateDevices" rel="Deassociate Devices from Address Group"/>
</addressGroup>
```



## Sample JSON Output

```
{
  "addressGroup": {
    "@uri":
"/api/juniper/servicenow/address-group-management/addressGroups/create",
    "id": 11501572,
    "name": "Juniper Corp",
    "address1": "Plot No. 66",
    "address2": "Bagmane Tech Park",
    "city": "Bangalore",
    "state": "Bangalore",
    "country": "India",
    "contactName": "Vijay",
    "contactPhone": "1223466",
    "alternativePhone": "7777",
    "notes": "Current location",
    "createdBy": "super",
    "creationTime": "2012-08-26 15:17:38 IST",
    "modifiedTime": "2012-08-26 15:17:38 IST",
    "zipCode": 560093,
    "domainId": "10"
    "method": [
      {
        "@href": "/api/juniper/servicenow/address-group-management/addressGroups/11501572/modify",
        "@rel": "Modify Address Group"
      },
      {
        "@href": "/api/juniper/servicenow/address-group-management/addressGroups/11501572/associateDevices",
        "@rel": "Associate Devices to Address Group"
      },
      {
        "@href": "/api/juniper/servicenow/address-group-management/addressGroups/11501572/deassociateDevices",
        "@rel": "Deassociate Devices from Address Group"
      }
    ]
  }
}
```

## Response Status Code

| Message         | Description   |
|-----------------|---|
| 400 Bad Request | <p>Indicates one of the following:</p> <ul style="list-style-type: none"> <li>Address group name is null or empty. You cannot have a null or empty name.</li> <li>Address group name already exists in Service Now.</li> <li>Address field(s) are empty. Enter a value in address1 and optionally address2.</li> <li>City field is empty. Enter a value in the city field.</li> <li>State field is empty. Enter a valid state.</li> <li>Zip code field is empty. Enter a valid zip code.</li> </ul> |

**Related Documentation**

- [Get All Address Groups on page 609](#)
- [Get an Address Group by Address Group ID on page 611](#)
- [Modify an Address Group on page 618](#)
- [Associate Devices to an Address Group on page 621](#)
- [Remove Devices from an Address Group on page 625](#)
- [Get All End Customer Address Groups on page 630](#)
- [Get End Customer Address Groups by ID on page 633](#)
- [Address Group Management REST API Overview on page 607](#)

## Modify an Address Group

Use this API to modify an address group in Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/address-group-management/addressGroups/{id}/modify`  
(HTTP method = POST)

**URI Parameters**

| Parameter | Type    | Required | Description                            |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the address group to be modified |

**Consumes**

- `application/vnd.juniper.servicenow.address-group-management.addressgroup+xml;version=1`
- `application/vnd.juniper.servicenow.address-group-management.addressgroup+json;version=1`

**Produces**

- `application/vnd.juniper.servicenow.address-group-management.addressgroup+xml;version=1`
- `application/vnd.juniper.servicenow.address-group-management.addressgroup+json;version=1`

**Response Elements**

| Element               | Type   | Description   |
|-----------------------|--------|---|
| name                  | String | Name of the location, such as the business name   |
| address1 and address2 | String | Address, such as street number and street name, to be associated with the device<br><br>These are mandatory fields. |

| Element                 | Type    | Description   |
|-------------------------|---------|---|
| city, state and zipCode | String  | City, State and Zip Code of the location<br><br>These are mandatory fields.   |
| contactName             | String  | Name of contact associated with this address group  |
| contactPhone            | String  | Phone number of contact associated with this address group  |
| createdBy               | String  | Username of the person who created this address group   |
| creationTime            | String  | Date and time the address group was created   |
| modificationTime        | String  | Date and time the address group was last modified   |
| domainId                | Integer | ID of the domain in which the address group is created<br><br>This is an optional element. The value provided in this element is ignored if the value is invalid or a domainId other than the current domainId is provided. |

#### Sample Input

##### Sample XML Input

```
<addressGroup>
  <address1>Plot No. 66</address1>
  <address2>Bagmane Tech Park</address2>
  <city>Bangalore</city>
  <state>Karnataka</state>
  <country>India</country>
  <zipCode>566093</zipCode>
  <contactName>Jim Laker</contactName>
  <contactPhone>9878906754</contactPhone>
  <alternativePhone>687677868</alternativePhone>
  <notes>This is juniper bangalore address</notes>
  <domainId>10</domainId>
</addressGroup>
```

##### Sample JSON Input

```
{
  "addressGroup": {
    "address1": " Plot No. 66",
    "address2": "Bagmane Tech Park",
    "city": "Bangalore",
    "state": "Karnataka",
    "country": "India",
    "zipCode": 560093
    "domainId": "10"
  }
}
```

#### Sample Output

## Sample XML Output

```
<addressGroup
uri="/api/juniper/servicenow/address-group-management/addressGroups/create">
  <id>11501570</id>
  <name>Juniper Networks</name>
  <address1>Plot No. 66</address1>
  <address2>Bagmane Tech Park</address2>
  <city>Bangalore</city>
  <state>Karnataka</state>
  <country>India</country>
  <contactName>Jim Laker</contactName>
  <contactPhone>9878906754</contactPhone>
  <alternativePhone>687677868</alternativePhone>
  <notes>This is the bangalore address</notes>
  <createdBy>super</createdBy>
  <creationTime>2012-08-26 04:00:21 IST</creationTime>
  <modifiedTime>2012-08-26 04:00:21 IST</modifiedTime>
  <zipCode>566093</zipCode>
  <domainId>10</domainId>
  <method href="/api/juniper/servicenow/address-group-management/addressGroups/11501570/modify" rel="Modify Address Group"/>
  <method href="/api/juniper/servicenow/address-group-management/addressGroups/11501570/associateDevices" rel="Associate Devices to Address Group"/>
  <method href="/api/juniper/servicenow/address-group-management/addressGroups/11501570/deassociateDevices" rel="Deassociate Devices from Address Group"/>
</addressGroup>
```

## Sample JSON Output

```
{
  "addressGroup": {
    "@uri":
"/api/juniper/servicenow/address-group-management/addressGroups/create",
    "id": 11501572,
    "name": "Juniper Corp",
    "address1": " Plot No. 66",
    "address2": "Bagmane Tech Park",
    "city": "Bangalore",
    "state": "Karnataka",
    "country": "India",
    "contactName": "Jim Laker",
    "contactPhone": "9878906754",
    "alternativePhone": "687677868",
    "notes": "This is the bangalore address",
    "createdBy": "super",
    "creationTime": "2012-08-26 15:17:38 IST",
    "modifiedTime": "2012-08-26 15:17:38 IST",
    "zipCode": 560093,
    "domainId": "10"
    "method": [
      {
        "@href": "/api/juniper/servicenow/address-group-management/addressGroups/11501572/modify",
        "@rel": "Modify Address Group"
      },
      {
        "@href": "/api/juniper/servicenow/address-group-management/addressGroups/11501572/associateDevices",
        "@rel": "Associate Devices to Address Group"
      },
      {
        "@href": "/api/juniper/servicenow/address-group-management/addressGroups"
```

```

    /11501572/deassociateDevices",
    "@rel": "Deassociate Devices from Address Group"
  }
]
}
}

```

#### Response Status Code

| Message         | Description   |
|-----------------|---|
| 404 Not Found   | Address group ID not found in Service Now.  |
| 400 Bad Request | Indicates one of the following: <ul style="list-style-type: none"> <li>Address field(s) are empty. Enter a value in address1 and optionally address2.</li> <li>City field is empty. Enter a value in the city field.</li> <li>State field is empty. Enter a valid state.</li> <li>Zip code field is empty. Enter a valid zip code.</li> </ul> |

#### Related Documentation

- [Get All Address Groups on page 609](#)
- [Get an Address Group by Address Group ID on page 611](#)
- [Create an Address Group on page 614](#)
- [Associate Devices to an Address Group on page 621](#)
- [Remove Devices from an Address Group on page 625](#)
- [Get All End Customer Address Groups on page 630](#)
- [Get End Customer Address Groups by ID on page 633](#)
- [Address Group Management REST API Overview on page 607](#)

## Associate Devices to an Address Group

Use this API to associate one or more devices to an address group.

#### URI

`https://[host]/api/juniper/servicenow/address-group-management/addressGroups/{id}/associateDevices` (HTTP method = POST)

#### URI Parameters

| Parameter | Type    | Required | Description             |
|-----------|---------|----------|-------------------------|
| id        | Integer | Yes      | ID of the address group |

#### Consumes

- application/vnd.juniper.servicenow.address-group-management.devices+xml;version=1; charset=UTF-8
- application/vnd.juniper.servicenow.address-group-management.devices+json;version=1; charset=UTF-8

#### Request Elements

| Element     | Type   | Description   |
|-------------|--------|---|
| device      | device | Device to be associated with the address group  |
| href        | String | Link to the address group   |
| addressType | String | Type of address<br><br>Possible values: <ul style="list-style-type: none"> <li>• 0—Address is a location address</li> <li>• 1—Address is a ship-to address</li> <li>• 2—Address applies to both the location and ship-to addresses</li> </ul> |

#### Produces

- application/vnd.juniper.servicenow.address-group-management.adddevicesmsg+xml;version=1
- application/vnd.juniper.servicenow.address-group-management.adddevicesmsg+json;version=1

#### Response Elements

| Element    | Type      | Description   |
|------------|-----------|---|
| status     | String    | Status of the associate devices to address group job  |
| desc       | String    | Description of the job status   |
| keys       | key       | colleciton of device IDs  |
| key        | Integer   | ID of a device  |
| exceptions | exception | Collection of exceptions that occurred during the job   |
| exception  | exception | An exception  |
| severity   | String    | Severity of the exception<br><br>Possible values: <ul style="list-style-type: none"> <li>• ERROR</li> <li>• WARN</li> </ul> |

| Element | Type    | Description   |
|---------|---------|---|
| code    | String  | Code for the exception                                      |
| desc    | String  | Description of the exception                                |
| keys    | key     | Collection of device IDs for which the exception was raised |
| key     | Integer | ID of the device for which the exception was raised         |

#### Sample Input

##### Sample SML Input

```
<devices>
  <device href="/api/juniper/servicenow/device-management/devices/1671168">
    <addressType>1</addressType>
  </device>
  <device href="/api/juniper/servicenow/device-management/devices/1671181">
    <addressType>2</addressType>
  </device>
  <device href="/api/juniper/servicenow/device-management/devices/1671197">
    <addressType>0</addressType>
  </device>
  <device href="/api/juniper/servicenow/device-management/devices/1234">
    <addressType>1</addressType>
  </device>
  <device href="/api/juniper/servicenow/device-management/devices/1671208">
    <addressType>2</addressType>
  </device>
</devices>
```

##### Sample JSON Input

```
{
  "devices": {
    "device": [
      {
        "@href":
"/api/juniper/servicenow/device-management/devices/1671168",
        "addressType": "0"
      },
      {
        "@href":
"/api/juniper/servicenow/device-management/devices/1671181",
        "addressType": "1"
      },
      {
        "@href":
"/api/juniper/servicenow/device-management/devices/1671197",
        "addressType": "2"
      },
      {
        "@href":
"/api/juniper/servicenow/device-management/devices/1234",
        "addressType": "2"
      },
      {

```

```
        "@href":
        "/api/juniper/servicenow/device-management/devices/1671208",
        "addressType": "2"
      }
    ]
  }
}
```

### Sample Output

#### Sample XML Output

```
<servicenowmsg>
  <status>
    <desc>Devices successfully associated with address group</desc>
    <keys>
      <key>1671168</key>
      <key>1671181</key>
      <key>1671197</key>
    </keys>
  </status>
  <exceptions>
    <exception>
      <severity>ERROR</severity>
      <code>SN-1000</code>
      <desc>Invalid Devices</desc>
      <keys>
        <key>1234</key>
      </keys>
    </exception>
    <exception>
      <severity>ERROR</severity>
      <code>SN-1007</code>
      <desc>Address Type is not valid</desc>
      <keys>
        <key>1671208</key>
      </keys>
    </exception>
  </exceptions>
</servicenowmsg>
```

#### Sample JSON Output

```
{
  "servicenowmsg": {
    "status": {
      "desc": "Devices successfully associated with address group",
      "keys": {
        "key": [
          1671168,
          1671181,
          1671197
        ]
      }
    },
    "exceptions": {
      "exception": [
        {
          "severity": "ERROR",
          "code": "SN-1000",
          "desc": "Invalid Devices",

```



```

      "keys": {
        "key": 1234
      },
      {
        "severity": "ERROR",
        "code": "SN-1007",
        "desc": "Address Type is not valid",
        "keys": {
          "key": 1671208
        }
      }
    ]
  }
}

```

#### Response Status Code

| Message       | Description                                |
|---------------|--|
| 404 Not Found | Address group ID not found in Service Now. |
| SN-1007       | Address type is not valid.                 |
| SN-1000       | Specified devices are not valid.           |

#### Related Documentation

- [Get All Address Groups on page 609](#)
- [Get an Address Group by Address Group ID on page 611](#)
- [Create an Address Group on page 614](#)
- [Modify an Address Group on page 618](#)
- [Remove Devices from an Address Group on page 625](#)
- [Get All End Customer Address Groups on page 630](#)
- [Get End Customer Address Groups by ID on page 633](#)
- [Address Group Management REST API Overview on page 607](#)

## Remove Devices from an Address Group

Use this API to you remove one or more devices from an address group.

#### URI

`https://[host]/api/juniper/servicenow/address-group-management/addressGroups/{id}/deassociateDevices` (HTTP method = POST)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the address group from which devices are to be removed |

### Consumes

- application/vnd.juniper.servicenow.address-group-management.devices+xml;version=1; charset=UTF-8
- application/vnd.juniper.servicenow.address-group-management.devices+json;version=1; charset=UTF-8

### Request Elements

| Element     | Type   | Description   |
|-------------|--------|---|
| device      | device | Device to be removed from the address group   |
| href        | String | Link to the address group   |
| addressType | String | Type of address<br><br>Possible values: <ul style="list-style-type: none"><li>• 0—Address is a location address</li><li>• 1—Address is a ship-to address</li><li>• 2—Address applies to both the location and ship-to addresses</li></ul> |

### Produces

- application/vnd.juniper.servicenow.address-group-management.adddevicesmsg+xml;version=1
- application/vnd.juniper.servicenow.address-group-management.adddevicesmsg+json;version=1

### Response Elements

| Element    | Type      | Description   |
|------------|-----------|---|
| status     | String    | Status of the remove devices from address group job   |
| desc       | String    | Description of the job status                         |
| keys       | key       | collection of device IDs                              |
| key        | Integer   | ID of a device  |
| exceptions | exception | Collection of exceptions that occurred during the job |

| Element   | Type      | Description   |
|-----------|-----------|---|
| exception | exception | An exception  |
| severity  | String    | Severity of the exception<br><br>Possible values: <ul style="list-style-type: none"> <li>• ERROR</li> <li>• WARN</li> </ul> |
| code      | String    | Code for the exception  |
| desc      | String    | Description of the exceptioni   |
| keys      | key       | Collection of device IDs for which the exception was raised   |
| key       | Integer   | ID of the device for which the exception was raised   |

#### Sample Input

##### Sample XML Input

```
<devices>
  <device href="/api/juniper/servicenow/device-management/devices/1671168">
    <addressType>1</addressType>
  </device>
  <device href="/api/juniper/servicenow/device-management/devices/1671181">
    <addressType>2</addressType>
  </device>
  <device href="/api/juniper/servicenow/device-management/devices/1671197">
    <addressType>0</addressType>
  </device>
  <device href="/api/juniper/servicenow/device-management/devices/1234">
    <addressType>1</addressType>
  </device>
  <device href="/api/juniper/servicenow/device-management/devices/1671208">
    <addressType>4</addressType>
  </device>
</devices>
```

##### Sample JSON Input

```
{
  "devices": {
    "device": [
      {
        "@href":
"/api/juniper/servicenow/device-management/devices/1671168",
        "addressType": "0"
      },
      {
        "@href":
"/api/juniper/servicenow/device-management/devices/1671181",
        "addressType": "1"
      },
      {

```

```

        "@href":
        "/api/juniper/servicenow/device-management/devices/1671197",
        "addressType": "2"
    },
    {
        "@href":
        "/api/juniper/servicenow/device-management/devices/1234",
        "addressType": "2"
    },
    {
        "@href":
        "/api/juniper/servicenow/device-management/devices/1671208"
    }
  ]
}

```

### Sample Output

#### Sample XML Output

```

<servicenowmsg>
  <status>
    <desc>
      Device successfully deassociated from address group
    </desc>
    <keys>
      <key>1671197</key>
    </keys>
  </status>
  <exceptions>
    <exception>
      <severity>ERROR</severity>
      <code>SN-1000</code>
      <desc>Invalid Devices</desc>
      <keys>
        <key>1234</key>
      </keys>
    </exception>
    <exception>
      <severity>ERROR</severity>
      <code>SN-1007</code>
      <desc>Address Type is not valid</desc>
      <keys>
        <key>1671208</key>
      </keys>
    </exception>
    <exception>
      <severity>WARN</severity>
      <code>SN-1008</code>
      <desc>Device is not associated to the address group</desc>
      <keys>
        <key>1671168</key>
        <key>1671181</key>
      </keys>
    </exception>
  </exceptions>
</servicenowmsg>

```

## Sample JSON Output

```
{
  "servicenowmsg": {
    "status": {
      "desc": "Device successfully deassociated from address group",
      "keys": {
        "key": 1671168
      }
    },
    "exceptions": {
      "exception": [
        {
          "severity": "ERROR",
          "code": "SN-1000",
          "desc": "Invalid Devices",
          "keys": {
            "key": 1234
          }
        },
        {
          "severity": "WARN",
          "code": "SN-1008",
          "desc": "Device is not associated to the address group",
          "keys": {
            "key": [
              1671208,
              1671181,
              1671197
            ]
          }
        }
      ]
    }
  }
}
```

## Response Status Code

| Message       | Description                                      |
|---------------|--|
| 404 Not Found | Address group ID not found in Service Now.       |
| SN-1007       | Address type is not valid.                       |
| SN-1000       | Specified devices are not valid.                 |
| SN-1008       | Device is not associated with the address group. |

## Related Documentation

- [Get All Address Groups on page 609](#)
- [Get an Address Group by Address Group ID on page 611](#)
- [Create an Address Group on page 614](#)
- [Modify an Address Group on page 618](#)
- [Associate Devices to an Address Group on page 621](#)

- [Get All End Customer Address Groups on page 630](#)
- [Get End Customer Address Groups by ID on page 633](#)
- [Address Group Management REST API Overview on page 607](#)

## Get All End Customer Address Groups

Use this API to retrieve address groups associated with end customers.



**NOTE:** This service is available only when Service Now is operating in Partner Proxy mode.

### URI

`https://[host]/api/juniper/servicenow/address-group-management/endCustomerAddressGroups` (HTTP method = GET)

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.address-group-management.endcustomeraddressgroups+xml;version=1`
- `application/vnd.juniper.servicenow.address-group-management.endcustomeraddressgroups+json;version=1`

### Response Elements

| Element                 | Type                    | Description   |
|-------------------------|-------------------------|---|
| uri                     | String                  | URI of the collection of address groups associated with end customers |
| size                    | Integer                 | Number of address groups in the collection                            |
| endCustomerAddressGroup | endCustomerAddressGroup | An address grou associated with end customers                         |
| uri                     | String                  | URI of the address group  |
| href                    | String                  | Link to the address group   |
| key                     | Integer                 | ID of the address group   |

| Element                 | Type   | Description  |
|-------------------------|--------|--|
| name                    | String | Name of the location, such as the business name                                  |
| address1 and address2   | String | Address, such as street number and street name, to be associated with the device |
| city, state and zipCode | String | City, State and Zip Code of the location   |
| contactName             | String | Name of contact associated with this address group                               |
| connectedMember         | String | End customer associated with the address group                                   |

### Sample Output

#### Sample XML Output

```

<endCustomerAddressGroup size="2"
uri="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups">

  <endCustomerAddressGroup key="20000002"
uri="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups
/20000002"
href="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups
/20000002">
    <name>EAddressGroup</name>
    <address1>Plot No. 66</address1>
    <address2>Bagmane Tech Park</address2>
    <city>Bangalore</city>
    <state>Karnataka</state>
    <country>India</country>
    <contactName>Biru</contactName>
    <zipCode>5600879</zipCode>
    <connectedMember>VijaySystem</connectedMember>
  </endCustomerAddressGroup>
  <endCustomerAddressGroup key="20000003"
uri="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups
/20000003"
href="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups
/20000003">
    <name>EAddressGroup1</name>
    <address>Pandur</address>
    <city>Guwahati</city>
    <state>Assam</state>
    <country>India</country>
    <contactName>Debu</contactName>
    <contactPhone>9886478512</contactPhone>
    <zipCode>781012</zipCode>
    <connectedMember>VijaySystem</connectedMember>
  </endCustomerAddressGroup>
</ endCustomerAddressGroups>

```

## Sample JSON Output

```
{
  "endCustomerAddressGroups": {
    "@size": "2",
    "@uri":
"/api/juniper/servicenow/address-group-management/endCustomerAddressGroups",
    "endCustomerAddressGroup": [
      {
        "@key": "20000002",
        "@uri":
"/api/juniper/servicenow/address-group-management/endCustomerAddressGroups
/20000002",
        "@href":
"/api/juniper/servicenow/address-group-management/endCustomerAddressGroups
/20000002",
        "name": "ECAddressGroup",
        "address1": " Plot No. 66",
        "address2": "Bagmane Tech Park",
        "city": "Bangalore",
        "state": "Karnataka",
        "country": "India",
        "contactName": "Biru",
        "zipCode": 5600879,
        "connectedMember": "VijaySystem"
      },
      {
        "@key": "20000003",
        "@uri":
"/api/juniper/servicenow/address-group-management/endCustomerAddressGroups
/20000003",
        "@href":
"/api/juniper/servicenow/address-group-management/endCustomerAddressGroups
/20000003",
        "name": "ECAddressGroup1",
        "address": "Pandu",
        "city": "Guwahati",
        "state": "Assam",
        "country": "India",
        "contactName": "Debu",
        "contactPhone": 9886478512,
        "zipCode": 781012,
        "connectedMember": "VijaySystem"
      }
    ]
  }
}
```

## Response Status Code

| Message        | Description                                       |
|----------------|---|
| 204 No Content | No end-customer address groups found.             |
| 403 Forbidden  | Service Now is not running in Partner Proxy mode. |

## Related Documentation

- [Get All Address Groups on page 609](#)
- [Get an Address Group by Address Group ID on page 611](#)



- [Create an Address Group on page 614](#)
- [Modify an Address Group on page 618](#)
- [Associate Devices to an Address Group on page 621](#)
- [Remove Devices from an Address Group on page 625](#)
- [Get End Customer Address Groups by ID on page 633](#)
- [Address Group Management REST API Overview on page 607](#)

## Get End Customer Address Groups by ID

Use this API to retrieve the address group of an end-customer.



**NOTE:** This service is available only when Service Now is running in Proxy mode.

### URI

`https://[host]/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/{id}` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the address group for which information is to be retrieved |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.address-group-management.endcustomeraddressgroup+xml;version=1`
- `application/vnd.juniper.servicenow.address-group-management.endcustomeraddressgroup+json;version=1`

### Response Elements

| Element | Type    | Description              |
|---------|---------|--------------------------|
| uri     | String  | URI of the address group |
| id      | Integer | ID of the address group  |

| Element                 | Type    | Description  |
|-------------------------|---------|--|
| name                    | String  | Name of the location, such as the business name                                  |
| address1 and address2   | String  | Address, such as street number and street name, to be associated with the device |
| city, state and zipCode | String  | City, State and Zip Code of the location   |
| contactName             | String  | Name of contact associated with this address group                               |
| connectedMember         | String  | End customer associated with the address group                                   |
| devices                 | device  | Collection of devices with which the address group is associated                 |
| href                    | String  | Link to the collection of devices  |
| size                    | Integer | Number of devices in the collection  |
| device                  | device  | A device in the collection   |
| href                    | String  | Link to the device   |
| key                     | Integer | ID of the device   |
| hostName                | String  | Hostname of device associated with this address group                            |
| serialNumber            | String  | Serial number of device associated with this address group                       |
| platform                | String  | Platform of device associated with this address group                            |

### Sample Output

#### Sample XML Output

```
<endCustomerAddressGroup
uri="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups
/200000002">
  <id>200000002</id>
  <name>EAddressGroup</name>
  <address1>Plot No. 66</address1>
  <address2>Bagmane Tech Park</address2>
  <city>Bangalore</city>
  <state>Karnataka</state>
  <country>India</country>
  <contactName>Biru</contactName>
  <zipCode>5600879</zipCode>
  <connectedMember>VijaySystem</connectedMember>
  <devices size="3" href="/api/juniper/servicenow/device-management/devices">
```

```

    <device key="1867778"
href="/api/juniper/servicenow/device-management/devices/1867778">
    <hostName>srx650_191</hostName>
    <serialNumber>AJ4410AA0031</serialNumber>
    <platform>junos-es</platform>
    </device>
    <device key="1671208"
href="/api/juniper/servicenow/device-management/devices/1671208">
    <hostName>EX4200.24T.180</hostName>
    <serialNumber>BM0210435717</serialNumber>
    <platform>junos-ex</platform>
    </device>
    <device key="1671197"
href="/api/juniper/servicenow/device-management/devices/1671197">
    <hostName>ex-4200.50.182</hostName>
    <serialNumber>BM0210435487</serialNumber>
    <platform>junos-ex</platform>
    </device>
  </devices>
</ endCustomerAddressGroup>

```

### Sample JSON Output

```

{
  "endCustomerAddressGroup": {
    "@uri":
"/api/juniper/servicenow/address-group-management/endCustomerAddressGroups
/20000002",
    "id": 20000002,
    "name": "ECAddressGroup",
    "address1": " Plot No. 66",
    "address2": "Bagmane Tech Park",
    "city": "Bangalore",
    "state": "Karnataka",
    "country": "India",
    "contactName": "Biru",
    "zipCode": 5600879,
    "connectedMember": "VijaySystem",
    "devices": {
      "@size": "3",
      "@href": "/api/juniper/servicenow/device-management/devices",
      "device": [
        {
          "@key": "1867778",
          "@href": "/api/juniper/servicenow/device-management/devices/1867778",

          "hostName": "srx650_191",
          "serialNumber": "AJ4410AA0031",
          "platform": "junos-es"
        },
        {
          "@key": "1671208",
          "@href": "/api/juniper/servicenow/device-management/devices/1671208",

          "hostName": "EX4200.24T.180",
          "serialNumber": "BM0210435717",
          "platform": "junos-ex"
        },
        {
          "@key": "1671197",
          "@href": "/api/juniper/servicenow/device-management/devices/1671197",

```

