

# Release Notes for Juniper® Contrail® HealthBot Release 2.1.1

**Release 2.1.1**  
27 January 2020

These release notes accompany Juniper Networks Contrail® HealthBot Release 2.1.1

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# Introduction

HealthBot is a highly automated and programmable device-level diagnostics and network analytics tool that provides consistent and coherent operational intelligence across network deployments.

Integrated with multiple data collection methods (such as Junos Telemetry Interface, NETCONF, SNMP, and syslog), HealthBot aggregates and correlates large volumes of time-sensitive telemetry data, providing a multidimensional and predictive view of the network. Additionally, HealthBot translates troubleshooting, maintenance, and real-time analytics into an intuitive user experience to give network operators actionable insights into the health of an individual device and the overall network.

## Installation

For information on how to install HealthBot, as well as the software and hardware requirements for HealthBot, see the [Contrail HealthBot Installation Guide](#).

## New and Changed Features

HealthBot Release 2.1.1 is a maintenance release and as such contains no new or changed features.

## Resolved Issues

The following is a list of resolved issues in Contrail HealthBot Release 2.1.1:

- **HealthBot would not save e-mail addresses with multiple extension levels in the domain name. An error was displayed.**—E-mail addresses can now have multiple extension levels in the domain name. For example:  
`user@lab.example.co.uk` or `user2@test.lab.example.com`.
- **HealthBot analytical engine memory Leak**—In some circumstances, HealthBot `analytical_engine` would consume increasing amounts of memory over time. This issue has been resolved.
- **Certain rules recorded no session data when applied to some SRX Series devices**—Certain rules, when applied to SRX Series devices reported no session data to HealthBot. This issue has been resolved.

- **SNMP plug-in generates invalid mapping of field to type**—The SNMP plug-in failed to generate the proper SNMP message type. This issue has been resolved.
- **If data-if-missing is set for one field, data is not generated for other fields**—No other field data was returned if **data-if-missing** was set for any field in a rule. This issue has been resolved.

## Known Issues

The following is a list of known issues in Contrail HealthBot Release 2.1.1:

- The HealthBot Debug tool is offered in 'beta' state; some elements of the tool may exhibit unexpected or unwanted behavior.
- In some cases, Graph data is not retained during an upgrade. To deal with this issue, click **Deploy** in the left-nav before performing an upgrade.
- No documentation support is provided for the HealthBot CLI. Contact a Juniper Networks representative for support.

## Requesting Technical Support

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

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

## Self-Help Online Tools and Resources

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

- Find CSC offerings: <https://www.juniper.net/customers/support/>
- Search for known bugs: <https://prsearch.juniper.net/>
- Find product documentation: <https://www.juniper.net/documentation/>
- Find solutions and answer questions using our Knowledge Base: <https://kb.juniper.net/>
- Download the latest versions of software and review release notes: <https://www.juniper.net/customers/csc/software/>
- Search technical bulletins for relevant hardware and software notifications: <https://kb.juniper.net/InfoCenter/>
- Join and participate in the Juniper Networks Community Forum: <https://www.juniper.net/company/communities/>
- Create a service request online: <https://myjuniper.juniper.net>

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

## Creating a Service Request with JTAC

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

- Visit <https://myjuniper.juniper.net>.
- Call 1-888-314-JTAC (1-888-314-5822 toll-free in the USA, Canada, and Mexico).

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

## Revision History

4 February 2020—Contrail HealthBot Release 2.1.1

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