```
    "hostname": "ex-4200.50.182",  
    "serialNumber": "BM0210435487",  
    "platform": "junos-ex"  
  }  
]  
}  
}
```

#### Response Status Code

| Message       | Description                               |
|---------------|---|
| 404 Not Found | Invalid address group ID.                 |
| 403 Forbidden | Service Now is not running in Proxy mode. |

#### Related Documentation

- [Get All Address Groups on page 609](#)
- [Get an Address Group by Address Group ID on page 611](#)
- [Create an Address Group on page 614](#)
- [Modify an Address Group on page 618](#)
- [Associate Devices to an Address Group on page 621](#)
- [Remove Devices from an Address Group on page 625](#)
- [Get All End Customer Address Groups on page 630](#)
- [Address Group Management REST API Overview on page 607](#)

## CHAPTER 22

# JMB Error Management APIs

- [JMB Error Management REST API Overview on page 637](#)
- [Get All JMBs with Errors on page 638](#)
- [Get a JMB with Error Information by JMB ID on page 640](#)
- [Delete a JMB with Errors on page 641](#)
- [Export a JMB with Errors on page 643](#)

## JMB Error Management REST API Overview

---

A JMB is considered erroneous if the JMB does not comply with the standard data structure that Service Now accepts or if the Manifest section of the JMB is incorrect.

The **jmb-error-management** resources are available under [https://\[host\]/api/juniper/servicenow](https://[host]/api/juniper/servicenow).

### URI

[https://\[host\]/api/juniper/servicenow/jmb-error-management](https://[host]/api/juniper/servicenow/jmb-error-management) (HTTP method = GET)

### Produces

- `application/vnd.juniper.servicenow.servicenow-jmb-error-management+xml;version=1`
- `application/vnd.juniper.servicenow.servicenow-jmb-error-management+json;version=1`

### Sample Output

#### Sample XML Output

```
<servicenow-jmb-error-management>
  <collection href="/api/juniper/servicenow/jmb-error-management/jmbs"
    rel="JMB Errors"/>
</servicenow-jmb-error-management>
```

#### Sample JSON Output

```
{
  "servicenow-jmb-error-management":
    {
      "collection":{

        "@href":"/api/juniper/servicenow/jmb-error-management/jmbs",
        "@rel":"JMB Errors"
      }
    }
}
```

```

    }
  }
}

```

The JMB error management service provides the following APIs:

- [Get All JMBs with Errors on page 638](#)
  - [Get a JMB with Error Information by JMB ID on page 640](#)
  - [Delete a JMB with Errors on page 641](#)
  - [Export a JMB with Errors on page 643](#)
- Related Documentation**
- [Organization Management REST API Overview on page 147](#)
  - [Information Management REST API Overview on page 733](#)
  - [Service Now Notification Management REST API Overview on page 747](#)

## Get All JMBs with Errors

Use this API to view all JMBs with errors.

### URI

`https://[host]/api/juniper/servicenow/jmb-error-management/jmbs` (HTTP method = GET)

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.servicenow-jmb-error-management.invalidjmbs+xml;version=1`
- `application/vnd.juniper.servicenow.servicenow-jmb-error-management.invalidjmbs+json;version=1`

### Response Elements

| Element  | Type     | Description                               |
|----------|----------|---|
| uri      | String   | URI of the collection of JMBs with errors |
| size     | Integer  | Number of records in the collection       |
| jmbError | jmbError | A JMB with errors in the collection       |
| status   | String   | JMB status.                               |
| jmbName  | String   | Name of JMB                               |

| Element  | Type    | Description   |
|----------|---------|---|
| id       | Integer | ID of the JMB   |
| deviceId | Integer | ID of the device from which the erroneous JMB was collected |

#### Sample Output

##### Sample XML Output

```
<jmbErrors uri="/api/juniper/servicenow/jmb-error-management/jmbs/" size="1">
  <jmbError
    uri="/api/juniper/servicenow/jmb-error-management/jmbs/360449">
      <filterLevel>4</filterLevel>
      <status>invalid</status>
      <jmbName>_ais_intel_20120220_103329.xml</jmbName>
      <id>360449</id>
      <deviceId>99511</deviceId>
    </jmbError>
  </jmbErrors>
```

##### Sample JSON Output

```
{ "jmbErrors": {
  "@uri": "/api/juniper/servicenow/jmb-error-management/jmbs", "@size": "2", "jmbError": [
    {
      "@uri": "/api/juniper/servicenow/jmb-error-management/jmbs/197401",
      "filterLevel": 1,
      "status": "invalid",
      "jmbName": "SN-SRX1400test_ais_intel_20120329_111913.xml",
      "id": 197401,
      "deviceId": 196610},
    {
      "@uri": "/api/juniper/servicenow/jmb-error-management/jmbs/197403",
      "filterLevel": 1,
      "status": "invalid",
      "jmbName": "SN-SRX1400test_ais_prob_20120329_111529.xml",
      "id": 197403,
      "deviceId": 196610}
  ]
}
```

#### Response Status Code

| Message        | Description                               |
|----------------|---|
| 204 No Content | No JMBs with errors found in Service Now. |

**Related Documentation**

- [Get a JMB with Error Information by JMB ID on page 640](#)
- [Delete a JMB with Errors on page 641](#)
- [Export a JMB with Errors on page 643](#)
- [JMB Error Management REST API Overview on page 637](#)

## Get a JMB with Error Information by JMB ID

Use this API to retrieve details of a specific JMB with errors.

**URI**

`https://[host]/api/juniper/servicenow/jmb-error-management/jmbs/{id}` (HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description               |
|-----------|---------|----------|---------------------------|
| id        | Integer | Yes      | ID of the JMB with errors |

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.servicenow-jmb-error-management.jmberror+xml; version=1`
- `application/vnd.juniper.servicenow.servicenow-jmb-error-management.jmberror+json; version=1`

**Response Elements**

| Element         | Type    | Description   |
|-----------------|---------|---|
| uri             | String  | URI of the JMB  |
| status          | String  | JMB status.   |
| jmbName         | String  | Name of JMB that contains errors.                           |
| id              | Integer | Unique identifier of JMB that contains errors.              |
| jmbErrorMessage | String  | Brief description of the error.                             |
| deviceId        | String  | ID of the device from which the erroneous JMB was collected |



### Sample Output

#### Sample XML Output

```
<jmbError uri="/api/juniper/servicenow/jmb-error-management/jmbs/360449">
  <filterLevel>4</filterLevel>
  <status>invalid</status>
  <jmbName>_ais_intel_20120220_103329.xml</jmbName>
  <jmbErrorMessage>JMB validation failed - cvc-complex-type.2.4.a:
Invalid content was found starting with element 'host-event-ID'.
      One of
'{"https://xml.juniper.net/xnm/1.1/xnm":jmb-xsd-version}' is
expected.</jmbErrorMessage>
  <id>360449</id>
  <deviceId>99511</deviceId>
</jmbError>
```

#### Sample JSON Output

```
{ "jmbError":
  { "@uri": "/api/juniper/servicenow/jmb-error-management/jmbs/197401",
    "filterLevel": 1,
    "status": "invalid",
    "jmbName": "SN-SRX1400test_ais_intel_20120329_111913.xml",
    "jmbErrorMessage": "JMB validation failed -
cvc-complex-type.2.4.a: Invalid content was found starting with element
'host-event-ID'.
      One of
'{"https://xml.juniper.net/xnm/1.1/xnm":jmb-xsd-version}' is expected.",
    "id": 197401,
    "deviceId": 196610
  }
}
```

### Response Status Code

| Message       | Description                                    |
|---------------|--|
| 404 Not Found | No JMBs with errors found with that ID number. |

#### Related Documentation

- [Get All JMBs with Errors on page 638](#)
- [Delete a JMB with Errors on page 641](#)
- [Export a JMB with Errors on page 643](#)
- [JMB Error Management REST API Overview on page 637](#)

## Delete a JMB with Errors

Use this API to delete an erroneous JMB from Junos Space Service Now.

#### URI

`https://[host]/api/juniper/servicenow/jmb-error-management/jmbs/{id}` (HTTP method = DELETE)

**URI Parameters**

| Parameter | Type    | Required | Description                 |
|-----------|---------|----------|-----------------------------|
| id        | Integer | Yes      | ID of the JMB to be deleted |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.servicenow-jmb-error-management.jmberror+xml;version=1
- application/vnd.juniper.servicenow.servicenow-jmb-error-management.jmberror+json;version=1

**Response Elements**

| Element | Type   | Description                          |
|---------|--------|--------------------------------------|
| msg     | String | Status message of the delete JMB job |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
  <msg>JMB Error successfully deleted</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
servicenowmsg:{
  msg:'JMB Error successfully deleted'
}
```

**Response Status Code**

| Message       | Description                                   |
|---------------|---|
| 404 Not Found | No JMBs with errors found with the ID number. |

**Related Documentation**

- [Get All JMBs with Errors on page 638](#)
- [Get a JMB with Error Information by JMB ID on page 640](#)
- [Export a JMB with Errors on page 643](#)
- [JMB Error Management REST API Overview on page 637](#)

## Export a JMB with Errors

Use this API to export an erroneous JMB from Service Now.

### URI

`https://[host]/api/juniper/servicenow/jmb-error-management/jmbs/{id}/export` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description                   |
|-----------|---------|----------|-------------------------------|
| id        | Integer | Yes      | ID of the JMB to be exported. |

### Consumes

None

### Produces

application/octet-stream

### Response Status Code

| Message       | Description                                   |
|---------------|---|
| 404 Not Found | No JMBs with errors found with the ID number. |

### Related Documentation

- [Get All JMBs with Errors on page 638](#)
- [Get a JMB with Error Information by JMB ID on page 640](#)
- [Delete a JMB with Errors on page 641](#)
- [JMB Error Management REST API Overview on page 637](#)



## CHAPTER 23

# Device Analysis APIs

- [Device Analysis REST API Overview on page 645](#)
- [Get All BIOS Validations on page 647](#)
- [Get BIOS Validation by ID on page 650](#)
- [Delete BIOS Validation by ID on page 653](#)
- [Export All BIOS Validations on page 654](#)
- [Export BIOS Validation by ID on page 656](#)
- [View BIOS Legal Notice on page 658](#)
- [Accept BIOS Legal Notice on page 659](#)
- [Configure BIOS Validation On Devices on page 660](#)
- [Configure BIOS Validation on Newly Discovered Devices on page 663](#)
- [Get All Devices in a PHDC Configuration on page 666](#)
- [Get All Devices Having PHD on page 669](#)
- [Get PHDC Configuration of a Device by PHD Device Configuration ID on page 672](#)
- [Get All PHDs by PHD Device Configuration ID on page 675](#)
- [Export All PHDs by Device ID on page 678](#)
- [Get PHD by ID on page 679](#)
- [Download PHD by ID on page 683](#)
- [Delete PHD by ID on page 684](#)
- [Export PHD by ID on page 686](#)
- [Export All Devices Having Product Health Data on page 687](#)

## Device Analysis REST API Overview

---

The Device Analysis service allows you to analyze and verify the integrity of BIOS installed on a device running Junos OS. It also provides methods to view, export, and download product health data (PHD) collected from devices.

The **device-analysis** resources are available at [https://\[host\]/api/juniper/servicenow/device-analysis](https://[host]/api/juniper/servicenow/device-analysis).

### URI

https://[host]/api/juniper/servicenow/device-analysis

#### Produces

- application/vnd.juniper.servicenow.device-analysis+xml;version=1
- application/vnd.juniper.servicenow.device-analysis+json;version=1

#### Response Elements

| Element    | Type   | Description                                |
|------------|--------|--|
| collection | String | Collection of BIOS validations on a device |
| method     | String | Methods applicable to BIOS validations     |

#### Sample Output

##### Sample XML Output

```
<servicenow-device-analysis>
  <collection href="/api/juniper/servicenow/device-analysis/BIOSValidations"
  />
  <method href="/api/juniper/servicenow/device-analysis/BIOSValidations/export"
  />
  <method
href="/api/juniper/servicenow/device-analysis/BIOSValidations/BIOSLegalNotice"
  />
</servicenow-device-analysis>
```

##### Sample JSON Output

```
{
  "servicenow-device-analysis": {
    "collection": { "-href":
"/api/juniper/servicenow/device-analysis/BIOSValidations" },
    "method": [
      { "-href":
"/api/juniper/servicenow/device-analysis/BIOSValidations/export" },
      { "-href":
"/api/juniper/servicenow/device-analysis/BIOSValidations/BIOSLegalNotice" }
    ]
  }
}
```

The Device Analysis service provides the following APIs:

- [Get All BIOS Validations on page 647](#)
- [Get BIOS Validation by ID on page 650](#)
- [Delete BIOS Validation by ID on page 653](#)
- [Export All BIOS Validations on page 654](#)
- [Export BIOS Validation by ID on page 656](#)
- [View BIOS Legal Notice on page 658](#)
- [Accept BIOS Legal Notice on page 659](#)

- [Configure BIOS Validation On Devices on page 660](#)
- [Configure BIOS Validation on Newly Discovered Devices on page 663](#)
- [Get All Devices in a PHDC Configuration on page 666](#)
- [Get All Devices Having PHD on page 669](#)
- [Get PHDC Configuration of a Device by PHD Device Configuration ID on page 672](#)
- [Get All PHDs by PHD Device Configuration ID on page 675](#)
- [Export All PHDs by Device ID on page 678](#)
- [Get PHD by ID on page 679](#)
- [Download PHD by ID on page 683](#)
- [Delete PHD by ID on page 684](#)
- [Export PHD by ID on page 686](#)
- [Export All Devices Having Product Health Data on page 687](#)

#### Related Documentation

- [Device Management REST API Overview on page 207](#)
- [Incident Management REST API Overview on page 320](#)
- [Job management REST API](#)

## Get All BIOS Validations

Use this API to retrieve data about BIOS validations from all the devices managed by Junos Space Service Now.

#### URI

`https://[host]/api/juniper/servicenow/device-analysis/BIOSValidations` (HTTP method = GET)

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.device-analysis.biosvalidations+xml;version=1`
- `application/vnd.juniper.servicenow.device-analysis.biosvalidations+json;version=1`

#### Response Elements

| Element | Type    | Description                            |
|---------|---------|--|
| uri     | String  | Link to the BIOS validation collection |
| size    | Integer | Number of records in the collection    |

| Element          | Type           | Description  |
|------------------|----------------|--|
| biosValidation   | biosValidation | BIOS validation  |
| href             | String         | Link to an individual BIOS validation in a BIOS validation collection  |
| key              | Integer        | ID of the BIOS validation  |
| junosVersion     | Integer        | Version of Junos from which the BIOS data is collected   |
| organizationName | String         | Organization from which data for BIOS validation was received  |
| deviceGroupName  | String         | Device group of the organization from which the data for BIOS validation was received  |
| device           | String         | Device from which the data for BIOS validation was received  |
| product          | String         | Product family of the device from which the data for BIOS validation was received  |
| entity           | String         | Routing Engine of the device from which the data for BIOS validation was received<br><br>For a device with dual RE, the values are re0 and re1.  |
| status           | String         | Status of validating the BIOS data received from the device. The possible values are: <ul style="list-style-type: none"> <li>• Pending Submission—Service Now has received data for BIOS validation from the device; the data is yet to be submitted to Juniper Support System (JSS).</li> <li>• Pending Case Creation—JSS has received the BIOS validation data from the device; JSS is yet to create a case for the received data.</li> <li>• Case Created—JSS has created a case for the BIOS validation data received for the device.</li> <li>• Case Creation Failed—JSS failed to create a case for the BIOS validation data received from the device.</li> <li>• Submission Failed—Service Now is unable to submit the BIOS validation data to JSS.</li> <li>• Validation Success—Validation of BIOS data by JSS was successful.</li> <li>• Out for Extended Review— BIOS validation encountered issues and the BIOS data is sent to the device team for further review.</li> </ul> |
| occurred         | Date           | Date and time when the BIOS data was received from the device for BIOS integrity check   |

### Sample Output



## Sample XML Output

```
<bios-validations uri="/api/juniper/servicenow/device-analysis/BIOSValidations"
size="2">
  <biosValidation
href="/api/juniper/servicenow/device-analysis/BIOSValidations/786473"
key="786473"
uri="/api/juniper/servicenow/device-analysis/BIOSValidations/786473"
junosVersion="12.3R6.6">
    <organizationName>TestOrg</organizationName>
    <deviceGroupName>Default for TestOrg</deviceGroupName>
    <device>mx-480-sn2</device>
    <product>MX480</product>
    <entity>re1</entity>
    <status>Pending Submission</status>
    <occurred>2014-12-17 20:37:06 IST</occurred>
  </biosValidation>
  <biosValidation
href="/api/juniper/servicenow/device-analysis/BIOSValidations/786446"
key="786446"
uri="/api/juniper/servicenow/device-analysis/BIOSValidations/786446"
junosVersion="12.3R6.6">
    <organizationName>TestOrg</organizationName>
    <deviceGroupName>Default for TestOrg</deviceGroupName>
    <device>mx-480-sn2</device>
    <product>MX480</product>
    <entity>re0</entity>
    <status>Case Created</status>
    <occurred>2014-12-17 20:37:37 IST</occurred>
  </biosValidation>
</bios-validations>
```

## Sample JSON Output

```
{
  "bios-validations": {
    "@uri": "/api/juniper/servicenow/device-analysis/BIOSValidations",
    "@size": "2",
    "biosValidation": [
      {
        "@href":
"/api/juniper/servicenow/device-analysis/BIOSValidations/786473",
        "@key": "786473",
        "@uri":
"/api/juniper/servicenow/device-analysis/BIOSValidations/786473",
        "@junosVersion": "12.3R6.6",
        "organizationName": "TestOrg",
        "deviceGroupName": "Default for TestOrg",
        "device": "mx-480-sn2",
        "product": "MX480",
        "entity": "re1",
        "status": "Pending Submission",
        "occurred": "2014-12-17 20:37:06 IST"
      },
      {
        "@href":
"/api/juniper/servicenow/device-analysis/BIOSValidations/786446",
        "@key": "786446",
        "@uri":
"/api/juniper/servicenow/device-analysis/BIOSValidations/786446",
        "@junosVersion": "12.3R6.6",
        "organizationName": "TestOrg",
        "deviceGroupName": "Default for TestOrg",
```

```
    "device": "mx-480-sn2",
    "product": "MX480",
    "entity": "re0",
    "status": "Case Created",
    "occurred": "2014-12-17 20:37:37 IST"
  }
]
```

**Related Documentation**

- [Get Information About a Device on page 213](#)
- [Get BIOS Validation by ID on page 650](#)
- [Get Information About a Technical Support Case on page 457](#)
- [Get Information About an End-Customer Case on page 482](#)
- [Delete BIOS Validation by ID on page 653](#)
- [Export BIOS Validation by ID on page 656](#)
- [Configure BIOS Validation On Devices on page 660](#)
- [Device Analysis REST API Overview on page 645](#)

## Get BIOS Validation by ID

Use this API to retrieve data about a specific BIOS validation performed on a device managed by Junos Space Service Now.

**URI**

[https://\[host\]/api/juniper/servicenow/device-analysis/BIOSValidations/{id}](https://[host]/api/juniper/servicenow/device-analysis/BIOSValidations/{id}) (HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description                               |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the BIOS validation to be retrieved |

**Consumes**

None

**Produces**

- [application/vnd.juniper.servicenow.device-analysis.biosvalidation+json;version=1](#)
- [application/vnd.juniper.servicenow.device-analysis.biosvalidation+xml;version=1](#)

## Response Elements

| Element      | Type    | Description   |
|--------------|---------|---|
| uri          | String  | Link to the BIOS validation resource to be retrieved  |
| id           | Integer | ID of BIOS validation   |
| status       | String  | <p>Status of validating BIOS data received from the device. The possible values are:</p> <ul style="list-style-type: none"> <li>• Pending Submission—Service Now has received data for BIOS validation from the device; the data is yet to be submitted to Juniper Support System (JSS).</li> <li>• Pending Case Creation—JSS has received the BIOS validation data from the device; JSS is yet to create a case for the received data.</li> <li>• Case Created—JSS has created a case for the BIOS validation data received for the device.</li> <li>• Case Creation Failed—JSS failed to create a case for the BIOS validation data received from the device.</li> <li>• Submission Failed—Service Now is unable to submit the BIOS validation data to JSS.</li> <li>• Validation Success—Validation of BIOS data by JSS was successful.</li> <li>• Out for Extended Review— BIOS validation encountered issues and the BIOS data is sent to the device team for further review.</li> </ul> |
| occurred     | String  | Date and time when the BIOS data was received from the device for BIOS integrity check  |
| entity       | String  | <p>Routing Engine of the device from which the data for BIOS validation was received.</p> <p>For a device with dual RE, the values are re0 and re1.</p>   |
| device       | String  | Device from which the data for BIOS validation was received   |
| organization | String  | Organization from which data for BIOS validation was received   |
| deviceGroup  | String  | Device group of the organization from which the data for BIOS validation was received   |

## Sample Output

## Sample XML Output

```
<bios-validation
  uri="/api/juniper/servicenow/device-analysis/BIOSValidations/786473">
  <method
    href="/api/juniper/servicenow/device-analysis/BIOSValidations/786473/export"/>

    <id>786473</id>
    <status>Pending Submission</status>
    <occurred>2014-12-17 20:37:06 IST</occurred>
    <entity>re1</entity>
```

```

<device href="/api/juniper/servicenow/device-management/devices/65545">
  <id>65545</id>
  <serialNumber>JN11742FFAFB</serialNumber>
  <ipAddr>192.0.2.127</ipAddr>
  <product>MX480</product>
  <platform>junos</platform>
  <hostName>mx-480-sn2</hostName>
  <release>12.3R6.6</release>
  <version>R6</version>
</device>
<organization
href="/api/juniper/servicenow/organization-management/organization/65541">
  <id>65541</id>
  <name>TestOrg</name>
</organization>
<deviceGroup
href="/api/juniper/servicenow/device-group-management/deviceGroup/65542">
  <id>65542</id>
  <name>Default for TestOrg</name>
</deviceGroup>
</bios-validation>

```

### Sample JSON Output

```

{
  "bios-validation": {
    "@uri": "/api/juniper/servicenow/device-analysis/BIOSValidations/786473",

    "method": {
      "@href":
"/api/juniper/servicenow/device-analysis/BIOSValidations/786473/export"
    },
    "id": 786473,
    "status": "Pending Submission",
    "occurred": "2014-12-17 20:37:06 IST",
    "entity": "re1",
    "device": {
      "@href": "/api/juniper/servicenow/device-management/devices/65545",
      "id": 65545,
      "serialNumber": "JN11742FFAFB",
      "ipAddr": "192.0.2.127",
      "product": "MX480",
      "platform": "junos",
      "hostName": "mx-480-sn2",
      "release": "12.3R6.6",
      "version": "R6"
    },
    "organization": {
      "@href":
"/api/juniper/servicenow/organization-management/organization/65541",
      "id": 65541,
      "name": "TestOrg"
    },
    "deviceGroup": {
      "@href":
"/api/juniper/servicenow/device-group-management/deviceGroup/65542",
      "id": 65542,
      "name": "Default for TestOrg"
    }
  }
}

```

**Related Documentation**

- [Get All BIOS Validations on page 647](#)
- [Get Information About a Device on page 213](#)
- [Get Information About a Technical Support Case on page 457](#)
- [Get Information About an End-Customer Case on page 482](#)
- [Delete BIOS Validation by ID on page 653](#)
- [Export BIOS Validation by ID on page 656](#)
- [Configure BIOS Validation On Devices on page 660](#)
- [Device Analysis REST API Overview on page 645](#)

## Delete BIOS Validation by ID

Use this API to delete information about a specific BIOS validation from Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/device-analysis/BIOSValidations/{id}` (HTTP method = DELETE)

**URI Parameters**

| Parameter | Type    | Required | Description                             |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the BIOS validation to be deleted |

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.device-analysis.servicenowmsg+xml;version=1`
- `application/vnd.juniper.servicenow.device-analysis.servicenowmsg+json;version=1`

**Response Elements**

| Parameter | Type   | Description  |
|-----------|--------|--|
| status    | String | Status of the delete BIOS validation operation                         |
| msg       | String | Message relating to the status of the delete BIOS validation operation |

**Sample Output**

**Sample XML Output  
when Delete is  
Successful**

```
<servicenowmsg>
  <status>Successful</status>
  <msg>BIOS Validation is deleted successfully</msg>
</servicenowmsg>
```

**Sample XML Output  
when Delete Fails**

```
<servicenowmsg>
  <status>Unsuccessful</status>
  <msg>This BIOS validation could not be deleted because it is linked to
other validations and their scanned status is yet not known.</msg>
</servicenowmsg>
```

**Sample JSON Output  
when Delete is  
Successful**

```
{
  "servicenowmsg": {
    "status": "Successful",
    "msg": "BIOS Validation is delete successfully"
  }
}
```

**Sample JSON Output  
when Delete Fails**

```
{
  "servicenowmsg": {
    "status": "Unsuccessful",
    "msg": "This BIOS validation could not be deleted because it is linked to
other validations and their scanned status is yet not known."
  }
}
```

**Related  
Documentation**

- [Get All BIOS Validations on page 647](#)
- [Get BIOS Validation by ID on page 650](#)
- [Export All BIOS Validations on page 654](#)
- [View BIOS Legal Notice on page 658](#)
- [Accept BIOS Legal Notice on page 659](#)
- [Configure BIOS Validation On Devices on page 660](#)
- [Configure BIOS Validation on Newly Discovered Devices on page 663](#)
- [Device Analysis REST API Overview on page 645](#)

---

## Export All BIOS Validations

Use this API to export data about all BIOS validations in Junos Space Service Now to an Excel file.

**URI**

`https://[host]/api/juniper/servicenow/device-analysis/BIOSValidations/export` (HTTP method = GET)

**Consumes**

None

**Produces**

application/octet-stream

The Excel file contains the following fields.

| Element         | Description  |
|-----------------|--|
| organization    | Organization from which the data for BIOS validation was received  |
| deviceGroup     | Device group of the organization from which the data for BIOS validation was received  |
| ConnectedMember | End customer to which the device belongs<br><br>This field is applicable only for a Service Now partner.   |
| Hostname        | Hostname of the device from which BIOS data was received   |
| IP Address      | IP address of the device from which the data for BIOS validation was received  |
| entity          | Routing Engine of the device from which the data for BIOS validation was received<br><br>For a device with dual RE, the values are re0 and re1.  |
| status          | Status of validating the BIOS data received from the device. The possible values are: <ul style="list-style-type: none"> <li>• Pending Submission—Service Now has received data for BIOS validation from the device; the data is yet to be submitted to Juniper Support System (JSS).</li> <li>• Pending Case Creation—JSS has received the BIOS validation data from the device; JSS is yet to create a case for the received data.</li> <li>• Case Created—JSS has created a case for the BIOS validation data received for the device.</li> <li>• Case Creation Failed—JSS failed to create a case for the BIOS validation data received from the device.</li> <li>• Submission Failed—Service Now is unable to submit the BIOS validation data to JSS.</li> <li>• Validation Success—Validation of BIOS data by JSS was successful.</li> <li>• Out for Extended Review— BIOS validation encountered issues and the BIOS data is sent to the device team for further review.</li> </ul> |
| Time Received   | Date and time when the last update for BIOS validation was received from JSS.  |
| Junos Version   | Version of Junos OS running on the Routing Engine of the device  |

| Element           | Description                                   |
|-------------------|---|
| AI-Script Version | Version of AI-Scripts installed on the device |

#### Related Documentation

- [Get All BIOS Validations on page 647](#)
- [Get BIOS Validation by ID on page 650](#)
- [Export BIOS Validation by ID on page 656](#)
- [View BIOS Legal Notice on page 658](#)
- [Accept BIOS Legal Notice on page 659](#)
- [Configure BIOS Validation On Devices on page 660](#)
- [Configure BIOS Validation on Newly Discovered Devices on page 663](#)
- [Device Analysis REST API Overview on page 645](#)

## Export BIOS Validation by ID

Use this API to export a specific BIOS validation to an Excel file.

#### URI

`https://[host]/api/juniper/servicenow/device-analysis/BIOSValidations/{id}/export`  
(HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description                                       |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the BIOS validation resource to be exported |

#### Consumes

None

#### Produces

application/octet-stream

The Excel file contains the following fields.

| Element      | Description   |
|--------------|---|
| organization | Organization from which the data for BIOS validation was received                     |
| deviceGroup  | Device group of the organization from which the data for BIOS validation was received |



| Element           | Description   |
|-------------------|---|
| Connected Member  | End customer to which the device belongs<br><br>This field is applicable only for a Service Now partner.  |
| Hostname          | Hostname of the device from which BIOS data was received  |
| IP Address        | IP address of the device from which the data for BIOS validation was received   |
| entity            | Routing Engine of the device from which the data for BIOS validation was received<br><br>For a device with dual RE, the values are re0 and re1.   |
| status            | Status of validating the BIOS data received from the device. The possible values are: <ul style="list-style-type: none"> <li>• Pending Submission—Service Now has received data for BIOS validation from the device; the data is yet to be submitted to Juniper Support System (JSS).</li> <li>• Pending Case Creation—JSS has received the BIOS validation data from the device; JSS is yet to create a case for the received data.</li> <li>• Case Created—JSS has created a case for the BIOS validation data received for the device.</li> <li>• Case Creation Failed—JSS failed to create a case for the BIOS validation data received from the device.</li> <li>• Submission Failed—Service Now is unable to submit the BIOS validation data to JSS.</li> <li>• Validation Success—Validation of BIOS data by JSS was successful.</li> <li>• Out for Extended Review—BIOS validation encountered issues and the BIOS data is sent to the device team for further review.</li> </ul> |
| Time Received     | Date and time when the last update for BIOS validation was received from JSS  |
| Junos Version     | Version of Junos OS running on the Routing Engine of the device   |
| AI-Script Version | Version of AI-Scripts installed on the device   |

#### Related Documentation

- [Get All BIOS Validations on page 647](#)
- [Get BIOS Validation by ID on page 650](#)
- [Export BIOS Validation by ID on page 656](#)
- [View BIOS Legal Notice on page 658](#)
- [Accept BIOS Legal Notice on page 659](#)
- [Configure BIOS Validation On Devices on page 660](#)
- [Configure BIOS Validation on Newly Discovered Devices on page 663](#)

- [Device Analysis REST API Overview on page 645](#)

## View BIOS Legal Notice

Use this API to retrieve and display the BIOS legal notice. The legal notice should be accepted before you enable BIOS validation on devices managed by Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/device-analysis/biosValidations/biosLegalNotice`  
(HTTP method = GET)

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.device-analysis.biosvalidation.legalnotice+xml;version=1`
- `application/vnd.juniper.servicenow.device-analysis.biosvalidation.legalnotice+json;version=1`

### Response Elements

| Element | Type   | Description                                       |
|---------|--------|---|
| notice  | String | Text of the BIOS legal notice                     |
| method  | String | Method applicable to the BIOS validation resource |

### Sample Output

#### Sample XML Output

```
<biosValidationLegalNotice>
  <notice>By enabling and continuing to use Service Now to submit BIOS software
  running on Juniper products in your network environment ("BIOS") for BIOS
  integrity checking, you acknowledge and agree that any BIOS test results
  provided to you in response to your submission that indicate there may be a
  BIOS anomaly to be further investigated are deemed to be Juniper Confidential
  Information subject to the confidentiality obligations stated in your Juniper
  Care and Juniper Care Plus End User Support Agreement.

  Further, Juniper cannot and does not guarantee that BIOS integrity checking
  through Service Now will result in increased security of any specific Juniper
  product or your network environment generally or that it will detect all
  possible BIOS anomalies. Juniper provides BIOS testing as a convenience to
  its customers and any BIOS test results are furnished to you "As Is" without
  any warranties of any kind.</notice>
  <method
  href="/api/juniper/servicenow/device-analysis/BIOSValidations/BIOSLegalNotice/accept"
  />
</biosValidationLegalNotice>
```

**Sample JSON Output**

```
{
  "biosValidationLegalNotice": {
    "notice": "By enabling and continuing to use Service Now to submit BIOS
software running on Juniper products in your network environment (\"BIOS\")
for BIOS integrity checking, you acknowledge and agree that any BIOS test
results provided to you in response to your submission that indicate there
may be a BIOS anomaly to be further investigated are deemed to be Juniper
Confidential Information subject to the confidentiality obligations stated in
your Juniper Care and Juniper Care Plus End User Support Agreement.

Further, Juniper cannot and does not guarantee that BIOS integrity checking
through Service Now will result in increased security of any specific Juniper
product or your network environment generally or that it will detect all
possible BIOS anomalies. Juniper provides BIOS testing as a convenience to
its customers and any BIOS test results are furnished to you \"As Is\" without
any warranties of any kind.",
    "method": { "-href":
"/api/juniper/servicenow/device-analysis/BIOSValidations/BIOSLegalNotice/accept"
}
}
}
```

**Related  
Documentation**

- [Get All BIOS Validations on page 647](#)
- [Get BIOS Validation by ID on page 650](#)
- [Export BIOS Validation by ID on page 656](#)
- [Export All BIOS Validations on page 654](#)
- [View BIOS Legal Notice on page 658](#)
- [Accept BIOS Legal Notice on page 659](#)
- [Configure BIOS Validation On Devices on page 660](#)
- [Configure BIOS Validation on Newly Discovered Devices on page 663](#)
- [Device Analysis REST API Overview on page 645](#)

## Accept BIOS Legal Notice

Use this API to accept the BIOS legal notice. The legal notice must be accepted before you enable and configure BIOS validation on devices managed by Junos Space Service Now.

**URI**

`https://[host]/api/juniper/servicenow/device-analysis/biosValidations/  
biosLegalNotice/accept` (HTTP method = POST)

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.device-analysis.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.device-analysis.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Status message of the accept BIOS legal notice job |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
  <msg>BIOS legal notice accepted</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": {"msg": "BIOS legal notice accepted" }
}
```

**Error Codes**

None

**Related Documentation**

- [Get All BIOS Validations on page 647](#)
- [Get BIOS Validation by ID on page 650](#)
- [Export BIOS Validation by ID on page 656](#)
- [Export All BIOS Validations on page 654](#)
- [View BIOS Legal Notice on page 658](#)
- [Accept BIOS Legal Notice on page 659](#)
- [Configure BIOS Validation On Devices on page 660](#)
- [Configure BIOS Validation on Newly Discovered Devices on page 663](#)
- [Device Analysis REST API Overview on page 645](#)

## Configure BIOS Validation On Devices

Use this API to enable and configure BIOS validation on all devices managed by Junos Space Service Now.

**URI**

https://[host]/api/juniper/servicenow/device-management/devices/{id}/configureBIOSValidation?queue=https://[host]/api/hornet-q/queues/jms.queue.[qname]  
(HTTP method = POST)

**Consumes**

- application/vnd.juniper.servicenow.device-management.configurebiosvalidation+xml;version=1; charset=UTF-8
- application/vnd.juniper.servicenow.device-management.configurebiosvalidation+json;version=1; charset=UTF-8

**Request Elements**

| Element           | Type    | Description  |
|-------------------|---------|--|
| doNotValidateBIOS | Boolean | Specifies whether or not BIOS validation should be enabled or disabled on all devices managed by Service Now |

**Produces**

- application/vnd.juniper.servicenow.device-management.device+xml;version=1
- application/vnd.juniper.servicenow.device-management.device+json;version=1

**Response Elements**

| Element | Type    | Description                               |
|---------|---------|---|
| href    | String  | Link to the configure BIOS validation job |
| id      | Integer | ID of the configure BIOS validation job   |

**Sample Input and Output When doNotValidateBIOS is True****Sample XML Input**

```
<biosValidationConfiguration>
  <configureManagedDevices>
    <doNotValidateBIOS>true</doNotValidateBIOS>
  </configureManagedDevices>
</biosValidationConfiguration>
<biosValidationConfiguration>
  <configureManagedDevices>
    <doNotValidateBIOS>true</doNotValidateBIOS>
  </configureManagedDevices>
</biosValidationConfiguration>
```

**Sample XML Output**

```
<task href="/api/space/job-management/jobs/1605688">
  <id>1605688</id>
</task>
```

**Sample JSON Input**

```
{
  "biosValidationConfiguration": {
    "configureManagedDevices": { "doNotValidateBIOS": "true" }
  }
}
```

```
}  
}
```

**Sample JSON Output**

```
{  
  "task": {  
    "-href": "/api/space/job-management/jobs/1605688",  
    "id": "1605688"  
  }  
}
```

**Sample Input and Output When doNotValidateBIOS is False****Sample XML Input**

```
<biosValidationConfiguration>  
  <configureManagedDevices>  
    <validateBIOS>true</validateBIOS>  
    <applyToAllDevices>true</applyToAllDevices>  
  </configureManagedDevices>  
  <minimumDaysBetweenBIOSValidations>30</minimumDaysBetweenBIOSValidations>  
</biosValidationConfiguration>
```

**Sample XML Output**

```
<task href="/api/space/job-management/jobs/1736704">  
  <id>1736704</id>  
</task>
```

**Sample JSON Input**

```
{  
  "biosValidationConfiguration": {  
    "configureManagedDevices": {  
      "validateBIOS": "true",  
      "applyToAllDevices": "true"  
    },  
    "minimumDaysBetweenBIOSValidations": "30"  
  }  
}
```

**Sample JSON Output**

```
{  
  "task": {  
    "-href": "/api/space/job-management/jobs/1736704",  
    "id": "1736704"  
  }  
}
```

**Error Codes**

| Message   | Description   |
|---|---|
| 400 BIOS Legal Notice is not accepted                   | <p>BIOS Legal Notice is not yet accepted.</p> <p>View and accept the BIOS Legal notice at <code>/api/juniper/servicenow/device-analysis/BIOSValidations/BIOSLegalNotice</code> and then try to configure BIOS validation.</p> |
| 400 Configuration on End Customer set up                | Configuring BIOS validation is not allowed on Junos Space Service Now configured in the End Customer mode.  |
| 400 Invalid input of minimumDaysBetween BIOSValidations | Minimum Interval between BIOS file collection should be between 15 and 365 days.  |
| 400 Configuration on End Customer devices               | BIOS validation configuration cannot be done on end-customer devices.   |

**Related Documentation**

- [Get All BIOS Validations on page 647](#)
- [Get BIOS Validation by ID on page 650](#)
- [Export BIOS Validation by ID on page 656](#)
- [Export All BIOS Validations on page 654](#)
- [View BIOS Legal Notice on page 658](#)
- [Accept BIOS Legal Notice on page 659](#)
- [Configure BIOS Validation on Newly Discovered Devices on page 663](#)
- [Device Analysis REST API Overview on page 645](#)

**Configure BIOS Validation on Newly Discovered Devices**

Use this API to configure BIOS validation on all newly discovered devices.

**URI**

`https://[host]/api/juniper/servicenow/device-management/devices/configureBIOSValidationOnNewlyDiscoveredDevices` (HTTP method = POST)

**Consumes**

- `application/vnd.juniper.servicenow.device-management.configurebiosvalidation+xml;version=1; charset=UTF-8`
- `application/vnd.juniper.servicenow.device-management.configurebiosvalidation+json;version=1; charset=UTF-8`

**Request Elements**

| Element           | Type    | Description  |
|-------------------|---------|--|
| doNotValidateBIOS | Boolean | Specifies whether or not BIOS validation should be enabled or disabled on all newly discovered devices |

**Produces**

- application/vnd.juniper.servicenow.device-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.device-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type    | Description                               |
|---------|---------|---|
| href    | String  | Link to the configure BIOS validation job |
| id      | Integer | ID of the configure BIOS validation job   |

**Sample Input and Output When doNotValidateBIOS is True****Sample XML Input**

```
<biosValidationConfiguration>
  <configureManagedDevices>
    <doNotValidateBIOS>true</doNotValidateBIOS>
  </configureManagedDevices>
</biosValidationConfiguration>
```

**Sample XML Output**

```
<task href="/api/space/job-management/jobs/1605688">
  <id>1605688</id>
</task>
```

**Sample JSON Input**

```
{
  "biosValidationConfiguration": {
    "configureManagedDevices": { "doNotValidateBIOS": "true" }
  }
}
```

**Sample JSON Output**

```
{
  "task": {
    "-href": "/api/space/job-management/jobs/1605688",
    "id": "1605688"
  }
}
```

**Sample Input and Output on Newly Discovered Devices When doNotValidateBIOS is False**



**Sample XML Input**

```
<biosValidationConfiguration>
  <configureManagedDevices>
    <validateBIOS>true</validateBIOS>
    <applyToAllDevices>true</applyToAllDevices>
  </configureManagedDevices>
  <minimumDaysBetweenBIOSValidations>30</minimumDaysBetweenBIOSValidations>
</biosValidationConfiguration>
<biosValidationConfiguration>
  <configureNewlyDiscoveredDevices>
    <validateBIOS>true</validateBIOS>
  </configureNewlyDiscoveredDevices>
  <minimumDaysBetweenBIOSValidations>25</minimumDaysBetweenBIOSValidations>
</biosValidationConfiguration>
```

**Sample XML Output**

```
<servicenowmsg>
  <msg>
    BIOS validation configured successfully for newly discovered devices.
  </msg>
</servicenowmsg>
```

**Sample JSON Input for BIOS configuration on newly discovered devices****Sample JSON Input**

```
{
  "biosValidationConfiguration": {
    "configureNewlyDiscoveredDevices": {
      "validateBIOS": "true",
    },
    "minimumDaysBetweenBIOSValidations": "30"
  }
}
```

**Sample JSON Output**

```
{
  "task": {
    "-href": "/api/space/job-management/jobs/1736704",
    "id": "1736704"
  }
}
```

**Error Codes**

| Message                                  | Description  |
|--|--|
| 400 BIOS Legal Notice is not accepted    | <p>BIOS Legal Notice is not yet accepted.</p> <p>View and accept the BIOS Legal notice at <a href="/api/juniper/servicenow/device-analysis/BIOSValidations/BIOSLegalNotice">/api/juniper/servicenow/device-analysis/BIOSValidations/BIOSLegalNotice</a> and then try to configure BIOS validation.</p> |
| 400 Configuration on End Customer set up | Configuring BIOS validation is not allowed on Junos Space Service Now configured in the End Customer mode.   |

| Message   | Description  |
|---|--|
| 400 Invalid input of minimumDaysBetween BIOSValidations | Minimum Interval between BIOS file collection should be between 15 and 365 days. |

#### Related Documentation

- [Get All BIOS Validations on page 647](#)
- [Get BIOS Validation by ID on page 650](#)
- [Export BIOS Validation by ID on page 656](#)
- [Export All BIOS Validations on page 654](#)
- [View BIOS Legal Notice on page 658](#)
- [Accept BIOS Legal Notice on page 659](#)
- [Configure BIOS Validation On Devices on page 660](#)
- [Device Analysis REST API Overview on page 645](#)

## Get All Devices in a PHDC Configuration

Use this API to retrieve all devices assigned to a product health data collection (PHDC) configuration.

#### URI

`https://[host]/api/juniper/servicenow/phdc-management/phdcs/{phdcId}/phdDeviceConfigurations` (HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| phdcId    | Integer | Yes      | ID of the PHDC configuration from which device details are to be retrieved |

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.device-analysis.phdDeviceConfigurations+json;version=1`
- `application/vnd.juniper.servicenow.device-analysis.phdDeviceConfigurations+xml;version=1`

**Response Elements**

| Element                | Type                   | Description  |
|------------------------|------------------------|--|
| uri                    | String                 | URI of the collection of devices assigned to a PHDC configuration  |
| method                 | String                 | Method applicable to devices assigned to a PHDC configuration  |
| phdDeviceConfiguration | phdDeviceConfiguration | Device assigned to a PHDC configuration  |
| key                    | Integer                | ID of the device   |
| domainName             | String                 | Name of the domain to which the device belongs   |
| deviceName             | String                 | Name of the device from which PHD is collected   |
| serialNumber           | String                 | Serial number of the device  |
| status                 | String                 | <p>Status of PHDC on devices</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Scheduled—PHD collection is scheduled to run on the device at a specified time.</li> <li>• Starting—PHD collection is starting on the device.</li> <li>• Failed—PHD collection failed to start on the device.</li> <li>• Running—PHD is collected from the device.</li> <li>• Stopping—PHD collection is currently being stopped on the device.</li> <li>• Stopped—PHD collection is stopped on the device.</li> <li>• Enabling—PHD collection is enabled on the device after being disabled.</li> <li>• Disabling—PHD collection is disabled on the device.</li> <li>• Aborting—PHD collection is currently being aborted on the device.</li> </ul> |
| availableFilesCount    | Integer                | Number of PHD files collected from the device  |
| startTime              | String                 | Date and time when PHDC was started on the device  |

**Sample Output**

**Sample XML Output**

```

<phdDeviceConfigurations
  uri="/api/juniper/servicenow/phdc-management/phdcs/35638/phdDeviceConfigurations"
  size="2">
    <method
      href="/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/export"/>

      <phdDeviceConfiguration key="35643"
        href="/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35643">

        <domainName/>
        <deviceName>ex-4200-sn1</deviceName>
        <serialNumber>BM0210329678</serialNumber>
        <status>Running</status>
        <availableFilesCount>53</availableFilesCount>
        <startTime>2015-07-24 23:02:02 UTC</startTime>
      </phdDeviceConfiguration>
      <phdDeviceConfiguration key="35652"
        href="/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35652">

        <domainName/>
        <deviceName>sn-space-ex4500-sys1</deviceName>
        <serialNumber>GG0213130986</serialNumber>
        <status>Running</status>
        <availableFilesCount>50</availableFilesCount>
        <startTime>2015-07-24 23:02:02 UTC</startTime>
      </phdDeviceConfiguration>
    </phdDeviceConfigurations>

```

**Sample JSON Output**

```

"phdDeviceConfigurations": {
  "@uri":
    "/api/juniper/servicenow/phdc-management/phdcs/35638/phdDeviceConfigurations",
  "@size": "2",
  "method": {
    "@href":
      "/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/export"
  },
  "phdDeviceConfiguration": [
    {
      "@key": "35643",
      "@href":
        "/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35643",
      "domainName": "",
      "deviceName": "ex-4200-sn1",
      "serialNumber": "BM0210329678",
      "status": "Running",
      "availableFilesCount": 53,
      "startTime": "2015-07-24 23:02:02 UTC"
    },
    {
      "@key": "35652",
      "@href":
        "/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35652",
      "domainName": "",
      "deviceName": "sn-space-ex4500-sys1",
      "serialNumber": "GG0213130986",
      "status": "Running",
      "availableFilesCount": 50,

```

```

        "startTime": "2015-07-24 23:02:02 UTC"
      }
    ]
  }
}

```

#### Related Documentation

- [Get Details of a PHDC Configuration on page 696](#)
- [Create a PHDC Configuration on page 699](#)
- [Export All Devices in a PHDC on page 712](#)
- [Get All Devices Having PHD on page 669](#)
- [Get All PHDs by PHD Device Configuration ID on page 675](#)
- [Export All PHDs by Device ID on page 678](#)
- [Export All Devices Having Product Health Data on page 687](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

## Get All Devices Having PHD

Use this API to retrieve all devices that have product health data (PHD) available in Junos Space Service Now.

#### URI

`https://[host]/api/juniper/servicenow/device-analysis/phdDeviceConfigurations` (HTTP method = GET)

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.device-analysis.phdDeviceConfigurations+json;version=1`
- `application/vnd.juniper.servicenow.device-analysis.phdDeviceConfigurations+xml;version=1`

#### Response Elements

| Element | Type   | Description  |
|---------|--------|--|
| uri     | String | URI of the collection of devices from which PHD is collected |
| method  | String | Method applicable to devices from which PHD is collected     |

| Element                | Type                   | Description  |
|------------------------|------------------------|--|
| phdDeviceConfiguration | phdDeviceConfiguration | A device from which PHD is collected   |
| key                    | Integer                | ID of the device from which PHD is collected   |
| href                   | String                 | Link to the device from which PHD is collected   |
| domainName             | String                 | Name of the domain to which the device belongs   |
| deviceName             | String                 | Name of the device   |
| serialNumber           | String                 | Serial number of the device  |
| status                 | String                 | Status of PHDC on the device<br><br>Possible values: <ul style="list-style-type: none"> <li>• Scheduled—PHD collection is scheduled to run on the device at a specified time.</li> <li>• Starting—PHD collection is starting on the device.</li> <li>• Failed—PHD collection failed to start on the device.</li> <li>• Running—PHD is collected from the device.</li> <li>• Stopping—PHD collection is currently being stopped on the device.</li> <li>• Stopped—PHD collection is stopped on the device.</li> <li>• Enabling—PHD collection is enabled on the device after being disabled.</li> <li>• Disabling—PHD collection is disabled on the device.</li> <li>• Aborting—PHD collection is currently being aborted on the device.</li> </ul> |
| availableFilesCount    | Integer                | Number of PHD files collected from the device  |
| startTime              | String                 | Date and time when PHDC was started on the device  |

### Sample Output

#### Sample XML Output

```
<phdDeviceConfigurations
uri="/api/juniper/servicenow/phdc-management/phdcs/35638/phdDeviceConfigurations"
size="2">
  <method
```

```

href="/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/export"/>

  <phdDeviceConfiguration key="35643"
href="/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35643">

    <domainName/>
    <deviceName>ex-4200-sn1</deviceName>
    <serialNumber>BM0210329678</serialNumber>
    <status>Running</status>
    <availableFilesCount>53</availableFilesCount>
    <startTime>2015-07-24 23:02:02 UTC</startTime>
  </phdDeviceConfiguration>
  <phdDeviceConfiguration key="35652"
href="/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35652">

    <domainName/>
    <deviceName>sn-space-ex4500-sys1</deviceName>
    <serialNumber>GG0213130986</serialNumber>
    <status>Running</status>
    <availableFilesCount>50</availableFilesCount>
    <startTime>2015-07-24 23:02:02 UTC</startTime>
  </phdDeviceConfiguration>
</phdDeviceConfigurations>

```

### Sample JSON Output

```

{
  "phdDeviceConfigurations": {
    "@uri":
"/api/juniper/servicenow/phdc-management/phdcs/35638/phdDeviceConfigurations",

    "@size": "2",
    "method": {
      "@href":
"/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/export"
    },
    "phdDeviceConfiguration": [
      {
        "@key": "35643",
        "@href":
"/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35643",
        "domainName": "",
        "deviceName": "ex-4200-sn1",
        "serialNumber": "BM0210329678",
        "status": "Running",
        "availableFilesCount": 53,
        "startTime": "2015-07-24 23:02:02 UTC"
      },
      {
        "@key": "35652",
        "@href":
"/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35652",
        "domainName": "",
        "deviceName": "sn-space-ex4500-sys1",
        "serialNumber": "GG0213130986",
        "status": "Running",
        "availableFilesCount": 50,
        "startTime": "2015-07-24 23:02:02 UTC"
      }
    ]
  }
}

```

```
}
}
```

#### Related Documentation

- [Get All PHDCs on page 693](#)
- [Get All PHDs by PHDC ID and PHD Device Configuration ID on page 713](#)
- [Get PHDC Configuration of a Device by PHD Device Configuration ID on page 672](#)
- [Get All PHDs by PHD Device Configuration ID on page 675](#)
- [Export All PHDs by Device ID on page 678](#)
- [Export All PHDs by PHDC ID and PHD Device Configuration ID on page 717](#)
- [Get PHD by ID on page 679](#)
- [Download PHD by ID on page 683](#)
- [Delete PHD by ID on page 684](#)
- [Export PHD by ID on page 686](#)
- [Export All Devices Having Product Health Data on page 687](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

## Get PHDC Configuration of a Device by PHD Device Configuration ID

Use this API to retrieve the product health data collection (PHDC) configuration of a device from which product health data collected, by the device's product health data (PHD) device configuration ID. The PHD device configuration ID identifies a device in a PHDC configuration.

#### URI

`https://[host]/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/{id}`  
(HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description                               |
|-----------|---------|----------|---|
| id        | Integer | Yes      | PHD device configuration ID of the device |

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.device-analysis.phdDeviceConfiguration+json;version=1`
- `application/vnd.juniper.servicenow.device-analysis.phdDeviceConfiguration+xml;version=1`



## Response Elements

| Element                | Type    | Description   |
|------------------------|---------|---|
| uri                    | String  | URI of the PHDC configuration of a device   |
| method                 | String  | Methods applicable to the configuration   |
| id                     | String  | PHD device configuration ID of the device   |
| status                 | Integer | <p>Status of PHDC on the device</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Scheduled—PHD collection is scheduled to run on the device at a specified time.</li> <li>• Starting—PHD collection is starting on the device.</li> <li>• Failed—PHD collection failed to start on the device.</li> <li>• Running—PHD is collected from the device.</li> <li>• Stopping—PHD collection is currently being stopped on the device.</li> <li>• Stopped—PHD collection is stopped on the device.</li> <li>• Enabling—PHD collection is enabled on the device after being disabled.</li> <li>• Disabling—PHD collection is disabled on the device.</li> <li>• Aborting—PHD collection is currently being aborted on the device.</li> </ul> |
| availableFilesCount    | Integer | Number of PHD files collected from the device   |
| collectionPeriodInDays | String  | Number of days configured for collecting PHD on the device  |
| startTime              | String  | Date and Time when PHD collection started or is to start on the device  |
| endTime                | String  | Date and Time when PHD collection ended or is to end on the device  |
| phdcId                 | Integer | ID of the PHDC configuration to which the device is assigned  |

## Sample Output

## Sample XML Output

```
<phdDeviceConfiguration
  uri="/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35643">
  <method
    href="/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35643/phds"/>

    <method
      href="/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35643/export"/>

    <id>35643</id>
```

```
<status>Running</status>
<availableFilesCount>53</availableFilesCount>
<collectionPeriodInDays>30</collectionPeriodInDays>
<startTime>2015-07-24 23:02:02 UTC</startTime>
<endTime>2015-08-23 23:02:02 UTC</endTime>
<phdcId>35638</phdcId>
</phdDeviceConfiguration>
```

**Sample JSON Output**

```
{
  "phdDeviceConfiguration": {
    "@uri":
    "/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35643",
    "method": [
      {
        "@href":
        "/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35643/phds"
      },
      {
        "@href":
        "/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35643/export"
      }
    ],
    "id": 35643,
    "status": "Running",
    "availableFilesCount": 53,
    "collectionPeriodInDays": 30,
    "startTime": "2015-07-24 23:02:02 UTC",
    "endTime": "2015-08-23 23:02:02 UTC",
    "phdcId": 35638
  }
}
```

**Related Documentation**

- [Get All PHDCs on page 693](#)
- [Get All Devices in a PHDC Configuration on page 666](#)
- [Export All Devices in a PHDC on page 712](#)
- [Get All PHDs by PHDC ID and PHD Device Configuration ID on page 713](#)
- [Get All Devices Having PHD on page 669](#)
- [Get All PHDs by PHD Device Configuration ID on page 675](#)
- [Export All PHDs by Device ID on page 678](#)
- [Export All PHDs by PHDC ID and PHD Device Configuration ID on page 717](#)
- [Get PHD by ID on page 679](#)
- [Download PHD by ID on page 683](#)
- [Delete PHD by ID on page 684](#)
- [Export PHD by ID on page 686](#)
- [Export All Devices Having Product Health Data on page 687](#)

- [Product Health Data Collection Management REST API Overview on page 691](#)

## Get All PHDs by PHD Device Configuration ID

Use this API to retrieve metadata information of product health data (PHD) collected from a device.

### URI

`https://[host]/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/{phdDeviceConfigurationsId}/phds` (HTTP method = GET)

### URI Parameters

| Parameter                 | Type    | Required | Description   |
|---------------------------|---------|----------|---|
| phdDeviceConfigurationsId | Integer | Yes      | ID of the device in a PHDC configuration from which PHD metadata information is to be retrieved |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.device-analysis.phds+json;version=1`
- `application/vnd.juniper.servicenow.device-analysis.phds+xml;version=1`

### Response Elements

| Element      | Type    | Description                             |
|--------------|---------|---|
| uri          | String  | URI of the PHD collection               |
| device       | String  | Device from which the PHD was collected |
| phd          | phd     | A PHD file                              |
| key          | Integer | ID of the PHD file                      |
| fileName     | String  | Name of the PHD file                    |
| fileSize     | Integer | Size of the PHD file in Bytes           |
| receivedTime | String  | Date and time the PHD file was created  |

| Element      | Type   | Description   |
|--------------|--------|---|
| readStatus   | String | <p>Status of reading PHD from the device to create PHD file</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Not Received—Service Now has not yet collected PHD from the device.</li> <li>• Success—Service Now has successfully collected PHD from the device.</li> <li>• Failure—Service Now failed to collect PHD from the device.</li> <li>• No Longer Available—PHD is no longer available on the device.</li> <li>• Successfully Deleted—PHD is successfully deleted from the device after collecting by Service Now</li> <li>• Reading from Device—Service Now is currently reading PHD from the device.</li> <li>• Read Complete—Service Now has completed reading PHD from the device.</li> <li>• Processing—Service Now is processing the PHD to create PHD files.</li> </ul> |
| uploadStatus | String | <p>Status of uploading PHD files to Juniper Support System (JSS)</p> <ul style="list-style-type: none"> <li>• Not Uploaded—Service Now has not yet uploaded PHD files to JSS.</li> <li>• Success—Service Now has successfully uploaded PHD files to JSS.</li> <li>• Failure—Upload of PHD files to JSS failed.</li> <li>• Uploading—Service Now is currently uploading PHD files to JSS.</li> </ul>   |
| phdcName     | String | Name of the PHDC configuration through which the PHD was collected  |

### Sample Output

#### Sample XML Output

```
<phds
uri="/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35643/phds"
size="2">
  <device href="/api/juniper/servicenow/device-management/devices/35116"
key="35116"/>
  <phd key="917811" href="/api/juniper/servicenow/device-analysis/phds/917811">

    <fileName>ex-4200-sn1_phdc_jmb_ais_health_20150404_102011.txt</fileName>

    <fileSize>N/A</fileSize>
    <receivedTime>2015-07-26 20:32:43 UTC</receivedTime>
    <readStatus>Not Received</readStatus>
    <uploadStatus>Not Uploaded</uploadStatus>
    <phdcName>EX-Group</phdcName>
  </phd>
  <phd key="917845" href="/api/juniper/servicenow/device-analysis/phds/917845">

    <fileName>ex-4200-sn1_phdc_jmb_ais_health_20150404_112009.txt</fileName>
```

```

<fileSize>N/A</fileSize>
<receivedTime>2015-07-26 21:32:45 UTC</receivedTime>
<readStatus>Not Received</readStatus>
<uploadStatus>Not UpLoaded</uploadStatus>
<phdcName>EX-Group</phdcName>
</phd>

```

### Sample JSON Output

```

{
  "phds": {
    "@uri":
"/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35643/phds",

    "@size": "2",
    "device": {
      "@href": "/api/juniper/servicenow/device-management/devices/35116",
      "@key": "35116"
    },
    "phd": [
      {
        "@key": "917811",
        "@href": "/api/juniper/servicenow/device-analysis/phds/917811",
        "fileName": "ex-4200-sn1_phdc_jmb_ais_health_20150404_102011.txt",
        "fileSize": "N/A",
        "receivedTime": "2015-07-26 20:32:43 UTC",
        "readStatus": "Not Received",
        "uploadStatus": "Not UpLoaded",
        "phdcName": "EX-Group"
      },
      {
        "@key": "917845",
        "@href": "/api/juniper/servicenow/device-analysis/phds/917845",
        "fileName": "ex-4200-sn1_phdc_jmb_ais_health_20150404_112009.txt",
        "fileSize": "N/A",
        "receivedTime": "2015-07-26 21:32:45 UTC",
        "readStatus": "Not Received",
        "uploadStatus": "Not UpLoaded",
        "phdcName": "EX-Group"
      }
    ]
  }
}

```

### Related Documentation

- [Get All PHDs by PHDC ID and PHD Device Configuration ID on page 713](#)
- [Get All Devices Having PHD on page 669](#)
- [Get All PHDs by PHD Device Configuration ID on page 675](#)
- [Export All PHDs by Device ID on page 678](#)
- [Export All PHDs by PHDC ID and PHD Device Configuration ID on page 717](#)
- [Get PHD by ID on page 679](#)
- [Download PHD by ID on page 683](#)
- [Delete PHD by ID on page 684](#)

- [Export PHD by ID on page 686](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

## Export All PHDs by Device ID

Use this API to export metadata information about all product health data (PHD) collected from a device to an Excel document.

### URI

`https://[host]/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/{id}/phds/export` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description                        |
|-----------|---------|----------|------------------------------------|
| id        | Integer | Yes      | ID of the PHD device configuration |

### Consumes

None

### Produces

application/octet-stream

The Excel file contains the following fields:

| Field          | Description  |
|----------------|--|
| File Name      | Name of the PHD file   |
| PHDC Name      | Name of the PHDC configuration through which PHD was collected and the PHD files created |
| Size (Bytes)   | Size of the PHD file in Bytes  |
| Received (UTC) | Date and time the PHD was read from the device   |

| Field         | Description   |
|---------------|---|
| Read Status   | <p>Status of reading PHD from the device to create PHD file</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Not Received—Service Now has not yet collected PHD from the device.</li> <li>• Success—Service Now has successfully collected PHD from the device.</li> <li>• Failure—Service Now failed to collect PHD from the device.</li> <li>• No Longer Available—PHD is no longer available on the device.</li> <li>• Successfully Deleted—PHD is successfully deleted from the device after collecting by Service Now</li> <li>• Reading from Device—Service Now is currently reading PHD from the device.</li> <li>• Read Complete—Service Now has completed reading PHD from the device.</li> <li>• Processing—Service Now is processing the PHD to create PHD files.</li> </ul> |
| Upload Status | <p>Status of uploading PHD files to Juniper Support System (JSS)</p> <ul style="list-style-type: none"> <li>• Not Uploaded—Service Now has not yet uploaded PHD files to JSS.</li> <li>• Success—Service Now has successfully uploaded PHD files to JSS.</li> <li>• Failure—Upload of PHD files to JSS failed.</li> <li>• Uploading—Service Now is currently uploading PHD files to JSS.</li> </ul>   |
| Remarks       | Remarks about the PHD file  |

#### Related Documentation

- [Get All Devices in a PHDC Configuration on page 666](#)
- [Export All Devices in a PHDC on page 712](#)
- [Get All PHDs by PHD Device Configuration ID on page 675](#)
- [Export All PHDs by PHDC ID and PHD Device Configuration ID on page 717](#)
- [Get PHD by ID on page 679](#)
- [Download PHD by ID on page 683](#)
- [Delete PHD by ID on page 684](#)
- [Export PHD by ID on page 686](#)
- [Export All Devices Having Product Health Data on page 687](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

## Get PHD by ID

Use this API to retrieve metadata information about a product health data (PHD) file.

#### URI

`https://[host]/api/juniper/servicenow/device-analysis/phds/{phdId}` (HTTP method = GET)

#### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| phdId     | Integer | Yes      | ID of the PHD file for which metadata information is to be retrieved |

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.device-analysis.phd+json;version=1`
- `application/vnd.juniper.servicenow.device-analysis.phd+xml;version=1`

#### Response Elements

| Element                | Type                   | Description   |
|------------------------|------------------------|---|
| uri                    | String                 | URI of the PHD file   |
| id                     | Integer                | ID of the PHD file  |
| method                 | String                 | Method applicable to the PHD file                             |
| device                 | Device                 | Device from which the PHD was collected                       |
| href                   | String                 | Link to the device  |
| key                    | Integer                | ID of the device  |
| phdc                   | PHDC                   | PHDC configuration through which the PHD was collected        |
| href                   | String                 | Link to the PHDC  |
| key                    | Integer                | ID of the PHDC  |
| phdDeviceConfiguration | phdDeviceConfiguration | PHDC configuration of the device from which PHD was collected |
| href                   | String                 | Link to the PHDC configuration of the device                  |
| key                    | Integer                | ID of the PHDC configuration of the device                    |
| fileName               | String                 | Name of the collected PHD file                                |



| Element      | Type    | Description   |
|--------------|---------|---|
| fileSize     | Integer | Size of the PHDC file in Bytes  |
| receivedTime | String  | Date and time the PHD file was created  |
| readStatus   | String  | <p>Status of reading PHD from the device to create PHD file</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Not Received—Service Now has not yet collected PHD from the device.</li> <li>• Success—Service Now has successfully collected PHD from the device.</li> <li>• Failure—Service Now failed to collect PHD from the device.</li> <li>• No Longer Available—PHD is no longer available on the device.</li> <li>• Successfully Deleted—PHD is successfully deleted from the device after collecting by Service Now</li> <li>• Reading from Device—Service Now is currently reading PHD from the device.</li> <li>• Read Complete—Service Now has completed reading PHD from the device.</li> <li>• Processing—Service Now is processing the PHD to create PHD files.</li> </ul> |
| uploadStatus | String  | <p>Status of uploading PHD files to Juniper Support System (JSS)</p> <ul style="list-style-type: none"> <li>• Not Uploaded—Service Now has not yet uploaded PHD files to JSS.</li> <li>• Success—Service Now has successfully uploaded PHD files to JSS.</li> <li>• Failure—Upload of PHD files to JSS failed.</li> <li>• Uploading—Service Now is currently uploading PHD files to JSS.</li> </ul>   |

### Sample Output

#### Sample XML Output

```
<phd uri="/api/juniper/servicenow/device-analysis/phds/65539">
  <id>65539</id>
  <method href="/api/juniper/servicenow/device-analysis/phds/65539/download"/>

  <method href="/api/juniper/servicenow/device-analysis/phds/65539/export"/>

  <device href="/api/juniper/servicenow/device-management/devices/35116"
key="35116"/>
  <phdc href="/api/juniper/servicenow/phdc-management/phdcs/35638"
key="35638"/>
  <phdConfiguration
```

```
href="/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35643"
key="35643"/>
<fileName>ex-4200-sn1_phdc_jmb_ais_health_20150402_135541.txt</fileName>
<fileSize>N/A</fileSize>
<receivedTime>2015-07-25 00:08:15 UTC</receivedTime>
<readStatus>Success</readStatus>
<uploadStatus>Success</uploadStatus>
</phd>
```

### Sample JSON Output

```
{
  "phd": {
    "@uri": "/api/juniper/servicenow/device-analysis/phds/65539",
    "id": 65539,
    "method": [
      {
        "@href": "/api/juniper/servicenow/device-analysis/phds/65539/download"
      },
      {
        "@href": "/api/juniper/servicenow/device-analysis/phds/65539/export"
      }
    ],
    "device": {
      "@href": "/api/juniper/servicenow/device-management/devices/35116",
      "@key": "35116"
    },
    "phdc": {
      "@href": "/api/juniper/servicenow/phdc-management/phdcs/35638",
      "@key": "35638"
    },
    "phdConfiguration": {
      "@href":
"/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35643",
      "@key": "35643"
    },
    "fileName": "ex-4200-sn1_phdc_jmb_ais_health_20150402_135541.txt",
    "fileSize": "N/A",
    "receivedTime": "2015-07-25 00:08:15 UTC",
    "readStatus": "Success",
    "uploadStatus": "Success"
  }
}
```

### Related Documentation

- [Get All PHDCs on page 693](#)
- [Get Details of a PHDC Configuration on page 696](#)
- [Create a PHDC Configuration on page 699](#)
- [Modify a PHDC Configuration on page 702](#)
- [Disable Devices in a PHDC Configuration on page 705](#)
- [Retry PHDC on Devices on page 707](#)
- [Abort a PHDC Configuration on page 709](#)
- [Delete a PHDC Configuration on page 710](#)

- [Get All Devices in a PHDC Configuration on page 666](#)
- [Export All Devices in a PHDC on page 712](#)
- [Get All PHDs by PHDC ID and PHD Device Configuration ID on page 713](#)
- [Get All Devices Having PHD on page 669](#)
- [Get PHDC Configuration of a Device by PHD Device Configuration ID on page 672](#)
- [Get All PHDs by PHD Device Configuration ID on page 675](#)
- [Export All PHDs by Device ID on page 678](#)
- [Export All PHDs by PHDC ID and PHD Device Configuration ID on page 717](#)
- [Get PHD by ID on page 679](#)
- [Download PHD by ID on page 683](#)
- [Delete PHD by ID on page 684](#)
- [Export PHD by ID on page 686](#)
- [Export All Devices Having Product Health Data on page 687](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

## Download PHD by ID

Use this API to download a PHD file.

### URI

`https://[host]/api/juniper/servicenow/device-analysis/phds/{phdid}/download` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description                         |
|-----------|---------|----------|-------------------------------------|
| phdid     | Integer | Yes      | ID of the PHD file to be downloaded |

### Consumes

None

### Produces

application/octet-stream

The output is the PHD file in **\*zip** format.

### Sample Output

```
root@mx-480-sn2> show system uptime no-forwarding
```

```
Current time: 2015-07-29 02:20:39 PDT
System booted: 2015-04-05 23:50:43 PDT (16w2d 02:29 ago)
Protocols started: 2015-04-05 23:53:13 PDT (16w2d 02:27 ago)
Last configured: 2015-07-28 23:36:26 PDT (02:44:13 ago) by root
2:20AM up 114 days, 2:30, 0 users, load averages: 1.25, 0.50, 0.19
```

```
root@mx-480-sn2> show chassis hardware no-forwarding
```

Hardware inventory:

| Item             | Version | Part number | Serial number | Description            |
|------------------|---------|-------------|---------------|------------------------|
| Chassis          |         |             | JN11742FFAFB  | MX480                  |
| Midplane         | REV 05  | 710-017414  | ABAB1011      | MX480 Midplane         |
| FPM Board        | REV 02  | 710-017254  | YM6774        | Front Panel Display    |
| PEM 0            | Rev 01  | 740-022697  | QCS1018C0EM   | PS 1.2-1.7kW; 100-240V |
| AC in            |         |             |               |                        |
| PEM 1            | Rev 01  | 740-022697  | QCS0946C05E   | PS 1.2-1.7kW; 100-240V |
| AC in            |         |             |               |                        |
| Routing Engine 0 | REV 12  | 740-015113  | 9009048832    | RE-S-1300              |
| Routing Engine 1 | REV 18  | 740-013063  | 9009017666    | RE-S-2000              |
| CB 0             | REV 09  | 710-021523  | YW5456        | MX SCB                 |
| CB 1             | REV 09  | 710-021523  | YW5437        | MX SCB                 |
| Fan Tray         |         |             |               | Enhanced Left Fan      |
| Tray             |         |             |               |                        |

```
root@mx-480-sn2> show system uptime no-forwarding
```

```
Current time: 2015-07-29 02:20:39 PDT
System booted: 2015-04-05 23:50:43 PDT (16w2d 02:29 ago)
Protocols started: 2015-04-05 23:53:13 PDT (16w2d 02:27 ago)
Last configured: 2015-07-28 23:36:26 PDT (02:44:13 ago) by root
2:20AM up 114 days, 2:30, 0 users, load averages: 1.25, 0.50, 0.19
...
```

## Related Documentation

- [Create a PHDC Configuration on page 699](#)
- [Get All PHDs by PHDC ID and PHD Device Configuration ID on page 713](#)
- [Get All PHDs by PHD Device Configuration ID on page 675](#)
- [Get PHD by ID on page 679](#)
- [Delete PHD by ID on page 684](#)
- [Export PHD by ID on page 686](#)
- [Export All Devices Having Product Health Data on page 687](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

## Delete PHD by ID

Use this API to delete a product health data (PHD) file.

### URI

`https://[host]/api/juniper/servicenow/device-analysis/phds/{phdId}` (HTTP method = DELETE)

#### URI Parameters

| Parameter | Type   | Required | Description                      |
|-----------|--------|----------|----------------------------------|
| phdid     | String | Yes      | ID of the PHD file to be deleted |

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.phd-management.phdStatusMsg +json;version=1`
- `application/vnd.juniper.servicenow.phd-management.phdStatusMsg +xml;version=1`

#### Response Elements

| Element       | Type    | Description                               |
|---------------|---------|---|
| id            | Integer | ID of the PHD file                        |
| statusMessage | String  | Status message of the PDH file delete job |

#### Sample Output

##### Sample XML Output

```
<phdStatusMessage>
  <id>75130</id>
  <statusMessage>PHD deleted successfully.</statusMessage>
</phdStatusMessage>
```

##### Sample JSON Output

```
{
  "phdStatusMessage": {
    "id": "75130",
    "statusMessage": "PHD deleted successfully",
  }
}
```

#### Related Documentation

- [Create a PHDC Configuration on page 699](#)
- [Get All Devices in a PHDC Configuration on page 666](#)
- [Get All PHDs by PHDC ID and PHD Device Configuration ID on page 713](#)
- [Get PHDC Configuration of a Device by PHD Device Configuration ID on page 672](#)
- [Get All PHDs by PHD Device Configuration ID on page 675](#)

- [Get PHD by ID on page 679](#)
- [Download PHD by ID on page 683](#)
- [Export PHD by ID on page 686](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

## Export PHD by ID

Use this API to export information about a product health data (PHD) file to an Excel file.

### URI

`https://[host]/api/juniper/servicenow/device-analysis/phds/{phdId}/export` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| phdId     | Integer | Yes      | ID of the PHD file whose information is to be exported |

### Consumes

None

### Produces

application/octet-stream

The Excel file contains the following fields:

| Field          | Description  |
|----------------|--|
| File Name      | Name of the PHD file   |
| PHDC Name      | Name of the PHDC configuration through which PHD was collected and the PHD files created |
| Size (Bytes)   | Size of the PHD file in Bytes  |
| Received (UTC) | Date and time the PHD was read from the device   |

| Field         | Description   |
|---------------|---|
| Read Status   | <p>Status of reading PHD from the device to create PHD file</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Not Received—Service Now has not yet collected PHD from the device.</li> <li>• Success—Service Now has successfully collected PHD from the device.</li> <li>• Failure—Service Now failed to collect PHD from the device.</li> <li>• No Longer Available—PHD is no longer available on the device.</li> <li>• Successfully Deleted—PHD is successfully deleted from the device after collecting by Service Now</li> <li>• Reading from Device—Service Now is currently reading PHD from the device.</li> <li>• Read Complete—Service Now has completed reading PHD from the device.</li> <li>• Processing—Service Now is processing the PHD to create PHD files.</li> </ul> |
| Upload Status | <p>Status of uploading PHD files to Juniper Support System (JSS)</p> <ul style="list-style-type: none"> <li>• Not Uploaded—Service Now has not yet uploaded PHD files to JSS.</li> <li>• Success—Service Now has successfully uploaded PHD files to JSS.</li> <li>• Failure—Upload of PHD files to JSS failed.</li> <li>• Uploading—Service Now is currently uploading PHD files to JSS.</li> </ul>   |
| Remarks       | Remarks about PHD file  |

#### Related Documentation

- [Create a PHDC Configuration on page 699](#)
- [Get All PHDs by PHDC ID and PHD Device Configuration ID on page 713](#)
- [Get All Devices Having PHD on page 669](#)
- [Get PHDC Configuration of a Device by PHD Device Configuration ID on page 672](#)
- [Get All PHDs by PHD Device Configuration ID on page 675](#)
- [Get PHD by ID on page 679](#)
- [Download PHD by ID on page 683](#)
- [Delete PHD by ID on page 684](#)
- [Export All Devices Having Product Health Data on page 687](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

## Export All Devices Having Product Health Data

Use this API to export information about all devices from which product health data (PHD) was collected to an Excel file.

#### URI

`https://[host]/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/export`  
(HTTP method = GET)

#### Consumes

None

#### Produces

application/octet-stream

The Excel file contains the following fields:

| Field                 | Description  |
|-----------------------|--|
| Device                | Name of devices from which PHD is collected  |
| Serial Number         | Serial number of the devices   |
| PHDC Name             | Name of the product health data collection (PHDC) configuration to which the devices are assigned  |
| Start Date            | Date and time when PHDC started on the devices   |
| Status                | <p>Status of PHDC on the devices</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Scheduled—PHD collection is scheduled to run on the device at a specified time.</li> <li>• Starting—PHD collection is starting on the device.</li> <li>• Failed—PHD collection failed to start on the device.</li> <li>• Running—PHD is collected from the device.</li> <li>• Stopping—PHD collection is currently being stopped on the device.</li> <li>• Stopped—PHD collection is stopped on the device.</li> <li>• Enabling—PHD collection is enabled on the device after being disabled.</li> <li>• Disabling—PHD collection is disabled on the device.</li> <li>• Aborting—PHD collection is currently being aborted on the device.</li> </ul> |
| Total Files Available | Number of PHD files collected from the devices   |
| Last Uploaded         | Date and time when PHD files collected from the devices were last uploaded to Juniper Support System (JSS)   |
| Status Message        | Status of uploading the PHD files to JSS   |

#### Related Documentation

- [Export All Devices in a PHDC on page 712](#)
- [Get All Devices Having PHD on page 669](#)
- [Get PHDC Configuration of a Device by PHD Device Configuration ID on page 672](#)
- [Get All PHDs by PHD Device Configuration ID on page 675](#)



- [Export All PHDs by Device ID on page 678](#)
- [Export All PHDs by PHDC ID and PHD Device Configuration ID on page 717](#)
- [Export PHD by ID on page 686](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)



## CHAPTER 24

# Product Health Data Collection APIs

- [Product Health Data Collection Management REST API Overview on page 691](#)
- [Get All PHDCs on page 693](#)
- [Get Details of a PHDC Configuration on page 696](#)
- [Create a PHDC Configuration on page 699](#)
- [Modify a PHDC Configuration on page 702](#)
- [Disable Devices in a PHDC Configuration on page 705](#)
- [Retry PHDC on Devices on page 707](#)
- [Abort a PHDC Configuration on page 709](#)
- [Delete a PHDC Configuration on page 710](#)
- [Export All Devices in a PHDC on page 712](#)
- [Get All PHDs by PHDC ID and PHD Device Configuration ID on page 713](#)
- [Export All PHDs by PHDC ID and PHD Device Configuration ID on page 717](#)

## Product Health Data Collection Management REST API Overview

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Junos Space Service Now provides the product health data collection (PHDC) service to configure product health data collection (PHDC) configuration, modify PHDC, enable and disable PHDC on devices, download product health data (PHD) files, and export PHD data to an Excel file.

The **phdc-management** resources can be found at [https://\[host\]/api/juniper/servicenow/phdc-management](https://[host]/api/juniper/servicenow/phdc-management).

### URI

[https://\[host\]/api/juniper/servicenow/phdc-management](https://[host]/api/juniper/servicenow/phdc-management) (HTTP method = GET)

### Produces

- `application/vnd.juniper.servicenow.phd-management+xml;version=1`
- `application/vnd.juniper.servicenow.phd-management+json;version=1`

### Sample Output

**Sample XML Output**

```
<servicenow-phd-management>
<collection href= "/api/juniper/servicenow/phdc-management/phdcs" />
</servicenow-phd-management>
y
```

**Sample JSON Output**

```
{
  "servicenow-phd-management": {
    "collection": {
      "@href": "/api/juniper/servicenow/phdc-management/phdcs"
    }
  }
}
```

The PHDC Management service provides the following REST APIs:

- [Get All PHDCs on page 693](#)
- [Get Details of a PHDC Configuration on page 696](#)
- [Create a PHDC Configuration on page 699](#)
- [Modify a PHDC Configuration on page 702](#)
- [Disable Devices in a PHDC Configuration on page 705](#)
- [Retry PHDC on Devices on page 707](#)
- [Abort a PHDC Configuration on page 709](#)
- [Delete a PHDC Configuration on page 710](#)
- [Get All Devices in a PHDC Configuration on page 666](#)
- [Export All Devices in a PHDC on page 712](#)
- [Get All PHDs by PHDC ID and PHD Device Configuration ID on page 713](#)
- [Get All Devices Having PHD on page 669](#)
- [Get PHDC Configuration of a Device by PHD Device Configuration ID on page 672](#)
- [Get All PHDs by PHD Device Configuration ID on page 675](#)
- [Export All PHDs by Device ID on page 678](#)
- [Export All PHDs by PHDC ID and PHD Device Configuration ID on page 717](#)
- [Get PHD by ID on page 679](#)
- [Download PHD by ID on page 683](#)
- [Delete PHD by ID on page 684](#)
- [Export PHD by ID on page 686](#)
- [Export All Devices Having Product Health Data on page 687](#)

**Related Documentation**

- [Organization Management REST API Overview on page 147](#)
- [Device Analysis REST API Overview on page 645](#)

- [Device Management REST API Overview on page 207](#)
- [Event Profile Management REST API Overview on page 263](#)

## Get All PHDCs

Use this API to retrieve all product health data collection (PHDC) configurations present in Junos Space Service Now.

### URI

`https://[host]/api/juniper/servicenow/phdc-management/phdcs` (HTTP method = GET)

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.phd-management.phdcs+json;version=1`
- `application/vnd.juniper.servicenow.phd-management.phdcs+xml;version=1`

### Response Elements

| Element          | Type    | Description   |
|------------------|---------|---|
| uri              | String  | Link to the PHDC configuration collection   |
| size             | Integer | Number of records in the PHDC collection  |
| PHDC             | PHDC    | A PHDC configuration  |
| key              | Integer | ID of the PHDC configuration  |
| href             | String  | Link to a PHDC configuration  |
| domainId         | Integer | ID of the domain to which the PHDC configuration belongs  |
| domainName       | String  | Name of the domain to which the PHDC configuration belongs  |
| name             | String  | Name of the PHDC configuration  |
| startTime        | String  | Date and time configured in the PHDC configuration to start collecting product health data (PHD) from devices |
| endTime          | String  | Date and time configured in the PHDC configuration to end collecting product health data (PHD) from devices   |
| lastModifiedTime | String  | Date and time the PHDC configuration was last modified  |

| Element      | Type    | Description  |
|--------------|---------|--|
| status       | String  | <p>Status of the PHDC configuration</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>Scheduled—PHD is scheduled to be collected from all the managed devices assigned to the PHDC configuration at the scheduled time.</li> <li>Starting—PHD collection is starting on all the devices included in the PHDC configuration.</li> <li>Running—PHD is currently being collected from all the devices included in the configuration.</li> <li>Stopping—PHD collection is currently being stopped from one or more devices included in the configuration.</li> <li>Completed—PHD collection is complete on all devices included in the configuration.</li> <li>Aborting—PHD collection is being aborted from all devices included in the configuration.</li> <li>Failed—PHD collection failed to be start on all devices, stop or aborted in one or more devices included in the configuration.</li> <li>Aborted—PHD collection is aborted on all the devices included in the configuration.</li> </ul> |
| devicesCount | Integer | Number of devices included in the PHDC configuration   |
| createdBy    | String  | Username of user who configured the PHDC configuration   |
| domainId     | Integer | ID of the domain to which a PHDC is assigned   |

### Sample Output

#### Sample XML Output

```
<phdcs uri="/api/juniper/servicenow/phdc-management/phdcs" size="2">
  <phdc key="35638" uri="/api/juniper/servicenow/phdc-management/phdcs/35638"
  href="/api/juniper/servicenow/phdc-management/phdcs/35638">
    <domainId>2</domainId>
    <domainName>Global</domainName>
    <name>EX-Group</name>
    <startTime>2015-07-24 23:02:02 UTC</startTime>
    <endTime>2015-08-23 23:02:02 UTC</endTime>
    <lastModifiedTime>2015-07-24 23:02:50 UTC</lastModifiedTime>
    <status>Running</status>
    <devicesCount>2</devicesCount>
    <createdBy>super</createdBy>
    <domainId>10</domainId>
  </phdc>
  <phdc key="35697" uri="/api/juniper/servicenow/phdc-management/phdcs/35697"
  href="/api/juniper/servicenow/phdc-management/phdcs/35697">
    <domainId>2</domainId>
    <domainName>Global</domainName>
    <name>SRX-Group</name>
    <startTime>2015-07-24 23:29:44 UTC</startTime>
    <endTime>2015-07-26 04:03:17 UTC</endTime>
    <lastModifiedTime>2015-07-24 23:29:44 UTC</lastModifiedTime>
```

```

<status>Aborted</status>
<devicesCount>1</devicesCount>
<createdBy>super</createdBy>
<domainId>10</domainId>
</phdc>
</phdcs>

```

### Sample JSON Output

```

{
  "phdcs": {
    "@uri": "/api/juniper/servicenow/phdc-management/phdcs/",
    "@size": "2",
    "phdc": [
      {
        "@key": "35638",
        "@uri": "/api/juniper/servicenow/phdc-management/phdcs/35638",
        "@href": "/api/juniper/servicenow/phdc-management/phdcs/35638",
        "domainId": 2,
        "domainName": "Global",
        "name": "EX-Group",
        "startTime": "2015-07-24 23:02:02 UTC",
        "endTime": "2015-08-23 23:02:02 UTC",
        "lastModifiedTime": "2015-07-24 23:02:50 UTC",
        "status": "Running",
        "devicesCount": 2,
        "createdBy": "super",
        "domainId": "10"
      },
      {
        "@key": "35697",
        "@uri": "/api/juniper/servicenow/phdc-management/phdcs/35697",
        "@href": "/api/juniper/servicenow/phdc-management/phdcs/35697",
        "domainId": 2,
        "domainName": "Global",
        "name": "SRX-Group",
        "startTime": "2015-07-24 23:29:44 UTC",
        "endTime": "2015-07-26 04:03:17 UTC",
        "lastModifiedTime": "2015-07-24 23:29:44 UTC",
        "status": "Aborted",
        "devicesCount": 1,
        "createdBy": "super",
        "domainId": "10"
      }
    ]
  }
}

```

### Related Documentation

- [Get Details of a PHDC Configuration on page 696](#)
- [Create a PHDC Configuration on page 699](#)
- [Modify a PHDC Configuration on page 702](#)
- [Disable Devices in a PHDC Configuration on page 705](#)
- [Retry PHDC on Devices on page 707](#)
- [Abort a PHDC Configuration on page 709](#)

- [Delete a PHDC Configuration on page 710](#)
- [Get All Devices in a PHDC Configuration on page 666](#)
- [Export All Devices in a PHDC on page 712](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

## Get Details of a PHDC Configuration

Use this API to retrieve a specific product health data collection (PHDC) configuration.

### URI

`https://[host]/api/juniper/servicenow/phdc-management/phdcs/{id}` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description                                  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the PHDC configuration to be retrieved |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.phd-management.phdc+json;version=1`
- `application/vnd.juniper.servicenow.phd-management.phdc+xml;version=1`

### Response Elements

| Element    | Type    | Description  |
|------------|---------|--|
| uri        | String  | URI of the PHDC configuration                              |
| domainId   | Integer | ID of the domain to which the PHDC configuration belongs.  |
| domainName | String  | Name of the domain to which the PHDC configuration belongs |
| id         | Integer | ID of the PHDC configuration                               |
| method     | String  | Methods applicable to the PHDC configuration               |
| name       | String  | Name of the PHDC configuration                             |



| Element                  | Type    | Description  |
|--------------------------|---------|--|
| status                   | String  | <p>Status of the PHDC configuration</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Scheduled—PHD is scheduled to be collected from all the managed devices assigned to the PHDC configuration at the scheduled time.</li> <li>• Starting—PHD collection is starting on all the devices included in the PHDC configuration.</li> <li>• Running—PHD is currently being collected from all the devices included in the configuration.</li> <li>• Stopping—PHD collection is currently being stopped from one or more devices included in the configuration.</li> <li>• Completed—PHD collection is complete on all devices included in the configuration.</li> <li>• Aborting—PHD collection is being aborted from all devices included in the configuration.</li> <li>• Failed—PHD collection failed to be start on all devices, stop or aborted in one or more devices included in the configuration.</li> <li>• Aborted—PHD collection is aborted on all the devices included in the configuration.</li> </ul> |
| devicesCount             | String  | Number of devices in the PHDC configuration  |
| collectionPeriodInDays   | String  | Number of days configured for collecting product health data (PHD) from devices  |
| uploadPHDFile            | Boolean | <p>Flag to upload PHD file to Juniper Support System (JSS)</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• true—Service Now uploads PHD files to JSS.</li> <li>• false—Service Now does not upload PHD files to JSS.</li> </ul>   |
| deletePHDFileAfterUpload | Boolean | <p>Flag to delete PHD files affter upload to JSS</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• true—Service Now deletes PHD files from database after upload to JSS.</li> <li>• false—Service Now does not delete PHD files after upload to JSS.</li> </ul>   |
| maskIPAddress            | Boolean | <p>Flag to mask IP addresses in PHD files.</p> <ul style="list-style-type: none"> <li>• true—IP addresses are masked with asterisk in PHD files.</li> <li>• false—IP addresses are not masked with asterisk in PHD files.</li> </ul>   |

| Element          | Type    | Description  |
|------------------|---------|--|
| startTime        | String  | Date and time PHD collection started from devices included in the PHDC configuration |
| endTime          | String  | Date and time PHD collection ended on devices included in the PHDC configuration     |
| lastModifiedTime | String  | Date and time the PHDC configuration was last modified                               |
| createdBy        | String  | Username of user who configured the PHDC   |
| domainId         | Integer | ID of the domain to which the PHDC configuration is assigned                         |

### Sample Output

#### Sample XML Output

```
<phdc uri="/api/juniper/servicenow/phdc-management/phdcs/35638">
  <domainId>2</domainId>
  <domainName>Global</domainName>
  <id>35638</id>
  <method
href="/api/juniper/servicenow/phdc-management/phdcs/35638/phdDeviceConfigurations"/>

    <method href="/api/juniper/servicenow/phdc-management/phdcs/35638/enable"/>

    <method href="/api/juniper/servicenow/phdc-management/phdcs/35638/disable"/>

    <method
href="/api/juniper/servicenow/phdc-management/phdcs/35638/retryOnFailedDevices"/>

    <method href="/api/juniper/servicenow/phdc-management/phdcs/35638/abort"/>

    <name>EX-Group</name>
    <status>Running</status>
    <devicesCount>2</devicesCount>
    <collectionPeriodInDays>30</collectionPeriodInDays>
    <uploadPHDFile>true</uploadPHDFile>
    <deletePHDFileAfterUpload>false</deletePHDFileAfterUpload>
    <maskIPAddress>true</maskIPAddress>
    <startTime>2015-07-24 23:02:02 UTC</startTime>
    <endTime>2015-08-23 23:02:02 UTC</endTime>
    <lastModifiedTime>2015-07-24 23:02:50 UTC</lastModifiedTime>
    <createdBy>super</createdBy>
    <domainId>10</domainId>
  </phdc>
```

#### Sample JSON Output

```
{
  "phdc": {
    "@uri": "/api/juniper/servicenow/phdc-management/phdcs/35638",
    "domainId": 2,
    "domainName": "Global",
    "id": 35638,
    "method": [
```

```

    {
      "@href":
"/api/juniper/servicenow/phdc-management/phdcs/35638/phdDeviceConfigurations"},
    {
      "@href": "/api/juniper/servicenow/phdc-management/phdcs/35638/enable"
    },
    {
      "@href": "/api/juniper/servicenow/phdc-management/phdcs/35638/disable"
    },
    {
      "@href":
"/api/juniper/servicenow/phdc-management/phdcs/35638/retryOnFailedDevices"
    },
    {
      "@href": "/api/juniper/servicenow/phdc-management/phdcs/35638/abort"
    }
  ],
  "name": "EX-Group",
  "status": "Running",
  "devicesCount": 2,
  "collectionPeriodInDays": 30,
  "uploadPHDFile": true,
  "deletePHDFileAfterUpload": false,
  "maskIPAddress": true,
  "startTime": "2015-07-24 23:02:02 UTC",
  "endTime": "2015-08-23 23:02:02 UTC",
  "lastModifiedTime": "2015-07-24 23:02:50 UTC",
  "createdBy": "super",
  "domainId": "10"
}
}

```

#### Related Documentation

- [Get All PHDCs on page 693](#)
- [Create a PHDC Configuration on page 699](#)
- [Modify a PHDC Configuration on page 702](#)
- [Disable Devices in a PHDC Configuration on page 705](#)
- [Retry PHDC on Devices on page 707](#)
- [Abort a PHDC Configuration on page 709](#)
- [Delete a PHDC Configuration on page 710](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

## Create a PHDC Configuration

Use this API to configure product health data collection (PHDC) in Junos Space Service Now.

**URI**

https://[host]/api/juniper/servicenow/phd-management/phdcs/configure (HTTP method = POST)

**Consumes**

- application/vnd.juniper.servicenow.phd-management.configurePHDC+xml;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.phd-management.configurePHDC+json;version=1;charset=UTF-8

**Request Elements**

| Element                  | Type          | Description   |
|--------------------------|---------------|---|
| configuration            | configuration | A PHDC configuration  |
| name                     | String        | Name of PHDC configuration  |
| collectionPeriodInDays   | String        | Number of days product health data (PHD) is to be collected from devices  |
| uploadPHDFile            | Boolean       | <p>Flag to specify if PHD file should be uploaded to Juniper Support System (JSS)</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• true—Service Now uploads PHD files to JSS.</li> <li>• false—Service Now does not upload PHD files to JSS.</li> </ul>                             |
| deletePHDFileAfterUpload | Boolean       | <p>Flag to specify if PHD files should be deleted after upload to JSS</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• true—Service Now deletes PHD files from database after upload to JSS.</li> <li>• false—Service Now does not delete PHD files after upload to JSS.</li> </ul> |
| maskIPAddress            | Boolean       | <p>Flag to specify if IP addresses is masked in PHD files.</p> <ul style="list-style-type: none"> <li>• true—IP addresses are masked with asterisk in PHD files.</li> <li>• false—IP addresses are not masked with asterisk in PHD files.</li> </ul>  |
| devices                  | String        | URI of devices to be included in the PHDC configuration   |

| Element  | Type    | Description   |
|----------|---------|---|
| domainID | Integer | <p>ID of the domain in which PHDC should be created.</p> <p>This is an optional element. If no domain ID is provided, the PHDC is created in the Global domain.</p> <p><b>NOTE:</b> The create request fails if a user does not have access to the Global domain and if no domain ID is provided with the create request.</p> |

### Produces

- application/vnd.juniper.servicenow.phd-management.phdStatusMsg+xml;version=1
- application/vnd.juniper.servicenow.phd-management.phdStatusMsg+json;version=1

### Response Elements

| Element        | Type    | Description                                  |
|----------------|---------|--|
| id             | Integer | ID of the PHDC configuration job             |
| status-message | String  | Status message of the PHDC configuration job |

### Sample Input

#### Sample XML Input

```
<configurePHDC>
  <configuration>
    <name>MX2-Group</name>
    <collectionPeriodInDays>30</collectionPeriodInDays>
    <uploadPHDFile>true</uploadPHDFile>
    <deletePHDFileAfterUpload>false</deletePHDFileAfterUpload>
    <maskIPAddress>true</maskIPAddress>
  </configuration>
  <domainId>10</domainId>
  <devices>
    <device href="/api/juniper/servicenow/device-management/devices/34662"
uri="/api/juniper/servicenow/device-management/devices/34662"/>
    <device href="/api/juniper/servicenow/device-management/devices/35584"
uri="/api/juniper/servicenow/device-management/devices/35584"/>
  </devices>
</configurePHDC>
```

#### Sample JSON Input

```
{
  "configurePHDC": {
    "configuration": {
      "name": "MX2-Group",
      "collectionPeriodInDays": "30",
      "uploadPHDFile": "true",
      "deletePHDFileAfterUpload": "false",
      "maskIPAddress": "true"
    },
  },
}
```

```
    "devices": {
      "device": [
        {
          "@href":
            "/api/juniper/servicenow/device-management/devices/65546",
          "@uri": "/api/juniper/servicenow/device-management/devices/65546"
        },
        {
          "@href":
            "/api/juniper/servicenow/device-management/devices/68073",
          "@uri": "/api/juniper/servicenow/device-management/devices/68073"
        }
      ]
    }
  }
}
```

**Sample Output****Sample XML Output**

```
<phd-status-message>
  <id>1081345</id>
  <status-message>Product Health Data Configuration created
  successfully</status-message>
</phd-status-message>
```

**Sample JSON Output**

```
{
  "phdStatusMessage":{
    "id":71383,
    "statusMessage":"Product Health Data Configuration created successfully"
  }
}
```

**Related  
Documentation**

- [Get Details of a PHDC Configuration on page 696](#)
- [Modify a PHDC Configuration on page 702](#)
- [Disable Devices in a PHDC Configuration on page 705](#)
- [Retry PHDC on Devices on page 707](#)
- [Abort a PHDC Configuration on page 709](#)
- [Delete a PHDC Configuration on page 710](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

---

## Modify a PHDC Configuration

Use this API to modify a product health data collection (PHDC) configuration. While modifying a PHDC, devices can be added or removed from the PHDC configuration. Other parameters such as Collection Period, Upload PHD file to Juniper, Delete PHD files after upload, and Mask IP Addresses can also be modified.

**URI**

https://[host]/api/juniper/servicenow/phdc-management/phdcs/{id}/modify (HTTP method = PUT)

**URI Parameters**

| Parameter | Type    | Required | Description                                 |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the PHDC configuration to be modified |

**Consumes**

- application/vnd.juniper.servicenow.phd-management.modifyPHDC+json;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.phd-management.modifyPHDC+xml;version=1;charset=UTF-8

**Request Elements**

| Element                | Type            | Description   |
|------------------------|-----------------|---|
| devicesToAdd           | devicesToAdd    | Collection of devices to be added to the PHDC configuration   |
| devices                | String          | Link to the devices to be added to the PHDC configuration   |
| devicesToRemove        | devicesToRemove | Collection of devices to be removed from the PHDC configuration   |
| devices                | String          | Link to the devices to be removed from the PHDC configuration   |
| collectionPeriodInDays | String          | Number of days product health data (PHD) is to be collected from devices  |
| domainId               | Integer         | ID of the domain in which the PHDC configuration is created.<br><br>This is an optional element. The value provided in this element is ignored if the value is invalid or a domainId other than the current domainId is provided. |

**Produces**

- application/vnd.juniper.servicenow.phd-management.phdStatusMsg+json;version=1
- application/vnd.juniper.servicenow.phd-management.phdStatusMsg+xml;version=1

## Response Elements

| Element       | Type   | Description                             |
|---------------|--------|---|
| id            | String | ID of the PHDC configuration modify job |
| statusMessage | String | Status message of the modify PHDC job   |

## Sample Input

## Sample XML Input

```
<modifyPHDC>
  <devicesToAdd>
    <device href="/api/juniper/servicenow/device-management/devices/34662"
uri="/api/juniper/servicenow/device-management/devices/34662"/>
  </devicesToAdd>
  <devicesToRemove>
    <device href="/api/juniper/servicenow/device-management/devices/35584"
uri="/api/juniper/servicenow/device-management/devices/35584"/>
  </devicesToRemove>
  <configuration>
    <collectionPeriodInDays>20</collectionPeriodInDays>

    <domainId>10</domainId>
  </configuration>
</modifyPHDC>
```

## Sample JSON Input

```
{
  "modifyPHDC": {
    "devicesToAdd": {
      "device": {
        "@href": "/api/juniper/servicenow/device-management/devices/34736",
        "@uri": "/api/juniper/servicenow/device-management/devices/34736"
      }
    },
    "devicesToRemove": {
      "device": {
        "@href": "/api/juniper/servicenow/device-management/devices/34740",
        "@uri": "/api/juniper/servicenow/device-management/devices/34740"
      }
    },
    "configuration": {
      "collectionPeriodInDays": "20"
    }
  }
}
```

## Sample Output

## Sample XML Output

```
<phdStatusMessage>
  <id>1081345</id>
  <statusMessage>Product Health Data Configuration modified
```



```
successfully</status-message>
</phdStatusMessage>
```

Sample JSON Output

```
{
  "phdStatusMessage": {
    "id": "1081345",
    "statusMessage": "Product Health Data Configuration modified successfully"
  }
}
```

Related Documentation

- [Create a PHDC Configuration on page 699](#)
- [Disable Devices in a PHDC Configuration on page 705](#)
- [Retry PHDC on Devices on page 707](#)
- [Abort a PHDC Configuration on page 709](#)
- [Delete a PHDC Configuration on page 710](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

Disable Devices in a PHDC Configuration

Use this API to disable product health data collection (PHDC) on devices on which PHDC is running in a PHDC configuration.

URI

https://[host] /api/juniper/servicenow/phdc-management/phdcs/{id}/disable (HTTP method = PUT)

URI Parameters

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the PHDC configuration in which PHDC is to be disabled on devices |

Consumes

- application/vnd.juniper.servicenow.phd-management.devices+json;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.phd-management.devices+xml;version=1;charset=UTF-8

Request Elements

| Element | Type   | Description                              |
|---------|--------|--|
| device  | device | A device on which PHDC is to be disabled |

| Element | Type   | Description  |
|---------|--------|--|
| href    | String | Link to the device on which PHDC is to be disabled |
| uri     | String | URI of the device on which PHDC is to be disabled  |

#### Produces

- application/vnd.juniper.servicenow.phd-management.phdStatusMsg+json;version=1
- application/vnd.juniper.servicenow.phd-management.phdStatusMsg+xml;version=1

#### Response Elements

| Element       | Type    | Description                              |
|---------------|---------|--|
| id            | Integer | ID of the PHDC configuration disable job |
| statusMessage | String  | Status message of the disable job        |

#### Sample Input

##### Sample XML Input

```
<devices>
<device href= "/api/juniper/servicenow/device-management/devices/1114128"
uri="/api/juniper/servicenow/device-management/devices/1114128" />
<device href= "/api/juniper/servicenow/device-management/devices/1114132"
uri="/api/juniper/servicenow/device-management/devices/1114132" />
</devices>
```

##### Sample JSON Input

```
{
  "devices": {
    "device": [{
      "_href": "/api/juniper/servicenow/device-management/devices/34736",
      "_uri": "/api/juniper/servicenow/device-management/devices/34736"
    },
    {
      "_href": "/api/juniper/servicenow/device-management/devices/34737",
      "_uri": "/api/juniper/servicenow/device-management/devices/34737"
    }
  ]
}
```

#### Sample Output

##### Sample XML Output

```
<phdStatusMessage>
  <id>1182702</id>
  <statusMessage> Product Health Data Collection will be disabled on the
selected devices </statusMessage>
</phdStatusMessage>
```

Sample JSON Output

```
{
  "phdStatusMessage": {
    "id": "1182702",
    "statusMessage": "Product Health Data Collection will be disabled on the
selected devices "
  }
}
```

Related Documentation

- [Get All PHDCs on page 693](#)
- [Get Details of a PHDC Configuration on page 696](#)
- [Create a PHDC Configuration on page 699](#)
- [Modify a PHDC Configuration on page 702](#)
- [Retry PHDC on Devices on page 707](#)
- [Abort a PHDC Configuration on page 709](#)
- [Delete a PHDC Configuration on page 710](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

Retry PHDC on Devices

Use this API to retry collecting product health data (PHD) on devices, assigned to a product health data collection (PHDC) configuration, on which an earlier attempt to collect PHD failed.

URI

https://[host] /api/juniper/servicenow/phdc-management/phdcs/{id} /retryOnFailedDevices (HTTP method = PUT)

URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the PHDC configuration in which PHDC is to be retried on devices on which an earlier attempt to collect PHD failed |

Consumes

- application/vnd.juniper.servicenow.phd-management.devices+json;version=1;charset=UTF-8
- application/vnd.juniper.servicenow.phd-management.devices+xml;version=1;charset=UTF-8

**Request Element**

| Element | Type   | Description   |
|---------|--------|---|
| device  | device | A device on which PHD collection is to be retried           |
| href    | String | Link to the device on which PHD collection is to be retried |
| uri     | String | URI of the device on which PHD collection is to be retried  |

**Produces**

- application/vnd.juniper.servicenow.phd-management.phdStatusMsg+json;version=1
- application/vnd.juniper.servicenow.phd-management.phdStatusMsg+xml;version=1

**Response Elements**

| Element       | Type    | Description                                    |
|---------------|---------|--|
| id            | Integer | ID of the PHD collection retry job             |
| statusMessage | String  | Status message of the PHD collection retry job |

**Sample Input****Sample XML Input**

```
<devices>
<device href= "/api/juniper/servicenow/device-management/devices/1114128"
uri="/api/juniper/servicenow/device-management/devices/1114128" />
<device href= "/api/juniper/servicenow/device-management/devices/1114132"
uri="/api/juniper/servicenow/device-management/devices/1114132" />
</devices>
```

**Sample JSON Input**

```
{
  "devices": {
    "device": [
      {
        "@href":
"/api/juniper/servicenow/device-management/devices/1114128",
        "@uri": "/api/juniper/servicenow/device-management/devices/1114128"
      },
      {
        "@href":
"/api/juniper/servicenow/device-management/devices/1114132",
        "@uri": "/api/juniper/servicenow/device-management/devices/1114132"
      }
    ]
  }
}
```

Sample Output

Sample XML Output

```
<phdStatusMessage>
  <id>1182702</id>
  <statusMessage> Product Health Data Configuration will be retried on the
selected devices </statusMessage>
</phdStatusMessage>
```

Sample JSON Output

```
{
  "phdStatusMessage": {
    "id": "1182702",
    "statusMessage": "Product Health Data Configuration will be retried on
the selected devices"
  }
}
```

Related Documentation

- [Create a PHDC Configuration on page 699](#)
- [Modify a PHDC Configuration on page 702](#)
- [Disable Devices in a PHDC Configuration on page 705](#)
- [Abort a PHDC Configuration on page 709](#)
- [Delete a PHDC Configuration on page 710](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

Abort a PHDC Configuration

Use this API to abort product health data collection (PHDC) from all devices in a PHDC configuration.

URI

https://[host] /api/juniper/servicenow/phdc-management/phdcs/{id}/abort (HTTP method = PUT)

URI Parameters

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the PHDC configuration in which PHDC is to be aborted |

Consumes

None

Produces

- application/vnd.juniper.servicenow.phd-management.phdStatusMsg+json;version=1

- `application/vnd.juniper.servicenow.phdc-management.phdcStatusMsg+xml;version=1`

#### Response Elements

| Element       | Type    | Description                          |
|---------------|---------|--------------------------------------|
| id            | Integer | ID of the PHDC abort job             |
| statusMessage | String  | Status message of the PHDC abort job |

#### Sample Output

##### Sample XML Output

```
<phdStatusMessage>
  <id>1081345</id>
  <statusMessage>Product Health Data Collection will be aborted on all the
  devices in this PHDC</statusMessage>
</phdStatusMessage >
```

##### Sample JSON Output

```
{
  "phdStatusMessage": {
    "id": "1081345",
    "statusMessage": "Product Health Data Collection will be aborted on all
the devices in this PHDC"
  }
}
```

#### Related Documentation

- [Create a PHDC Configuration on page 699](#)
- [Modify a PHDC Configuration on page 702](#)
- [Disable Devices in a PHDC Configuration on page 705](#)
- [Retry PHDC on Devices on page 707](#)
- [Delete a PHDC Configuration on page 710](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

## Delete a PHDC Configuration

Use this API to delete a product health data collection (PHDC) configuration.

#### URI

`https://[host]/api/juniper/servicenow/phdc-management/phdcs/{id}` (HTTP method = DELETE)

**URI Parameters**

| Parameter | Type    | Required | Description                                |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the PHDC configuration to be deleted |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.phd-management.phdStatusMsg+json;version=1
- application/vnd.juniper.servicenow.phd-management.phdStatusMsg+xml;version=1

**Response Elements**

| Element       | Type    | Description                           |
|---------------|---------|---------------------------------------|
| id            | Integer | ID of the PHDC delete job             |
| statusMessage | String  | Status message of the PHDC delete job |

**Sample Output****Sample XML Output**

```
<phdStatusMessage>
  <id>1081345</id>
  <statusMessage>Product Health Data Collection will be deleted</statusMessage>
</phdStatusMessage>
```

**Sample JSON Output**

```
{
  "phdStatusMessage": {
    "id": "1081345",
    "statusMessage": "Product Health Data Collection will be deleted"
  }
}
```

**Related Documentation**

- [Create a PHDC Configuration on page 699](#)
- [Modify a PHDC Configuration on page 702](#)
- [Disable Devices in a PHDC Configuration on page 705](#)
- [Retry PHDC on Devices on page 707](#)
- [Abort a PHDC Configuration on page 709](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

## Export All Devices in a PHDC

Use this API to export all the devices in a product health data collection (PHDC) configuration.

### URI

`https://[host]/api/juniper/servicenow/phdc-management/phdcs/{phdcId}/phdDeviceConfigurations/export` (HTTP method = GET)

### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| phdcId    | Integer | Yes      | ID of the PHDC configuration for which device details are to be exported |

### Consumes

None

### Produces

application/octet-stream

The Excel file contains the following fields:

| Field                 | Description   |
|-----------------------|---|
| Device                | Name of the devices   |
| Serial Number         | Serial Number of the devices  |
| PHDC Name             | Name of the PHDC configuration from which device details are exported                                     |
| Start Date            | Date and time when PHDC was started on the devices  |
| Status                | Status of PHDC on the devices   |
| Total Files Available | Total number of product health data (PHD) files collected from the devices                                |
| Last Uploaded         | Date and time PHD files collected from the devices were last uploaded to Juniper Support System (JSS) fro |
| Status Message        | Status of uploading the PHD files to JSS  |

### Related Documentation

- [Get All Devices in a PHDC Configuration on page 666](#)
- [Export All Devices Having Product Health Data on page 687](#)



- [Product Health Data Collection Management REST API Overview on page 691](#)

## Get All PHDs by PHDC ID and PHD Device Configuration ID

Use this API to retrieve metadata information of product health data (PHD) collected from a device identified by the device's PHD Device configuration ID, that is part of a Product Health Data Collection (PHDC) configuration, identified by the its PHDC ID.

### URI

`https://[host]/api/juniper/servicenow/phdc-management/phdcs/{phdcId}/phdDeviceConfigurations/{phdDeviceConfigurationId}/phds` (HTTP method = GET)

### URI Parameters

| Parameter                 | Type    | Required | Description   |
|---------------------------|---------|----------|---|
| phdcid                    | Integer | Yes      | ID of the PHDC configuration through which the PHD was collected            |
| phdDeviceConfigurationsId | Integer | Yes      | ID of the device in the PHDC configuration from which the PHD was collected |

### Consumes

None

### Produces

- `application/vnd.juniper.servicenow.device-analysis.phds+json;version=1`
- `application/vnd.juniper.servicenow.device-analysis.phds+xml;version=1`

### Response Elements

| Element | Type    | Description  |
|---------|---------|--|
| uri     | String  | URI of the PHD collection                              |
| size    | Integer | Number of records present in the collection            |
| device  | Device  | Device from which the PHD was collected                |
| href    | String  | Link to the device                                     |
| key     | Integer | ID of the device                                       |
| phdc    | PHDC    | PHDC configuration through which the PHD was collected |

| Element                | Type                   | Description   |
|------------------------|------------------------|---|
| href                   | String                 | Link to the PHDC  |
| key                    | Integer                | ID of the PHDC  |
| phdDeviceConfiguration | phdDeviceConfiguration | PHDC configuration of the device from which PHD was collected   |
| href                   | String                 | Link to the PHDC configuration of the device  |
| key                    | Integer                | ID of the PHDC configuration of the device  |
| phd                    | phd                    | A PHD file  |
| key                    | Integer                | Unique ID of the PHD  |
| href                   | String                 | Link to the PHD file  |
| fileName               | String                 | Name of the PHD file  |
| fileSize               | Integer                | Size of the PHD file in Bytes   |
| receivedTime           | String                 | Date and time the PHD file was received   |
| readStatus             | String                 | <p>Status of reading PHD from the device to create PHD file</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Not Received—Service Now has not yet collected PHD from the device.</li> <li>• Success—Service Now has successfully collected PHD from the device.</li> <li>• Failure—Service Now failed to collect PHD from the device.</li> <li>• No Longer Available—PHD is no longer available on the device.</li> <li>• Successfully Deleted—PHD is successfully deleted from the device after collecting by Service Now</li> <li>• Reading from Device—Service Now is currently reading PHD from the device.</li> <li>• Read Complete—Service Now has completed reading PHD from the device.</li> <li>• Processing—Service Now is processing the PHD to create PHD files.</li> </ul> |

| Element      | Type | Description   |
|--------------|------|---|
| uploadStatus |      | <p>Status of uploading PHD files to Juniper Support System (JSS)</p> <ul style="list-style-type: none"> <li>• Not Uploaded—Service Now has not yet uploaded PHD files to JSS.</li> <li>• Success—Service Now has successfully uploaded PHD files to JSS.</li> <li>• Failure—Upload of PHD files to JSS failed.</li> <li>• Uploading—Service Now is currently uploading PHD files to JSS.</li> </ul> |
| phdcName     |      | Name of the PHDC configuration through which the PHD was collected  |

### Sample Output

#### Sample XML Output

```

<phds
uri="/api/juniper/servicenow/phdc-management/phdcs/35638/phdDeviceConfigurations
/35652/phds" size="3">
  <device href="/api/juniper/servicenow/device-management/devices/34662"
key="34662"/>
    <phdc href="/api/juniper/servicenow/phdc-management/phdcs/35638"
key="35638"/>
      <phdDeviceConfiguration
href="/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35652"
key="35652"/>
        <phd key="1016143"
href="/api/juniper/servicenow/device-analysis/phds/1016143">

          <fileName>sn-space-ex4500-sys1_phdc_jmb_ais_health_20150727_082031.txt</fileName>

          <fileSize>21524</fileSize>
          <receivedTime>2015-07-27 20:37:33 UTC</receivedTime>
          <readStatus>Success</readStatus>
          <uploadStatus>Success</uploadStatus>
          <statusMessage/>
          <phdcName>EX-Group</phdcName>
        </phd>
        <phd key="1016156"
href="/api/juniper/servicenow/device-analysis/phds/1016156">

          <fileName>sn-space-ex4500-sys1_phdc_jmb_ais_health_20150727_092030.txt</fileName>

          <fileSize>21524</fileSize>
          <receivedTime>2015-07-27 21:37:34 UTC</receivedTime>
          <readStatus>Success</readStatus>
          <uploadStatus>Success</uploadStatus>
          <statusMessage/>
          <phdcName>EX-Group</phdcName>
        </phd>
        <phd key="1048614"
href="/api/juniper/servicenow/device-analysis/phds/1048614">

          <fileName>sn-space-ex4500-sys1_phdc_jmb_ais_health_20150727_102031.txt</fileName>

```

```

    <fileSize>21524</fileSize>
    <receivedTime>2015-07-27 22:37:33 UTC</receivedTime>
    <readStatus>Success</readStatus>
    <uploadStatus>Success</uploadStatus>
    <statusMessage/>
    <phdcName>EX-Group</phdcName>
  </phd>
</phds>

```

### Sample JSON Output

```

{
  "phds": {
    "@uri":
"/api/juniper/servicenow/phdc-management/phdcs/35638/phdDeviceConfigurations/35652/phds",
    "@size": "3",
    "device": {
      "@href": "/api/juniper/servicenow/device-management/devices/34662",
      "@key": "34662"
    },
    "phdc": {
      "@href": "/api/juniper/servicenow/phdc-management/phdcs/35638",
      "@key": "35638"
    },
    "phdDeviceConfiguration": {
      "@href":
"/api/juniper/servicenow/device-analysis/phdDeviceConfigurations/35652",
      "@key": "35652"
    },
    "phd": [
      {
        "@key": "1016143",
        "@href": "/api/juniper/servicenow/device-analysis/phds/1016143",
        "fileName":
"sn-space-ex4500-sys1-phdc-jmb_ais_health_20150727_082031.txt",
        "fileSize": 21524,
        "receivedTime": "2015-07-27 20:37:33 UTC",
        "readStatus": "Success",
        "uploadStatus": "Success",
        "statusMessage": "",
        "phdcName": "EX-Group"
      },
      {
        "@key": "1016156",
        "@href": "/api/juniper/servicenow/device-analysis/phds/1016156",
        "fileName":
"sn-space-ex4500-sys1-phdc-jmb_ais_health_20150727_092030.txt",
        "fileSize": 21524,
        "receivedTime": "2015-07-27 21:37:34 UTC",
        "readStatus": "Success",
        "uploadStatus": "Success",
        "statusMessage": "",
        "phdcName": "EX-Group"
      },
      {
        "@key": "1048614",
        "@href": "/api/juniper/servicenow/device-analysis/phds/1048614",
        "fileName":
"sn-space-ex4500-sys1-phdc-jmb_ais_health_20150727_102031.txt",

```

```

        "fileSize": 21524,
        "receivedTime": "2015-07-27 22:37:33 UTC",
        "readStatus": "Success",
        "uploadStatus": "Success",
        "statusMessage": "",
        "phdcName": "EX-Group"
    }
  ]
}

```

#### Related Documentation

- [Get All PHDCs on page 693](#)
- [Get All Devices Having PHD on page 669](#)
- [Get PHDC Configuration of a Device by PHD Device Configuration ID on page 672](#)
- [Get All PHDs by PHD Device Configuration ID on page 675](#)
- [Export All PHDs by Device ID on page 678](#)
- [Export All PHDs by PHDC ID and PHD Device Configuration ID on page 717](#)
- [Get PHD by ID on page 679](#)
- [Download PHD by ID on page 683](#)
- [Delete PHD by ID on page 684](#)
- [Export PHD by ID on page 686](#)
- [Export All Devices Having Product Health Data on page 687](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)

## Export All PHDs by PHDC ID and PHD Device Configuration ID

Use this API to export information about all product health data (PHD) collected from a device by the device ID and PHDC ID of the device to an Excel document.

#### URI

[https://\[host\]/api/juniper/servicenow/phdc-management/phdcs/{phdcId}/phdDeviceConfigurations/{phdDeviceConfigurationsId}/phds/export](https://[host]/api/juniper/servicenow/phdc-management/phdcs/{phdcId}/phdDeviceConfigurations/{phdDeviceConfigurationsId}/phds/export) (HTTP method = GET)

#### URI Parameters

| Parameter                 | Type    | Required | Description  |
|---------------------------|---------|----------|--|
| phdcId                    | Integer | Yes      | ID of the PHDC configuration through which the PHD was collected |
| phdDeviceConfigurationsId | Integer | Yes      | ID of the device assigned to a PHDC from which PHD was collected |

**Consumes**

None

**Produces**

application/octet-stream

The Excel file contains the following fields.

| Field          | Description   |
|----------------|---|
| File Name      | Name of the PHD file  |
| PHDC Name      | Name of the PHDC configuration through which PHD was collected and the PHD files created  |
| Size (Bytes)   | Size of the PHD file in Bytes   |
| Received (UTC) | Date and time the PHD was read from the device  |
| Read Status    | <p>Status of reading PHD from the device to create the PHD file</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Not Received—Service Now has not yet collected PHD from the device.</li> <li>• Success—Service Now has successfully collected PHD from the device.</li> <li>• Failure—Service Now failed to collect PHD from the device.</li> <li>• No Longer Available—PHD is no longer available on the device.</li> <li>• Successfully Deleted—PHD is successfully deleted from the device after collecting by Service Now</li> <li>• Reading from Device—Service Now is currently reading PHD from the device.</li> <li>• Read Complete—Service Now has completed reading PHD from the device.</li> <li>• Processing—Service Now is processing the PHD to create PHD files.</li> </ul> |
| Upload Status  | <p>Status of uploading PHD files to Juniper Support System (JSS)</p> <ul style="list-style-type: none"> <li>• Not Uploaded—Service Now has not yet uploaded PHD files to JSS.</li> <li>• Success—Service Now has successfully uploaded PHD files to JSS.</li> <li>• Failure—Upload of PHD files to JSS failed.</li> <li>• Uploading—Service Now is currently uploading PHD files to JSS.</li> </ul>   |
| Remarks        | Remarks about the PHD file  |

**Related Documentation**

- [Export All Devices in a PHDC on page 712](#)
- [Get All PHDs by PHDC ID and PHD Device Configuration ID on page 713](#)
- [Get All Devices Having PHD on page 669](#)
- [Get PHDC Configuration of a Device by PHD Device Configuration ID on page 672](#)

- [Get All PHDs by PHD Device Configuration ID on page 675](#)
- [Export All PHDs by Device ID on page 678](#)
- [Get PHD by ID on page 679](#)
- [Download PHD by ID on page 683](#)
- [Delete PHD by ID on page 684](#)
- [Export PHD by ID on page 686](#)
- [Export All Devices Having Product Health Data on page 687](#)
- [Product Health Data Collection Management REST API Overview on page 691](#)





## CHAPTER 25

# E-mail Template APIs

- [E-mail Template Management REST API Overview on page 721](#)
- [Get All E-mail Templates on page 722](#)
- [Get Details of an Email Template on page 724](#)
- [Modify an E-mail Template on page 727](#)
- [Restore an E-mail Template to its Default on page 729](#)

## E-mail Template Management REST API Overview

---

The E-mail Template Management service allows you to retrieve, modify, and restore an e-mail template. **E-mailTemplate-management** resources are available at [https://\[host\]/api/juniper/servicenow/emailTemplate-management](https://[host]/api/juniper/servicenow/emailTemplate-management).

### URI

[https://\[host\]/api/juniper/servicenow/emailTemplate-management](https://[host]/api/juniper/servicenow/emailTemplate-management) (HTTP method = GET)

### Produces

- `application/vnd.juniper.servicenow.emailTemplate-management+xml;version=1`
- `application/vnd.juniper.servicenow.emailTemplate-management+json;version=1`

### Sample Output

#### Sample XML Output

```
<servicenow-emailTemplate-management>
  <collection href=
    "/api/juniper/servicenow/emailTemplate-management/emailTemplates" />
</servicenow-emailTemplate-management>
```

#### Sample JSON Output

```
{
  "servicenow-emailTemplate-management": {
    "collection": {
      "@href": "/api/juniper/servicenow/emailTemplate-management/emailTemplates"
    }
  }
}
```

The e-mail template management service provides the following APIs:

- [Get All E-mail Templates on page 722](#)
- [Modify an E-mail Template on page 727](#)
- [Restore an E-mail Template to its Default on page 729](#)
- [Get Details of an Email Template on page 724](#)

#### Related Documentation

- [Service Now Notification Management REST API Overview on page 747](#)

## Get All E-mail Templates

Use this API to retrieve all e-mail templates present in Junos Space Service Now.

#### URI

`https://[hsot]/api/juniper/servicenow/emailTemplate-management/emailTemplates`  
(HTTP method = GET)

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.emailTemplate-management.emailTemplates+xml;version=1`
- `application/vnd.juniper.servicenow.emailTemplate-management.emailTemplates+json;version=1`

#### Response Elements

| Element       | Type    | Description  |
|---------------|---------|--|
| uri           | String  | URI of the collection of e-mail templates            |
| size          | Integer | Number of records in the e-mail template collection  |
| href          | String  | Link to an e-mail template                           |
| key           | Integer | ID of the e-mail template                            |
| tempalateName | String  | Name of the e-mail template                          |
| description   | String  | Description of the e-mail template                   |
| createdBy     | String  | Username of the user who created the e-mail template |

| Element        | Type   | Description   |
|----------------|--------|---|
| lastUpdateTime | String | Date and time the e-mail template was last modified |

### Sample Output

#### Sample XML Output

```
<emailTemplates
uri="/api/juniper/servicenow/emailTemplate-management/emailTemplates" size="3">
  <emailTemplate href=
"/api/juniper/servicenow/emailTemplate-management/emailTemplates/34381"
uri="/api/juniper/servicenow/emailTemplate-management/emailTemplates/34381"
key="34381">
    <templateName>Case Created for Incident</templateName>
    <description>
This template is used by Service Now for sending email notificati...
    </description>
    <createdBy>super</createdBy>
    <lastUpdateTime>2015-01-08 01:35:06 PST</lastUpdateTime>
  </emailTemplate>
  <emailTemplate href=
"/api/juniper/servicenow/emailTemplate-management/emailTemplates/34435"
uri="/api/juniper/servicenow/emailTemplate-management/emailTemplates/34435"
key="34435">
    <templateName>Case Updated</templateName>
    <description>
This template is used by Service Now for sending email notificati...
    </description>
    <createdBy>Service Now</createdBy>
    <lastUpdateTime>2014-12-21 07:53:17 PST</lastUpdateTime>
  </emailTemplate>
  <emailTemplate href=
"/api/juniper/servicenow/emailTemplate-management/emailTemplates/34537"
uri="/api/juniper/servicenow/emailTemplate-management/emailTemplates/34537"
key="34537">
    <templateName>Connected member device added/removed</templateName>
    <description>
This template is used by Service Now for sending email notificati...
    </description>
    <createdBy>Service Now</createdBy>
    <lastUpdateTime>2014-12-21 07:53:17 PST</lastUpdateTime>
  </emailTemplate>
</emailTemplates>
```

#### Sample JSON Output

```
{
  "emailTemplates": {
    "@uri": "/api/juniper/servicenow/emailTemplate-management/emailTemplates",
    "@size": "33",
    "emailTemplate": [
      {
        "@href":
"/api/juniper/servicenow/emailTemplate-management/emailTemplates/34381",
        "@uri":
"/api/juniper/servicenow/emailTemplate-management/emailTemplates/34381",
        "@key": "34381",
```

```

        "templateName": "Case Created for Incident",
        "description": "This template is used by Service Now for sending email
        notificati...",
        "createdBy": "super",
        "lastUpdateTime": "2015-01-08 01:35:06 PST"
    },
    {
        "@href":
        "/api/juniper/servicenow/emailTemplate-management/emailTemplates/34435",
        "@uri":
        "/api/juniper/servicenow/emailTemplate-management/emailTemplates/34435",
        "@key": "34435",
        "templateName": "Case Updated",
        "description": "This template is used by Service Now for sending email
        notificati...",
        "createdBy": "Service Now",
        "lastUpdateTime": "2014-12-21 07:53:17 PST"
    },
    {
        "@href":
        "/api/juniper/servicenow/emailTemplate-management/emailTemplates/34537",
        "@uri":
        "/api/juniper/servicenow/emailTemplate-management/emailTemplates/34537",
        "@key": "34537",
        "templateName": "Connected member device added/removed",
        "description": "This template is used by Service Now for sending email
        notificati...",
        "createdBy": "Service Now",
        "lastUpdateTime": "2014-12-21 07:53:17 PST"
    }
  ]
}

```

#### Related Documentation

- [Modify an E-mail Template on page 727](#)
- [Restore an E-mail Template to its Default on page 729](#)
- [Get Details of an Email Template on page 724](#)
- [E-mail Template Management REST API Overview on page 721](#)

## Get Details of an Email Template

Use this API to retrieve details of an e-mail template.

#### URI

`https://[host]/api/juniper/servicenow/emailTemplate-management/emailTemplates/{id}`  
(HTTP method = GET)

**URI Parameters**

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the e-mail template whose details are to be retrieved |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.emailTemplate-management.emailTemplate+xml;version=1
- application/vnd.juniper.servicenow.emailTemplate-management.emailTemplate+json;version=1

**Response Elements**

| Element           | Type    | Description  |
|-------------------|---------|--|
| uri               | String  | URI of the e-mail template                           |
| id                | Integer | ID of the e-mail template                            |
| templateName      | String  | Name of the e-mail template                          |
| description       | String  | Description of the e-mail template                   |
| createdBy         | String  | Username of the user who created the e-mail template |
| lastUpdateTime    | String  | Date and time the e-mail template was last modified  |
| subject           | String  | Subject of the e-mail template                       |
| templateContents  | String  | Contents of the e-mail template                      |
| templateVariables | String  | Variables in the e-mail template                     |
| method            | String  | Method applicable to the e-mail template             |

**Sample Output****Sample XML Output**

```
<emailTemplate
  uri="/api/juniper/servicenow/emailTemplate-management/emailTemplates/34198">
  <id>34198</id>
  <templateName>New Incident Detected</templateName>
```

```

<description>
This template is used by Service Now for sending email notification when a
new incident is received from Service Now Device. Email subject and body
content can be modified as desired however "email variables" found within the
body content cannot be modified. Email variables are preceded by a $ symbol.
If desired, email variables can only be completely removed from or re-added
to the template (email message). If re-added they must match the original
characters exactly. Following are email variables which can be added to the
subject or email body: $priority - Incident priority $severity - Incident
severity $hostname - Hostname of the device on which the incident occurred
$incidentId - Unique key to identify the incident $organization - Name of the
Organization $connectedMemberLabel - Connected member field name, appears
only if Service Now has a connected member. $connectedMember - Name of the
connected member $synopsis - Brief description of the incident $kbArticle -
Hyperlink pointing to the knowledge base system of Juniper $description -
Detail description of the incident and why it occurred $product - Product of
the device on which the incident occurred $serialNumber - Serial Number of
the device on which the incident occurred $version - Software version of the
device on which the incident occurred $incident - Hyperlink to the Incident
ILP page of Service Now $impactedDevices - List of impacted device (appears
only if the list is not empty) IMPORTANT: Email variables cannot be modified-
only deleted or re-added. Email variables not shown in the original template
cannot be added.
</description>
<createdBy>super</createdBy>
<lastUpdateTime>2016-08-10 10:52:51 UTC</lastUpdateTime>
<subject>Service Now: New Incident Detected</subject>

<templateContents>
$triggerName Priority: $priority Incident ID: $incidentId Organization:
$organization $connectedMemberLabel $connectedMember Synopsis: $synopsis KB
Article: $kbArticle Description: $description Product: $product Serial Number:
$serialNum Version: $version Incident: $incident Id: $ObjectId $impactedDevices

</templateContents>
<method href=
"/api/juniper/servicenow/emailTemplate-management/emailTemplates/34198/modifyEmailTemplate"
/>
<method href=
"/api/juniper/servicenow/emailTemplate-management/emailTemplates/34198/restoreToDefault"
/>
</emailTemplate>

```

### Sample JSON Output

```

{
  "emailTemplate": {
    "@uri":
"/api/juniper/servicenow/emailTemplate-management/emailTemplates/34198",
    "id": 34198,
    "templateName": "New Incident Detected",
    "description": "This template is used by Service Now for sending email
notification when a new incident is received from Service Now Device.\nEmail
subject and body content can be modified as desired however \"email variables\"
found within the body content cannot be modified.\nEmail variables are preceded
by a $ symbol. If desired, email variables can only be completely removed
from or re-added to the template (email message). If re-added they must match
the original characters exactly.\nFollowing are email variables which can be
added to the subject or email body:\n$priority - Incident priority\n$severity
- Incident severity\n$hostname - Hostname of the device on which the incident
occurred\n$incidentId - Unique key to identify the incident\n$organization

```

```

- Name of the Organization\n$connectedMemberLabel - Connected member field
name, appears only if Service Now has a connected member.\n$connectedMember
- Name of the connected member\n$synopsis - Brief description of the
incident\n$kbArticle - Hyperlink pointing to the knowledge base system of
Juniper\n$description - Detail description of the incident and why it
occurred\n$product - Product of the device on which the incident
occurred\n$serialNumber - Serial Number of the device on which the incident
occurred\n$version - Software version of the device on which the incident
occurred\n$incident - Hyperlink to the Incident ILP page of Service
Now\n$impactedDevices - List of impacted device(appears only if the list is
not empty)\n\nIMPORTANT: Email variables cannot be modified- only deleted or
re-added. Email variables not shown in the original template cannot be added.",

    "createdBy": "super",
    "lastUpdateTime": "2016-08-10 10:52:51 UTC",
    "subject": "Service Now: New Incident Detected",
    "templateContents": "$triggerName\n\nPriority: $priority\n\nIncident ID:
$incidentId\n\nOrganization: $organization\n\n$connectedMemberLabel
$connectedMember\n\nSynopsis: $synopsis\n\nKB Article:
$kbArticle\n\nDescription: $description\n\nProduct: $product\n\nSerial Number:
$serialNum\n\nVersion: $version\n\nIncident: $incident\n\nId:
$objectId\n\n$impactedDevices\n        ",
    "method": [
        {
            "@href":
"/api/juniper/servicenow/emailTemplate-management/emailTemplates/34198/modifyEmailTemplate"
        },
        {
            "@href":
"/api/juniper/servicenow/emailTemplate-management/emailTemplates/34198/restoreToDefault"
        }
    ]
}
}
}

```

- Related Documentation**
- [Get All E-mail Templates on page 722](#)
  - [Modify an E-mail Template on page 727](#)
  - [Restore an E-mail Template to its Default on page 729](#)
  - [E-mail Template Management REST API Overview on page 721](#)

## Modify an E-mail Template

Use this API to modify an e-mail template.

### URI

`https://[host]/api/juniper/servicenow/emailTemplate-management/emailTemplate/{id}/modifyEmailTemplate` (HTTP method = PUT)

**URI Parameters**

| Parameter | Type    | Required | Description                              |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the e-mail template to be modified |

**Consumes**

- application/vnd.juniper.servicenow.emailTemplate-management.emailTemplate.modify+xml;version=1
- application/vnd.juniper.servicenow.emailTemplate-management.emailTemplate.modify+json;version=1

**Request Elements**

| Element           | Type    | Description   |
|-------------------|---------|---|
| columnName        | String  | Name of the variable to be modified   |
| selected          | Boolean | Flag to specify if the e-mail template attribute is selected for modification or not<br><br>Possible Values: <ul style="list-style-type: none"><li>• true—E-mail template attribute is selected for modification</li><li>• false—E-mail template attribute is selected for modification</li></ul> |
| subject           | String  | Subject of the e-mail template  |
| templateContents  | String  | Contents of the e-mail template   |
| templateVariables | String  | Variables present in the e-mail template  |

**Produces**

- application/vnd.juniper.servicenow.emailTemplate-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.emailTemplate-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description                                       |
|---------|--------|---|
| msg     | String | Status message of the modify E-mail template task |



**Sample Input****Sample XML Input**

```
<modifyEmailTemplate>
<subject>Subject1</subject>
</modifyEmailTemplate>
```

**Sample JSON Input**

```
{
  "modifyEmailTemplate": { "subject": "Subject1" }
}
```

**Sample Output****Sample XML Output**

```
<servicenowmsg>
<msg>Email template with id 34537 modified successfully</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": { "msg": "Email template with id 34537 modified successfully"
}
}
```

**Related Documentation**

- [Get All E-mail Templates on page 722](#)
- [Restore an E-mail Template to its Default on page 729](#)
- [Get Details of an Email Template on page 724](#)
- [E-mail Template Management REST API Overview on page 721](#)

## Restore an E-mail Template to its Default

Use this API to restore an e-mail template to its default content.

**URI**

`https://[host]/api/juniper/servicenow/emailTemplate-management/emailTemplate/{id}/restoreToDefault` (HTTP method = PUT)

**URI Parameters**

| Parameter | Type   | Required | Description   |
|-----------|--------|----------|---|
| id        | String | Yes      | ID of the e-mail template that is to be restored to its default content |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.emailTemplate-management.emailTemplate+xml; version=1;
- application/vnd.juniper.servicenow.emailTemplate-management.emailTemplate+json; version=1;

**Response Elements**

| Element          | Type    | Description  |
|------------------|---------|--|
| uri              | String  | URI of the e-mail template                           |
| id               | Integer | ID of the e-mail template                            |
| templateName     | String  | Name of the e-mail template                          |
| description      | String  | Description of the e-mail template                   |
| createdBy        | String  | Username of the user who created the e-mail template |
| lastUpdateTime   | String  | Date and time the e-mail template was last modified  |
| subject          | String  | Subject of the e-mail template                       |
| templateContents | String  | Contents of the e-mail template                      |
| method           | String  | Method applicable to the e-mail template             |

**Sample Output****Sample XML Output**

```
<emailTemplate
uri="/api/juniper/servicenow/emailTemplate-management/emailTemplates/
34537/restoreToDefault">
  <id>34537</id>
  <templateName>EmailTemplateMO</templateName>
  <description>This template is used by Service Now for sending email
notification when a device is added or removed by a connected member.
Email subject and body content can be modified as desired however "email
variables" found within the body content cannot be modified.
Email variables are preceded by a $ symbol. If desired, email variables can
only be completely removed from or re-added to the template (email message).
  If re-added they must match the original characters exactly.
Following are email variables which can be added to the subject or email body:
$hostname - Hostname of the device which is added/removed
$ipAddress - IP address of the device which is added/removed
$connectedMember - Name of the connected member
$organization - Name of the Partner Proxy Organization
$product - Product of the device of the device which is added/removed
$serialNumber - Serial Number of the device of the device which is added/removed
$version - Software version of the device of the device which is added/removed
```

```

$state - Represents whether device is added or removed
IMPORTANT: Email variables cannot be modified- only deleted or re-added.
Email variables not shown in the original template cannot be added.
</description>
  <createdBy>Service Now</createdBy>
  <lastUpdateTime>2014-12-21 07:53:17 IST</lastUpdateTime>
  <subject>Connected member device $state</subject>
  <templateContents>
    $triggerName
    Hostname: $hostname
    IP Adress: $ipAddress
    State: $state
    Product: $product
    Serial Number: $serialNumber
    Version: $version
    Organization: $organization
    Connected Member: $connectedMember
  </templateContents>
<method href="/api/juniper/servicenow/emailTemplate-management/emailTemplates/
34537/modifyEmailTemplate"/>
<method href="/api/juniper/servicenow/emailTemplate-management/emailTemplates/
34537/restoreToDefault"/>
</emailTemplate>

```

### Sample JSON Output

```

{
  "emailTemplate": {
    "@uri": "/api/juniper/servicenow/emailTemplate-management/emailTemplates/
34537/restoreToDefault",
    "id": 34537,
    "tempalateName": "EmailTemplateMO",
    "description": "This template is used by Service Now for sending email
notification when a device is added or removed by a connected member.\nEmail
subject and body content can be modified as desired however \"email variables\"
found within the body content cannot be modified.\nEmail variables are preceded
by a $ symbol. If desired, email variables can only be completely removed
from or re-added to the template (email message). If re-added they must match
the original characters exactly.\nFollowing are email variables which can be
added to the subject or email body:\n$hostname - Hostname of the device which
is added/removed\n$ipAddress - IP address of the device which is
added/removed\n$connectedMember - Name of the connected member\n$organization
- Name of the Partner Proxy Organization\n$product - Product of the device
of the device which is added/removed\n$serialNumber - Serial Number of the
device of the device which is added/removed\n$version - Software version of
the device of the device which is added/removed\n$state - Represents whether
device is added or removed\n\nIMPORTANT: Email variables cannot be modified-
only deleted or re-added. Email variables not shown in the original template
cannot be added.\n",
    "createdBy": "Service Now",
    "lastUpdateTime": "2014-12-21 07:53:17 IST",
    "subject": "Connected member device $state",
    "templateContents": "$triggerName\n\nHostname: $hostname\n\nIP Adress:
$ipAddress\n\nState: $state\n\nProduct: $product\n\nSerial Number:
$serialNumber\n\nVersion: $version\n\nOrganization: $organization\n\nConnected
Member: $connectedMember\n\n\n",
    "method": [
      {
        "@href":
"/api/juniper/servicenow/emailTemplate-management/emailTemplates/34537
/modifyEmailTemplate"

```

```
    },
    {
      "@href":
"/api/juniper/servicenow/emailTemplate-management/emailTemplates/34537
/restoreToDefault"
    }
  ]
}
```

**Related  
Documentation**

- [Get All E-mail Templates on page 722](#)
- [Modify an E-mail Template on page 727](#)
- [Get Details of an Email Template on page 724](#)
- [E-mail Template Management REST API Overview on page 721](#)

## CHAPTER 26

# Information APIs

- [Information Management REST API Overview on page 733](#)
- [Get All Information Messages on page 734](#)
- [Get Information Message Details on page 736](#)
- [Assign Ownership to an Information Message on page 739](#)
- [Assign an Information Message to an End Customer on page 741](#)
- [Flag an Information Message to Users on page 742](#)
- [Delete an Information Message on page 744](#)

### Information Management REST API Overview

---

The Information Management service allows you to retrieve, retrieve message details, assign a message to users for ownership or to end-customers, and delete the messages. The **information-management** resources are available at [https://\[host\]/api/juniper/servicenow/information-management](https://[host]/api/juniper/servicenow/information-management).

#### URI

[https://\[host\]/api/juniper/servicenow/information-management](https://[host]/api/juniper/servicenow/information-management) (HTTP method = GET)

#### Produces

- `application/vnd.juniper.servicenow.information-management+xml;version=1`
- `application/vnd.juniper.servicenow.information-managemen+json;version=1`

#### Sample Output

##### Sample XML Output

```
<servicenow-information-management>
  <collection href=
    "/api/juniper/servicenow/information-management/informationMessages" />
</servicenow-information-management>
```

##### Sample XML Output

```
{
  "servicenow-information-management": {
    "collection": {
      "@href":
        "/api/juniper/servicenow/information-management/informationMessages"
```

```
}  
}  
}
```

The Information management service provides the following APIs:

- [Get All Information Messages on page 734](#)
- [Get Information Message Details on page 736](#)
- [Assign Ownership to an Information Message on page 739](#)
- [Assign an Information Message to an End Customer on page 741](#)
- [Flag an Information Message to Users on page 742](#)
- [Delete an Information Message on page 744](#)

**Related  
Documentation**

- [Service Now Notification Management REST API Overview on page 747](#)
- [E-mail Template Management REST API Overview on page 721](#)
- [Device Analysis REST API Overview on page 645](#)
- [Device Snapshot Management REST API Overview on page 491](#)
- [Organization Management REST API Overview on page 147](#)

---

## Get All Information Messages

Use this API to retrieve all information messages present in Junos Space Service Now. An information message contains vulnerabilities in a device running Junos OS.

**URI**

`https://[host]/api/juniper/servicenow/information-management/informationMessages`  
(HTTP method = GET)

**Consumes**

None

**Produces**

- `application/vnd.juniper.servicenow.information-management.informationMessages+xml;version=1`
- `application/vnd.juniper.servicenow.information-management.informationMessages+json;version=1`

## Response Elements

| Element            | Type               | Description  |
|--------------------|--------------------|--|
| uri                | String             | URI of the collection of information messages                        |
| size               | Integer            | Number of records in the information message                         |
| informationMessage | informationMessage | An information message in the collection                             |
| href               | String             | Link to the message  |
| uri                | String             | URI of the message   |
| key                | Integer            | ID of the message  |
| organizationName   | String             | Name of the organization that received the message                   |
| title              | String             | Title of the message   |
| issueDate          | String             | Date and time the message was issued by Juniper Support System (JSS) |
| owner              | String             | User to whom the message is assigned for action                      |

## Sample Output

## Sample XML Output

```
<informationMessages
  uri="/api/juniper/servicenow/information-management/informationMessages"
  size="2">
  <informationMessage href=
"/api/juniper/servicenow/information-management/informationMessages/1"
  uri="/api/juniper/servicenow/information-management/informationMessages/1"
  key="1">
    <organizationName/>
    <issueDate>2015-03-23 11:21:50 IST</issueDate>
    <owner>super</owner>
  </informationMessage>
  <informationMessage href=
"/api/juniper/servicenow/information-management/informationMessages/2"
  uri="/api/juniper/servicenow/information-management/informationMessages/2"
  key="2">
    <organizationName/>
    <issueDate>2015-03-24 11:15:30 IST</issueDate>
    <owner>sautap</owner>
  </informationMessage>
</informationMessages>
```

## Sample XML Output

```
{
  "informationMessages": {
    "@uri":
"/api/juniper/servicenow/information-management/informationMessages",
```

```

    "@size": "2",
    "informationMessage": [
      {
        "@href":
"/api/juniper/servicenow/information-management/informationMessages/1",
        "@uri":
"/api/juniper/servicenow/information-management/informationMessages/1",
        "@key": "1",
        "organizationName": "",
        "issueDate": "2015-03-23 11:21:50 IST",
        "owner": "super"
      },
      {
        "@href":
"/api/juniper/servicenow/information-management/informationMessages/2",
        "@uri":
"/api/juniper/servicenow/information-management/informationMessages/2",
        "@key": "2",
        "organizationName": "",
        "issueDate": "2015-03-24 11:15:30 IST",
        "owner": "sautap"
      }
    ]
  }
}

```

#### Related Documentation

- [Get Information Message Details on page 736](#)
- [Assign Ownership to an Information Message on page 739](#)
- [Assign an Information Message to an End Customer on page 741](#)
- [Flag an Information Message to Users on page 742](#)
- [Delete an Information Message on page 744](#)
- [Information Management REST API Overview on page 733](#)

## Get Information Message Details

Use this API to retrieve details about a specific information message.

#### URI

`https://[host]/api/juniper/servicenow/information-management/informationMessage/{id}`  
(HTTP method = GET)

#### URI Parameters

| Parameter | Type   | Required | Description   |
|-----------|--------|----------|---|
| id        | String | Yes      | ID of the message whose details are to be retrieved |

#### Consumes



None

### Produces

- application/vnd.juniper.servicenow.information-management.informationMessage+xml;version=1
- application/vnd.juniper.servicenow.information-management.informationMessage+json;version=1

### Response Elements

| Element               | Type    | Description  |
|-----------------------|---------|--|
| uri                   | String  | URI of the information message   |
| id                    | String  | ID of the message  |
| siteID                | Integer | Site ID in Juniper CRM associated with the message                                   |
| organizationName      | Integer | Name of the organization that received the message                                   |
| title                 | String  | Title of the message   |
| issueDate             | String  | Date the message was issued  |
| summary               | String  | Summary of the message   |
| keywords              | String  | Keywords present in the message  |
| instructions          | String  | Instructions included in the message   |
| relevances            | String  | Platforms and devices that could be impacted by the problem described in the message |
| flaggedUsers          | String  | Users to whom the message is flagged   |
| owner                 | String  | User to whom the message is assigned for ownership                                   |
| informId              | String  | ID of the message  |
| assignedEndCustomer   | String  | End customers to whom the message is assigned  |
| unAssignedEndCustomer | String  | End customers to whom the message is not assigned                                    |
| method                | String  | Method relevant to the message   |

## Sample Output

### Sample XML Output

```
<informationMessageuri="/api/juniper/servicenow/information-management/
informationMessage/1">
  <id>1</id>
  <siteID>1</siteID>
  <organizationName/>
  <title>Sample</title>
  <issueDate>2014-12-30 16:10:08 PST</issueDate>
  <summary>Sample Summary</summary>
  <keywords>Key1, Key2, Key3</keywords>
  <instructions>Sample Instructions</instructions>
  <relevances>Sample Relevances</relevances>
  <flaggedUsers>super, juniper</flaggedUsers>
  <owner>super</owner>
  <assignedEndCustomer>Member</assignedEndCustomer>
  <method href=
"/api/juniper/servicenow/information-management/informationMessage/1
/assignToMembers" />
  <method href=
"/api/juniper/servicenow/information-management/informationMessage/1
/flagToUsers" />
  <method href=
"/api/juniper/servicenow/information-management/informationMessage/1
/assignOwnership" />
</informationMessage>
```

### Sample JSON Output

```
{
  "informationMessage": {
    "@uri":
"/api/juniper/servicenow/information-management/informationMessages/2",
    "id": 2,
    "siteID": 1,
    "organizationName": "",
    "title": "Info",
    "issueDate": "2015-03-24 11:15:30 IST",
    "summary": "Summary",
    "keywords": "Keywords",
    "instructions": "Instruction",
    "relevances": "Relevances",
    "flaggedUsers": "super",
    "owner": "super",
    "method": [
      {
        "@href":
"/api/juniper/servicenow/information-management/informationMessages/2/assignMessage
ToConnectedMembers"
      },
      {
        "@href":
"/api/juniper/servicenow/information-management/informationMessages/2/flagToUsers"
      },
      {
        "@href":
"/api/juniper/servicenow/information-management/informationMessages/2/assignOwnership"
      }
    ]
  }
}
```

```

    {
      "@href":
        "/api/juniper/servicenow/information-management/informationMessages/2"
    }
  ]
}
}

```

#### Related Documentation

- [Get All Information Messages on page 734](#)
- [Assign Ownership to an Information Message on page 739](#)
- [Assign an Information Message to an End Customer on page 741](#)
- [Flag an Information Message to Users on page 742](#)
- [Delete an Information Message on page 744](#)
- [Information Management REST API Overview on page 733](#)

## Assign Ownership to an Information Message

Use this API to assign an information message to a user for ownership.

#### URI

`https://[host]/api/juniper/servicenow/information-management/informationMessage/{id}/assignOwnership` (HTTP method = PUT)

#### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the information message for which an owner is to be assigned |

#### Consumes

- `application/vnd.juniper.servicenow.information-management.informationMessage.assignOwnership+xml;version=1`
- `application/vnd.juniper.servicenow.information-management.informationMessage.assignOwnership+json;version=1`

#### Request Elements

| Element     | Type   | Description  |
|-------------|--------|--|
| userLoginId | String | Junos Space login ID of the user to whom the information message is to be assigned for ownership |

| Element                       | Type    | Description  |
|-------------------------------|---------|--|
| isEmailMessageToAssignedOwner | Boolean | <p>Flag to specify if the message is mailed to the user assigned for ownership</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true—Message is mailed to user</li> <li>• false—Message is not mailed to user</li> </ul> |

**Produces**

- application/vnd.juniper.servicenow.information-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.information-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description                                |
|---------|--------|--|
| msg     | String | Status message of the assign ownership job |

**Sample Input****Sample XML Input**

```
<assignOwnership>
  <userLoginId>super</userLoginId>
  <isEmailMessageToAssignedOwner>true</isEmailMessageToAssignedOwner>
</assignOwnership>
```

**Sample JSON Input**

```
{
  "assignOwnership": {
    "userLoginId": "super",
    "isEmailMessageToAssignedOwner": "true"
  }
}
```

**Sample Output****Sample XML Output**

```
<serviceNowMsg>
  <msg>Message assigned successfully</msg>
</ serviceNowMsg>
```

**Sample JSON Output**

```
{
  "serviceNowMsg": { "msg": "Message assigned successfully" }
}
```

**Related Documentation**

- [Get Information Message Details on page 736](#)
- [Assign an Information Message to an End Customer on page 741](#)

- [Flag an Information Message to Users on page 742](#)
- [Information Management REST API Overview on page 733](#)

## Assign an Information Message to an End Customer

When operating Junos Space Service Now in Partner Proxy mode, use this API to assign an information message to an end customer.

### URI

/api/juniper/servicenow/information-management/informationMessage/{id}/assignMessageToConnectedMembers (HTTP method = PUT)

### URI Parameters

| Parameter | Type    | Required | Description   |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the information message to be assigned to an end customer |

### Consumes

- application/vnd.juniper.servicenow.information-management.informationMessage.assignMessageToConnectedMembers+xml;version=1
- application/vnd.juniper.servicenow.information-management.informationMessage.assignMessageToConnectedMembers+json;version=1

### Request Elements

| Element         | Type            | Description  |
|-----------------|-----------------|--|
| connectedMember | connectedMember | End customer to whom the information message is to be assigned |
| id              | Integer         | ID of an end customer to whom the message is to be assigned    |

### Produces

- application/vnd.juniper.servicenow.information-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.information-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Status message of the assign information message to end customer job |

**Sample Input****Sample XML Input**

```
<assignMessageToConnectedMembers>
  <connectedMembers>
    <connectedMember>
      <id>69703</id>
    </connectedMember>
  </connectedMembers>
</assignMessageToConnectedMembers>
```

**Sample JSON Input**

```
{
  "assignMessageToConnectedMembers": {
    "connectedMembers": {
      "connectedMember": { "id": "69703" }
    }
  }
}
```

**Sample Output****Sample XML Output**

```
<serviceNowMsg>
  <msg>Message assigned to connected member successfully </msg>
</ serviceNowMsg>
```

**Sample JSON Output**

```
{
  "serviceNowMsg": { "msg": "Message assigned to connected member successfully" }
}
```

**Related Documentation**

- [Get Information Message Details on page 736](#)
- [Assign Ownership to an Information Message on page 739](#)
- [Flag an Information Message to Users on page 742](#)
- [Information Management REST API Overview on page 733](#)

## Flag an Information Message to Users

Use this API to flag an information message to users.

**URI**

/api/juniper/servicenow/information-management/informationMessage/{id}/flagToUsers  
(HTTP method = PUT)

#### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the information message to be flagged to users |

#### Consumes

- application/vnd.juniper.servicenow.information-management.informationMessage.flagToUsers+xml;version=1
- application/vnd.juniper.servicenow.information-management.informationMessage.flagToUsers+json;version=1

#### Request Elements

| Element                      | Type    | Description  |
|------------------------------|---------|--|
| users                        | users   | Collection of users to whom the message is to be flagged   |
| user                         | user    | A user to whom the message is to be flagged  |
| id                           | Integer | ID of the user to whom the message is to be flagged  |
| isEmailMessageToFlaggedUsers | Boolean | Flag to indicate if the message is flagged to users or not<br><br>Possible values: <ul style="list-style-type: none"> <li>• true—Message is flagged to users</li> <li>• false—Message is not flagged to users</li> </ul> |

#### Produces

- application/vnd.juniper.servicenow.information-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.information-management.servicenowmsg+json;version=1

#### Response Elements

| Element | Type   | Description                             |
|---------|--------|---|
| msg     | String | Status message of the flag to users job |

**Sample Input****Sample XML Input**

```
<flagToUsers>
<users>
<user>
<id>845</id>
</user>
</users>
<isEmailMessageToFlaggedUsers> false</isEmailMessageToFlaggedUsers>
</flagToUsers>
```

**Sample JSON Input**

```
{
  "flagToUsers": {
    "users": {
      "user": { "id": "845" }
    },
    "isEmailMessageToFlaggedUsers": "true/false"
  }
}
```

**Sample Output****Sample XML Output**

```
<serviceNowMsg>
<msg>Message flagged successfully </msg>
</ serviceNowMsg>
```

**Sample JSON Output**

```
{
  "serviceNowMsg": { "msg": "Message flagged successfully " }
}
```

**Related  
Documentation**

- [Get Information Message Details on page 736](#)
- [Assign Ownership to an Information Message on page 739](#)
- [Assign an Information Message to an End Customer on page 741](#)
- [Delete an Information Message on page 744](#)
- [Information Management REST API Overview on page 733](#)

---

## Delete an Information Message

Use this API to delete an information message.

**URI**

`https://[host]/api/juniper/servicenow/information-management/informationMessages/{id}`  
(HTTP method = DELETE)



**URI Parameters**

| Parameter | Type    | Required | Description                                 |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the information message to be deleted |

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.information-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.information-management.servicenowmsg+json;version=1

**Response Elements**

| Element | Type   | Description  |
|---------|--------|--|
| msg     | String | Status message of the delete information message job |

**Sample Output****Sample XML Output**

```
<servicenowmsg>
  <msg>Message deleted successfully</msg>
</servicenowmsg>
```

**Sample XML Output**

```
{
  "servicenowmsg": {
    "msg" : "Message deleted successfully"
  }
}
```

**Related Documentation**

- [Get All Information Messages on page 734](#)
- [Get Information Message Details on page 736](#)
- [Assign Ownership to an Information Message on page 739](#)
- [Assign an Information Message to an End Customer on page 741](#)
- [Flag an Information Message to Users on page 742](#)
- [Information Management REST API Overview on page 733](#)



## CHAPTER 27

# Service Now Notification APIs

- [Service Now Notification Management REST API Overview on page 747](#)
- [Change Status of a Service Now Notification on page 748](#)
- [Copy a Service Now Notification on page 753](#)
- [Create a Service Now Notification on page 759](#)
- [Get All Notifications in Service Now on page 763](#)
- [Delete a Notification on page 766](#)
- [Edit Filter and Action of a Notification on page 767](#)

### Service Now Notification Management REST API Overview

---

The Service Now Notification Management service allows you to retrieve notification details, create and copy a notification, enable or disable a notification, and delete a notification. The notification-management resources are available at [https://\[host\]/api/juniper/servicenow/notification-management/](https://[host]/api/juniper/servicenow/notification-management/).

#### URI

[https://\[host\]/api/juniper/servicenow/notification-management](https://[host]/api/juniper/servicenow/notification-management) (HTTP method = GET)

#### Produces

- `application/vnd.juniper.servicenow.notification-management+xml;version=1`
- `application/vnd.juniper.servicenow.notification-management+json;version=1`

#### Sample Output

##### Sample XML Output

```
<notification-management>
  <collection href=
"/api/juniper/servicenow/notification-management/notifications" />
  <collection href=
"/api/juniper/servicenow/notification-management/createNotification" />
</notification-management>
```

##### Sample JSON Output

```
{
  "notification-management": {
    "collection": [
```

```

    {
      "@href": "/api/juniper/servicenow/notification-management/notifications"
    },
    {
      "@href":
"/api/juniper/servicenow/notification-management/createNotification"
    }
  ]
}

```

The Information management service provides the following APIs:

- [Get All Notifications in Service Now on page 763](#)
- [Create a Service Now Notification on page 759](#)
- [Copy a Service Now Notification on page 753](#)
- [Change Status of a Service Now Notification on page 748](#)
- [Edit Filter and Action of a Notification on page 767](#)
- [Delete a Notification on page 766](#)

#### Related Documentation

- [Information Management REST API Overview on page 733](#)
- [E-mail Template Management REST API Overview on page 721](#)
- [Incident Management REST API Overview on page 320](#)
- [Organization Management REST API Overview on page 147](#)

## Change Status of a Service Now Notification

Use this API to enable or disable a Service Now notification.

A notification in the form of e-mail or SNMP trap is sent to users only if the notification is enabled when a trigger occurs in Service Now.

#### URI

`https://[host]/api/juniper/servicenow/notification-management/notifications/{id}/changeStatus (HTTP method = PUT)`

#### URI Parameters

| Parameter | Type    | Required | Description                                      |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the notification to be enabled or disabled |

#### Consumes

None

### Produces

- application/vnd.juniper.servicenow.notification-management.notification+xml;version=1
- application/vnd.juniper.servicenow.notification-management.notification+json;version=1

### Response Elements

| Element             | Type           | Description   |
|---------------------|----------------|---|
| uri                 | String         | URI of the Service Now notification to be enabled or disabled   |
| id                  | Integer        | ID of the notification  |
| actions             | actions        | Collection of actions taken for the notification  |
| emails              | email          | Collection of e-mails to be notified  |
| email               | String         | E-mail ID to which notification is to be sent   |
| snmpTraps           | snmpTraps      | Collection of SNMP traps to which the notification must be sent   |
| snmpTrap            | snmpTrap       | An SNMP trap  |
| uri                 | String         | URI of the SNMP trap  |
| href                | String         | Link to the SNMP trap   |
| filtersApplied      | filtersApplied | Filters applied for the notification  |
| organization        | String         | Organization used in the filter   |
| deviceGroup         | String         | Device group used in the filter   |
| deviceName          | String         | Device name used in the filter  |
| deviceState         | String         | Device state used in the filter   |
| serialNumber        | String         | Device serial number used in the filter   |
| hasTheWords         | Integer        | String used in the filter<br><br>An object is filtered and a notification sent when the object contains the words in this element |
| doesnotHaveTheWords | Integer        | Strings used in the filter<br><br>An object is filtered when the object does not contain the words in this element                |

| Element                | Type   | Description  |
|------------------------|--------|--|
| jmbAttachment          | String | Name of the JMB attachment file used in the filter   |
| priority               | String | Priority of the incident used in the filter<br><br>Possible values—None, Critical, High, Medium, and Low |
| intelligenceUpdateType | String | Intelligence update type used in the filter  |
| productsAffected       | String | Products used to filter a received intelligence update   |
| platformType           | String | Types of platforms used to filter a received intelligence update   |
| keywords               | String | Keywords used to filter a received intelligence update   |
| softwareVersion        | String | Junos OS software version used to filter a received intelligence update                                  |
| hardwareVersion        | String | Product hardware version used to filter a received intelligence update                                   |
| devicesImpacted        | String | Devices impacted used to filter a received intelligence update   |
| connectedMemberName    | String | Name of end customer used in the filter  |

| Element    | Type   | Description   |
|------------|--------|---|
| biosStatus | String | <p>BIOS status used to filter BIOS information updates</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>Pending Submission—Service Now has received data for BIOS validation from the device; the data is yet to be submitted to Juniper Support System (JSS).</li> <li>Pending Case Creation—BIOS validation data of the device is received by JSS; JSS is yet to create a case for the received data.</li> <li>Case Created—JSS has created a case for the BIOS validation data received for the device.</li> </ul> <p><b>NOTE:</b> This status is not applicable when Service Now is operating in End Customer mode.</p> <ul style="list-style-type: none"> <li>Case Creation Failed—JSS failed to create a case for the BIOS validation data received for the device.</li> </ul> <p><b>NOTE:</b> This status is not applicable when Service Now is operating in End Customer mode.</p> <ul style="list-style-type: none"> <li>Submission Failed—Service Now is unable to submit the BIOS validation data of the device to JSS.</li> <li>Validation Success—Validation of BIOS data by JSS was successful.</li> <li>Out for Extended Review—The BIOS validation encountered issues and the BIOS data is sent to the device team for further review.</li> </ul> |
| name       | String | Name of the notification  |
| owner      | String | User to whom the notification is assigned for ownership   |
| status     | String | <p>Status of the notification policy</p> <p>Possible Values</p> <ul style="list-style-type: none"> <li>Enabled—An e-mail or SNMP trap is sent to users if the trigger occurs in Service Now</li> <li>Disabled—An e-mail or SNMP trap is not sent to users if the trigger occurs in Service Now</li> </ul>   |

| Element | Type   | Description  |
|---------|--------|--|
| trigger | String | <p>Trigger to send e-mail or SNMP traps to users when conditions specified in the filter are met</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• New Incident Detected</li> <li>• New Intelligence Update</li> <li>• Event Report To Juniper</li> <li>• Case ID Assigned</li> <li>• Case Status Updated</li> <li>• Service Contract Expiring</li> <li>• Ship-To Address Missing ofr Device</li> <li>• Switch To JDC Mode</li> <li>• Connected Member Action On Device</li> <li>• BIOS Case Updates</li> <li>• Partner Certificate Expiry</li> <li>• New Exposure</li> </ul> |
| domain  | String | Domain to which the notification is assigned   |
| method  | String | Methods used by the notification   |

#### Sample Output

#### Sample XML Output

```

<notification
  uri="/api/juniper/servicenow/notification-management/notifications/65555
/changeStatus">
  <id>65555</id>
  <actions>
    <emails>
      <email>pbiswas@juniper.net</email>
    </emails>
  </actions>
  <filtersApplied>
    <deviceName>None</deviceName>
    <deviceState>None</deviceState>
  </filtersApplied>
  <name>EC</name>
  <owner>super</owner>
  <status>Disabled</status>
  <trigger>Connected Member Device Added/Removed</trigger>
  <domain>Global</domain>
  <method href=
"/api/juniper/servicenow/notification-management/notifications/65555/changeStatus"
/>
  <method href=
"/api/juniper/servicenow/notification-management/notifications/65555/copy" />
  <method href=
"/api/juniper/servicenow/notification-management/notifications/65555/editFilterAndAction"
/>
  <method href=

```



```
"/api/juniper/servicenow/notification-management/notifications/65555" />
</notification>
```

### Sample JSON Output

```
{
  "notification": {
    "@uri":
    "/api/juniper/servicenow/notification-management/notifications/65555/changeStatus",

    "id": "65555",
    "actions": {
      "emails": { "email": "pbiswas@juniper.net" }
    },
    "filtersApplied": {
      "deviceName": "None",
      "deviceState": "None"
    },
    "name": "EC",
    "owner": "super",
    "status": "Disabled",
    "trigger": "Connected Member Device Added/Removed",
    "domain": "Global",
    "method": [
      { "@href":
      "/api/juniper/servicenow/notification-management/notifications/65555/changeStatus"
      },
      { "@href":
      "/api/juniper/servicenow/notification-management/notifications/65555/copy" },

      { "@href":
      "/api/juniper/servicenow/notification-management/notifications/65555/editFilterAndAction"
      },
      { "@href":
      "/api/juniper/servicenow/notification-management/notifications/65555" }
    ]
  }
}
```

### Related Documentation

- [Get All Notifications in Service Now on page 763](#)
- [Create a Service Now Notification on page 759](#)
- [Copy a Service Now Notification on page 753](#)
- [Edit Filter and Action of a Notification on page 767](#)
- [Service Now Notification Management REST API Overview on page 747](#)

## Copy a Service Now Notification

Use this API to copy a Service Now notification.

### URI

`https://[host]/api/juniper/servicenow/notification-management/notifications/{id}/copy`  
(HTTP method = POST)

#### URI Parameters

| Parameter | Type    | Required | Description                                     |
|-----------|---------|----------|---|
| id        | Integer | Yes      | ID of the Service Now notification to be copied |

#### Consumes

- `application/vnd.juniper.servicenow.notification-management.copyNotification+xml;version=1`
- `application/vnd.juniper.servicenow.notification-management.copyNotification+json;version=1`

#### Request Elements

| Element      | Type      | Description  |
|--------------|-----------|--|
| emails       | emails    | Collection of e-mail IDs of users to whom the notification must be flagged |
| email        | String    | E-mail ID of a user to whom the notification must be flagged               |
| snmpTraps    | snmpTraps | Collection of SNMP traps to which the notification must be sent            |
| snmpTrap     | snmpTrap  | An SNMP trap   |
| uri          | String    | URI of the SNMP trap   |
| href         | String    | Link to the SNMP trap  |
| filters      | filters   | Filter used by the notification to send e-mails or SNMP traps              |
| deviceGroup  | String    | Device group used in the filter  |
| deviceName   | String    | Device name used in the filter   |
| filters      | filters   | Filter used by the notification to send e-mails or SNMP traps              |
| organization | String    | Organization used in the filter  |
| deviceGroup  | String    | Device group used in the filter  |
| deviceName   | String    | Device name used in the filter   |

| Element                | Type   | Description   |
|------------------------|--------|---|
| serialNumber           | String | Serial number of the device used in the filter  |
| deviceState            | String | device state used in the filter   |
| hasTheWords            | String | String used in the filter<br><br>An object is filtered and a notification sent when the object contains the words in this element |
| doesNotHave            | String | Strings used in the filter<br><br>An object is filtered when the object does not contain the words in this element                |
| priority               | String | Priority of the incident used in the filter<br><br>Possible values—None, Critical, High, Medium, and Low                          |
| jmbAttachment          | String | Name of the JMB attachment file used in the filter  |
| intelligenceUpdateType | String | Intelligence update type used in the filter   |
| productsAffected       | String | Products used to filter a received intelligence update  |
| products               | String | Products used in the filter   |
| platformType           | String | Products used to filter a received intelligence update  |
| keywords               | String | Types of platforms used to filter a received intelligence update  |
| softwareVersion        | String | keywords used to filter a received intelligence update  |
| hardwareVersion        | String | Junos OS software version used to filter a received intelligence update   |
| devicesImpacted        | String | Product hardware version used to filter a received intelligence update  |
| connectedMemberName    | String | Name of end customer used in the filter   |

| Element    | Type   | Description   |
|------------|--------|---|
| biosStatus | String | <p>BIOS status used to filter BIOS information updates</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• Pending Submission—Service Now has received data for BIOS validation from the device; the data is yet to be submitted to Juniper Support System (JSS).</li> <li>• Pending Case Creation—BIOS validation data of the device is received by JSS; JSS is yet to create a case for the received data.</li> <li>• Case Created—JSS has created a case for the BIOS validation data received for the device.</li> </ul> <p><b>NOTE:</b> This status is not applicable when Service Now is operating in End Customer mode.</p> <ul style="list-style-type: none"> <li>• Case Creation Failed—JSS failed to create a case for the BIOS validation data received for the device.</li> </ul> <p><b>NOTE:</b> This status is not applicable when Service Now is operating in End Customer mode.</p> <ul style="list-style-type: none"> <li>• Submission Failed—Service Now is unable to submit the BIOS validation data of the device to JSS.</li> <li>• Validation Success—Validation of BIOS data by JSS was successful.</li> <li>• Out for Extended Review—The BIOS validation encountered issues and the BIOS data is sent to the device team for further review.</li> </ul> |
| before     | String | <p>Number of days before which expiry of partner's SSL certificate must be notified</p> <p>Possible values—7 days, 5 days, and 30 days</p>  |
| frequency  | String | Frequency for sending notification about expiry of partner's SSL certificate—Weekly and Daily   |
| name       | String | Name of the notification  |
| owner      | String | User to whom the notification is assigned for ownership   |
| status     | String | <p>Status of the notification policy</p> <p>Possible Values</p> <ul style="list-style-type: none"> <li>• Enabled—An e-mail or SNMP trap is sent to users if the trigger occurs in Service Now</li> <li>• Disabled—An e-mail or SNMP trap is not sent to users if the trigger occurs in Service Now</li> </ul>   |

| Element  | Type    | Description  |
|----------|---------|--|
| trigger  | String  | <p>Trigger to send e-mail or SNMP traps to users when conditions specified in the filter are met</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• New Incident Detected</li> <li>• New Intelligence Update</li> <li>• Event Report To Juniper</li> <li>• Case ID Assigned</li> <li>• Case Status Updated</li> <li>• Service Contract Expiring</li> <li>• Ship-To Address Missing ofr Device</li> <li>• Switch To JDC Mode</li> <li>• Connected Member Action On Device</li> <li>• BIOS Case Updates</li> <li>• Partner Certificate Expiry</li> <li>• New Exposure</li> </ul> |
| domain   | String  | Domain to which the notification is assigned   |
| domainId | Integer | <p>ID of domain to which the notification is assigned</p> <p>This is an optional element. The value provided in this element is ignored if the value is invalid or a domainId other than the current domainId is provided.</p>   |

#### Produces

- application/vnd.juniper.servicenow.notification-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.notification-management.servicenowmsg+json;version=1

#### Response Elements

| Element | Type   | Description                                 |
|---------|--------|---|
| msg     | String | Status message of the copy notification job |

#### Sample Input

##### Sample XML Input

```
<notification>
  <name>n1</name>
  <emails>
    <email>narunkumar@juniper.net</email>
  </emails>
  <snmpTraps>
    <snmpTrap
      uri="/api/juniper/servicenow/global-setting-management/snmp-configuration-
```

```

management/snmpConfiguration/98304" href=
"/api/juniper/servicenow/global-setting-management/snmp-configuration-
management/snmpConfiguration/98304" />
</snmpTraps>
<filters>
<deviceName>TEST</deviceName>
<serialNumber>12345</serialNumber>
<organization
uri="/api/juniper/servicenow/organization-management/organization/34635" href=
"/api/juniper/servicenow/organization-management/organization/34635"/>
<deviceGroup
uri="/api/juniper/servicenow/device-group-management/deviceGroup/34636" href=
"/api/juniper/servicenow/device-group-management/deviceGroup/34636"/>
<priority>Low</priority>
</filters>
<jmbAttachment>true</jmbAttachment>
</notification>

```

### Sample JSON Input

```

{
  "notification": {
    "name": "n1",
    "emails": { "email": "narunkumar@juniper.net" },
    "snmpTraps": {
      "snmpTrap": {
        "@uri":
"/api/juniper/servicenow/global-setting-management/snmp-configuration-
management/snmpConfiguration/98304",
        "@href":
"/api/juniper/servicenow/global-setting-management/snmp-configuration-
management/snmpConfiguration/98304"
      }
    },
    "filters": {
      "deviceName": "TEST",
      "serialNumber": "12345",
      "organization": {
        "@uri":
"/api/juniper/servicenow/organization-management/organization/34635",
        "@href":
"/api/juniper/servicenow/organization-management/organization/34635"
      },
      "deviceGroup": {
        "@uri":
"/api/juniper/servicenow/device-group-management/deviceGroup/34636",
        "@href":
"/api/juniper/servicenow/device-group-management/deviceGroup/34636"
      },
      "priority": "Low"
    },
    "jmbAttachment": "true"
  }
}

```

### Sample Output

**Sample XML Output**

```
<servicenowmsg>
<msg>Notifications: successfully copied</msg>
</servicenowmsg>
```

**Sample JSON Output**

```
{
  "servicenowmsg": {
    "msg" : "Notifications: successfully copied"
  }
}
```

**Related Documentation**

- [Get All Notifications in Service Now on page 763](#)
- [Create a Service Now Notification on page 759](#)
- [Change Status of a Service Now Notification on page 748](#)
- [Delete a Notification on page 766](#)
- [Edit Filter and Action of a Notification on page 767](#)
- [Service Now Notification Management REST API Overview on page 747](#)

## Create a Service Now Notification

Use this API to create a notification in Junos Space Service Now.

**URI**

[https://\[host\]/api/juniper/servicenow/notification-management/createNotification](https://[host]/api/juniper/servicenow/notification-management/createNotification)  
(HTTP method = POST)

**Consumes**

- application/vnd.juniper.servicenow.notification-management.createNotification+xml;version=1
- application/vnd.juniper.servicenow.notification-management.createNotification+json;version=1

**Request Elements**

| Element      | Type         | Description   |
|--------------|--------------|---|
| notification | notification | A Service Now notification  |
| name         | String       | Name of the notification  |
| emails       | emails       | Collection of e-mail IDs to whom the notification must be flagged |
| email        | String       | E-mail ID of a user to whom notifications must be flagged         |

| Element             | Type      | Description   |
|---------------------|-----------|---|
| snmpTraps           | snmpTraps | Collection of SNMP traps to which the notification must be sent   |
| snmpTrap            | snmpTrap  | An SNMP trap  |
| uri                 | String    | URI of the SNMP trap  |
| href                | String    | Link to the SNMP trap   |
| filters             | filters   | Filter used by the notification to send e-mails or SNMP traps   |
| deviceGroup         | String    | Device group used in the filter   |
| deviceName          | String    | Device name used in the filter  |
| hasTheWords         | String    | String used in the filter<br>An object is filtered and a notification sent when the object contains the words in this element |
| doesNotHave         | String    | Strings used in the filter<br>An object is filtered when the object does not contain the words in this element                |
| products            | String    | Products used in the filter   |
| jmbAttachment       | String    | Name of the JMB attachment file used to filter  |
| productsAffected    | String    | Products used to filter a received intelligence update  |
| platformType        | String    | Types of platforms used to filter a received intelligence update  |
| keywords            | String    | keywords used to filter a received intelligence update  |
| softwareVersion     | String    | Junos OS software version used to filter a received intelligence update   |
| hardwareVersion     | String    | Product hardware version used to filter a received intelligence update  |
| devicesImpacted     | String    | Devices impacted used to filter a received intelligence update  |
| connectedMemberName | String    | Name of End customer used in the filter   |
| deviceState         | String    | State of device used in the filter  |



| Element   | Type    | Description  |
|-----------|---------|--|
| Priority  | String  | Priority of the incident used in the filter<br><br>Possible values—None, Critical, High, Medium, and Low   |
| before    | String  | Number of days before which expiry of partner's SSL certificate must be notified<br><br>Possible values—7 days, 5 days, and 30 days  |
| frequency | String  | Frequency for sending notification about expiry of partner's SSL certificate<br><br>Possible values—Weekly and Daily   |
| trigger   | String  | Trigger to send e-mail or SNMP traps to users when conditions specified in the filter are met<br><br>Possible values: <ul style="list-style-type: none"> <li>POLICY_TRIGGER_NEW_INCIDENT_DETECTED</li> <li>POLICY_TRIGGER_NEW_INTELLIGENCE_DETECTED</li> <li>POLICY_TRIGGER_EVENT_REPORT_TO_JUNIPER</li> <li>POLICY_TRIGGER_JTACID_ASSIGN_TO_JUNIPER</li> <li>POLICY_TRIGGER_JTACID_STATUS_CHANGE</li> <li>POLICY_TRIGGER_SERVICE_CONTRACT_EXPIRE</li> <li>POLICY_TRIGGER_NEW_EXPOSURE</li> <li>POLICY_TRIGGER_NEW_RMA_INCIDENT_WITHOUT_SHIP_TO_ADDRESS</li> <li>POLICY_TRIGGER_SWITCH_TO_JDC_MODE</li> <li>POLICY_TRIGGER_CONNECTED_MEMBER_ACTION_ON_DEVICE</li> <li>POLICY_TRIGGER_PHD_COLLECTION_FAILURE</li> </ul> |
| domainId  | Integer | ID of the domain in which the notification should be created.<br><br>This is an optional element. If no domain ID is provided, the notification is created in the Global domain.<br><br><b>NOTE:</b> The create request fails if a user does not have access to the Global domain and if no domain ID is provided with the create request.   |

### Produces

- application/vnd.juniper.servicenow.notification-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.notification-management.servicenowmsg+json;version=1

## Response Elements

| Element | Type   | Description                                   |
|---------|--------|---|
| msg     | String | Status message of the create notification job |

## Sample Input

## Sample XML Input

```

<notification>
  <name>n1</name>
  <emails>
    <email>abct@test.net</email>
  </emails>
  <snmpTraps>
    <snmpTrap
      uri="/api/juniper/servicenow/global-setting-management/snmp-configuration-management
        /snmpConfiguration/98304" href=
        "/api/juniper/servicenow/global-setting-management/snmp-configuration-management
        /snmpConfiguration/98304" />
    </snmpTraps>
  <filters>
    <deviceName>TEST</deviceName>
    <serialNumber>12345</serialNumber>
    <organization
      uri="/api/juniper/servicenow/organization-management/organization/34635" href=
      "/api/juniper/servicenow/organization-management/organization/34635"/>
    <deviceGroup
      uri="/api/juniper/servicenow/device-group-management/deviceGroup/34636" href=
      "/api/juniper/servicenow/device-group-management/deviceGroup/34636"/>
    <priority>Low</priority>
  </filters>
  <trigger>POLICY_TRIGGER_NEW_INCIDENT_DETECTED</trigger>
  <jmbAttachment>true</jmbAttachment>
  <domainId>10</domainId>
</notification>

```

## Sample JSON Input

```

{
  "notification": {
    "name": "n1",
    "emails": { "email": "narunkumar@juniper.net" },
    "snmpTraps": {
      "snmpTrap": {
        "@uri":
        "/api/juniper/servicenow/global-setting-management/snmp-configuration-management
        /snmpConfiguration/98304",
        "@href":
        "/api/juniper/servicenow/global-setting-management/snmp-configuration-management
        /snmpConfiguration/98304"
      }
    },
    "filters": {
      "deviceName": "TEST",
      "serialNumber": "12345",
      "organization": {
        "@uri":

```

```

"/api/juniper/servicenow/organization-management/organization/34635",
  "@href":
"/api/juniper/servicenow/organization-management/organization/34635"
},
  "deviceGroup": {
    "@uri":
"/api/juniper/servicenow/device-group-management/deviceGroup/34636",
    "@href":
"/api/juniper/servicenow/device-group-management/deviceGroup/34636"
  },
  "priority": "Low"
},
  "trigger": "POLICY_TRIGGER_NEW_INCIDENT_DETECTED",
  "jmbAttachment": "true",
  "domainId": "10"
}
}

```

**Sample Output****Sample XML Output**

```

<servicenowmsg>
<msg>Notifications: successfully created </msg>
</servicenowmsg>

```

**Sample JSON Output**

```

{
  "servicenowmsg": { "msg": "Notifications: successfully created " }
}

```

**Related Documentation**

- [Get All Notifications in Service Now on page 763](#)
- [Change Status of a Service Now Notification on page 748](#)
- [Copy a Service Now Notification on page 753](#)
- [Delete a Notification on page 766](#)
- [Edit Filter and Action of a Notification on page 767](#)
- [Service Now Notification Management REST API Overview on page 747](#)

## Get All Notifications in Service Now

Use this API to retrieve all notifications present in Junos Space Service Now.

**URI**

https://[host]/api/juniper/servicenow/notification-management/notifications (HTTP method = GET)

**Consumes**

None

**Produces**

- application/vnd.juniper.servicenow.notification-management.notifications+xml;version=1
- application/vnd.juniper.servicenow.notification-management.notifications+json;version=1

### Response Elements

| Element       | Type          | Description   |
|---------------|---------------|---|
| notifications | notifications | URI of Service Now notification collection  |
| size          | Integer       | Number of notifications in the collection   |
| notification  | notification  | A Service Now notification  |
| href          | String        | URI of the notification   |
| uri           | String        | Link to the notification  |
| key           | Integer       | ID of the notification  |
| name          | String        | Name of the notification  |
| owner         | String        | User assigned to the notification for ownership   |
| status        | String        | Status of the notification<br><br>Possible Values <ul style="list-style-type: none"> <li>• Enabled—An e-mail or SNMP trap is sent to users if the trigger occurs in Service Now</li> <li>• Disabled—An e-mail or SNMP trap is not sent to users if the trigger occurs in Service Now</li> </ul> |

| Element  | Type    | Description  |
|----------|---------|--|
| trigger  | String  | <p>Trigger to send e-mail or SNMP traps to users</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• New Incident Detected</li> <li>• New Intelligence Update</li> <li>• Event Report To Juniper</li> <li>• Case ID Assigned</li> <li>• Case Status Updated</li> <li>• Service Contract Expiring</li> <li>• Ship-To Address Missing ofr Device</li> <li>• Switch To JDC Mode</li> <li>• Connected Member Action On Device</li> <li>• BIOS Case Updates</li> <li>• Partner Certificate Expiry</li> <li>• New Exposure</li> </ul> |
| domain   | String  | Domain to which the notification is assigned   |
| domainId | Integer | ID of domain to which the notification is assigned   |

### Sample Output

#### Sample XML Output

```
<notifications size="51"
uri="/api/juniper/servicenow/notification-management/notifications">
  <notification href=
"/api/juniper/servicenow/notification-management/notifications/786433"
uri="/api/juniper/servicenow/notification-management/notifications/786433"
key="786433">
    <name>testHW</name>
    <owner>super</owner>
    <status>Enabled</status>
    <trigger>New Intelligence Update</trigger>
    <domain>Global</domain>
    <domainId>10</domainId>
  </notification>
  <notification href=
"/api/juniper/servicenow/notification-management/notifications/884736"
uri="/api/juniper/servicenow/notification-management/notifications/884736"
key="884736">
    <name>n1</name>
    <owner>super</owner>
    <status>Enabled</status>
    <trigger>New Incident Detected</trigger>
    <domain>Global</domain>
    <domainId>15</domainId>
```

```
</notification>
</notifications>
```

### Sample JSON Output

```
{
  "notifications": {
    "size": "51",
    "@uri": "/api/juniper/servicenow/notification-management/notifications",
    "notification": [
      {
        "@href":
"/api/juniper/servicenow/notification-management/notifications/786433",
        "@uri":
"/api/juniper/servicenow/notification-management/notifications/786433",
        "key": "786433",
        "name": "testHW",
        "owner": "super",
        "status": "Enabled",
        "trigger": "New Intelligence Update",
        "domain": "Global",
        "domainId": "15"
      },
      {
        "@href":
"/api/juniper/servicenow/notification-management/notifications/884736",
        "@uri":
"/api/juniper/servicenow/notification-management/notifications/884736",
        "key": "884736",
        "name": "n1",
        "owner": "super",
        "status": "Enabled",
        "trigger": "New Incident Detected",
        "domain": "Global",
        "domainId": "10"
      }
    ]
  }
}
```

### Related Documentation

- [Create a Service Now Notification on page 759](#)
- [Change Status of a Service Now Notification on page 748](#)
- [Copy a Service Now Notification on page 753](#)
- [Delete a Notification on page 766](#)
- [Edit Filter and Action of a Notification on page 767](#)
- [Service Now Notification Management REST API Overview on page 747](#)

---

## Delete a Notification

Use this API to delete a Service Now notification.

### URI

`https://[host]/api/juniper/servicenow/notification-management/notifications/{id}`  
(HTTP method = DELETE)

#### URI Parameters

| Parameter | Type    | Required | Description                                  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of Service Now notification to be deleted |

#### Consumes

None

#### Produces

- `application/vnd.juniper.servicenow.notification-management.servicenowmsg+xml;version=1`
- `application/vnd.juniper.servicenow.notification-management.servicenowmsg+json;version=1`

#### Response Elements

| Element | Type   | Description                                   |
|---------|--------|---|
| msg     | String | Status message of the delete notification job |

#### Sample Output

##### Sample XML Output

```
<servicenowmsg>
  <msg>Notifications: successfully deleted</msg>
</servicenowmsg>
```

##### Sample JSON Output

```
{
  "servicenowmsg": { "msg": "Notifications: successfully deleted" }
}
```

#### Related Documentation

- [Get All Notifications in Service Now on page 763](#)
- [Create a Service Now Notification on page 759](#)
- [Service Now Notification Management REST API Overview on page 747](#)

## Edit Filter and Action of a Notification

Use this API to edit the filters and actions of a Service Now notification.

#### URI

[https://\[host\]/api/juniper/servicenow/notification-management/notifications/{id}/editFilterAndAction](https://[host]/api/juniper/servicenow/notification-management/notifications/{id}/editFilterAndAction) (HTTP method = PUT)

#### URI Parameters

| Parameter | Type    | Required | Description  |
|-----------|---------|----------|--|
| id        | Integer | Yes      | ID of the Service now notification for which filters and action must be edited |

#### Consumes

- application/vnd.juniper.servicenow.notification-management.editFiltersAndActions+xml;version=1
- application/vnd.juniper.servicenow.notification-management.editFiltersAndActions+json;version=1

#### Request Elements

| Element      | Type      | Description   |
|--------------|-----------|---|
| emails       | emails    | Collection of e-mail IDs to whom the notification must be flagged |
| email        | String    | E-mail ID of a user to whom notifications must be flagged         |
| snmpTraps    | snmpTraps | Collection of SNMP traps to which the notification must be sent   |
| snmpTrap     | snmpTrap  | An SNMP trap  |
| uri          | String    | URI of the SNMP trap  |
| href         | String    | Link to the SNMP trap   |
| filters      | filters   | Filter used by the notification to send e-mails or SNMP traps     |
| deviceGroup  | String    | Device group used in the filter                                   |
| deviceName   | String    | Device name used in the filter                                    |
| organization | String    | Organization used in the filter                                   |
| serialNumber | String    | Serial number of the device used in the filter                    |
| deviceState  | String    | Device state used in the filter                                   |



| Element                | Type   | Description   |
|------------------------|--------|---|
| hasTheWords            | String | String used in the filter<br><br>An object is filtered and a notification sent when the object contains the words in this element |
| doesNotHave            | String | Strings used in the filter<br><br>An object is filtered when the object does not contain the words in this element                |
| priority               | String | Priority of the incident used in the filter<br><br>Possible values—None, Critical, High, Medium, and Low                          |
| jmbAttachment          | String | Name of the JMB attachment file used in the filter  |
| intelligenceUpdateType | String | Type of intelligence update used in the filter  |
| productsAffected       | String | Products used to filter a received intelligence update  |
| products               | String | Products used in the filter   |
| platformType           | String | Types of platforms used to filter a received intelligence update  |
| keywords               | String | Types of platforms used to filter a received intelligence update  |
| softwareVersion        | String | keywords used to filter a received intelligence update  |
| hardwareVersion        | String | Junos OS software version used to filter a received intelligence update   |
| devicesImpacted        | String | Product hardware version used to filter a received intelligence update  |
| connectedMemberName    | String | Devices impacted used to filter a received intelligence update  |

| Element    | Type   | Description   |
|------------|--------|---|
| biosStatus | String | <p>BIOS status used to filter BIOS information updates</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>Pending Submission—Service Now has received data for BIOS validation from the device; the data is yet to be submitted to Juniper Support System (JSS).</li> <li>Pending Case Creation—BIOS validation data of the device is received by JSS; JSS is yet to create a case for the received data.</li> <li>Case Created—JSS has created a case for the BIOS validation data received for the device.</li> </ul> <p><b>NOTE:</b> This status is not applicable when Service Now is operating in End Customer mode.</p> <ul style="list-style-type: none"> <li>Case Creation Failed—JSS failed to create a case for the BIOS validation data received for the device.</li> </ul> <p><b>NOTE:</b> This status is not applicable when Service Now is operating in End Customer mode.</p> <ul style="list-style-type: none"> <li>Submission Failed—Service Now is unable to submit the BIOS validation data of the device to JSS.</li> <li>Validation Success—Validation of BIOS data by JSS was successful.</li> <li>Out for Extended Review—The BIOS validation encountered issues and the BIOS data is sent to the device team for further review.</li> </ul> |
| before     | String | <p>Number of days before which expiry of partner's SSL certificate must be notified</p> <p>Possible values—7 days, 5 days, and 30 days</p>  |
| frequency  | String | Frequency for sending notification about expiry of partner's SSL certificate—Weekly and Daily   |
| name       | String | Name of the notification  |
| owner      | String | User to whom the notification is assigned for ownership   |
| status     | String | <p>Status of the notification policy</p> <p>Possible Values</p> <ul style="list-style-type: none"> <li>Enabled—An e-mail or SNMP trap is sent to users if the trigger occurs in Service Now</li> <li>Disabled—An e-mail or SNMP trap is not sent to users if the trigger occurs in Service Now</li> </ul>   |

| Element | Type   | Description  |
|---------|--------|--|
| trigger | String | <p>Trigger to send e-mail or SNMP traps to users when conditions specified in the filter are met</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• New Incident Detected</li> <li>• New Intelligence Update</li> <li>• Event Report To Juniper</li> <li>• Case ID Assigned</li> <li>• Case Status Updated</li> <li>• Service Contract Expiring</li> <li>• Ship-To Address Missing ofr Device</li> <li>• Switch To JDC Mode</li> <li>• Connected Member Action On Device</li> <li>• BIOS Case Updates</li> <li>• Partner Certificate Expiry</li> <li>• New Exposure</li> </ul> |
| domain  | String | Domain to which the notification is assigned   |

#### Produces

- application/vnd.juniper.servicenow.notification-management.servicenowmsg+xml;version=1
- application/vnd.juniper.servicenow.notification-management.servicenowmsg+json;version=1

#### Response Elements

| Element | Type   | Description                                       |
|---------|--------|---|
| msg     | String | Status message of the edit filter and actions job |

#### Sample Input

#### Sample XML Input

```
<notification>
  <emails>
    <email>narunkumar@juniper.net</email>
  </emails>
  <snmpTraps>
    <snmpTrap
      uri="/api/juniper/servicenow/global-setting-management/snmp-configuration-management/
      snmpConfiguration/98304" href=
      "/api/juniper/servicenow/global-setting-management/snmp-configuration-management/
      snmpConfiguration/98304" />
    </snmpTrap>
  </snmpTraps>
  <filters>
    <deviceName>TEST</deviceName>
    <serialNumber>12345</serialNumber>
  </filters>
</notification>
```

```

<organization
uri="/api/juniper/servicenow/organization-management/organization/34635" href=
"/api/juniper/servicenow/organization-management/organization/34635"/>
<deviceGroup
uri="/api/juniper/servicenow/device-group-management/deviceGroup/34636" href=
"/api/juniper/servicenow/device-group-management/deviceGroup/34636"/>
<priority>Complex</priority>
</filters>
<jmbAttachment>empty</jmbAttachment>
</notification>

```

**Sample JSON Input**

```

{
  "notification": {
    "emails": { "email": "narunkumar@juniper.net" },
    "snmpTraps": {
      "snmpTrap": {
        "@uri":
"/api/juniper/servicenow/global-setting-management/snmp-configuration-management
/sntpConfiguration/98304",
        "@href":
"/api/juniper/servicenow/global-setting-management/snmp-configuration-management
/sntpConfiguration/98304"
      }
    },
    "filters": {
      "deviceName": "TEST",
      "serialNumber": "12345",
      "organization": {
        "@uri":
"/api/juniper/servicenow/organization-management/organization/34635",
        "@href":
"/api/juniper/servicenow/organization-management/organization/34635"
      },
      "deviceGroup": {
        "@uri":
"/api/juniper/servicenow/device-group-management/deviceGroup/34636",
        "@href":
"/api/juniper/servicenow/device-group-management/deviceGroup/34636"
      },
      "priority": "Complex"
    },
    "jmbAttachment": "empty"
  }
}

```

**Sample Output****Sample XML Output**

```

<servicenowmsg>
<msg>Notifications: successfully edited </msg>
</servicenowmsg>

```

**Sample JSON Output**

```

{
  "servicenowmsg": {
    "msg" : "Notifications: successfully edited"
  }
}

```

**Related  
Documentation**

- [Get All Notifications in Service Now on page 763](#)
- [Create a Service Now Notification on page 759](#)
- [Change Status of a Service Now Notification on page 748](#)
- [Copy a Service Now Notification on page 753](#)
- [Delete a Notification on page 766](#)
- [Service Now Notification Management REST API Overview on page 747](#)

