

Release Notes for Juniper® HealthBot Release 3.0.1

Release 3.0.1
7 July 2020

These release notes accompany Juniper Networks HealthBot Release 3.0.1.

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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, syslog, and NetFlow), 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 [HealthBot Installation Guide](#).

New and Changed Features

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We're pleased to announce the availability of HealthBot Release 3.0.1. With this release, the new and changed features include:

Internet Connection Requirement for Installation

Prior to version 3.0.1 of HealthBot, an active Internet connection from the primary HealthBot server is required for downloading Kubernetes components during the setup phase of installation. Starting with

HealthBot Release 3.0.1, the requirement for an active Internet connection for the setup phase of installation has been removed. To use the offline installation, you must copy the file **healthbot-offline.tgz** to the **/var/local/healthbot** directory prior to issuing the **healthbot setup** command.

An Internet connection is still required for the initial **apt-get install** (Debian) or **rpm -i** (CentOS or RedHat) phase of the installation. During this package extraction phase, the system uses the Internet connection (through **wget**) to download required system packages.

Device List Dashlet Enhancement

The Device List Dashlet is enhanced to display the number of device groups that contain the corresponding device.

Resolved Issues

The following is a list of resolved issues in HealthBot Release 3.0.1:

- The OS validation for RedHat-based installations would fail due to a mismatch between reported OS distribution and the expected value. This issue has been resolved.
- Removed a restriction on the number of trigger terms that can be used in a rule.
- Previously, the command **request healthbot logs device-group healthbot** would fail. This issue has been resolved.
- Previously, if you tried to log in to the HealthBot GUI and the server's time was significantly out of sync, the attempt would fail without any error message. This issue has been resolved by providing an error message at the login window that directs you to check the server's time synchronization.



User Login failed: Expired token received. Make sure server time is synchronized.

- Previously, dynamic arguments would fail if the device name contained a dot. This issue has been resolved.
- Previously, when you chose to export data from the **Configure > Device**, **Configure > Device-Group**, or **Configure > Network** pages, HealthBot would only export the data shown on the current page, regardless of whether there was more data available. This issue has been resolved.
- Previously, if you created an instance of the network playbook **vpn-view**, the device name pull-down menu would not always populate. This issue has been resolved.

- During the initial **apt-get install** (Debian) or **rpm -i** (CentOS or RedHat) phase of the installation, if any dependent packages failed to install, the failure was ignored and the installation proceeded despite the errors. This issue has been resolved. Starting with release 3.0.1, a failure to install any of the dependent packages during the initial phase of installation causes the installation to abort with an error displayed.
- In multinode (Kubernetes) installations, debug jobs failed with error code 500. This issue has been resolved. Debug jobs (**Administration** > **Debug**) now succeed.
- Issues regarding rule search:
 - An error was displayed if a rule search was conducted for any rule based on sensor type, for example syslog, if HealthBot also contained a rule that used a custom plug-in BYOI (bring your own ingest) sensor. This issue has been resolved.
 - The rule search pull-down menu did not contain the sensor type BYOI. This issue has been resolved.
 - SNMP rules were not filtered based on ingest-type and SNMP. This issue has been resolved.

Known Issues

The following is a list of known issues in HealthBot Release 3.0.1:

- If you want to do a multi-node installation of HealthBot Release 3.0.1 (Kubernetes) you must do a fresh installation. To migrate your data from HealthBot Release 2.X (docker-compose) to 3.0.1 (Kubernetes) follow the procedure here: [Migration from HealthBot Release 2.X to 3.X](#).
- A multi-node installation of HealthBot Release 3.0.1 cannot be performed on an existing Kubernetes cluster. You must allow the installer to create a new Kubernetes cluster. Support for installation on exiting Kubernetes clusters is planned for a future release.
- The addition of RBAC features requires that any user credentials present prior to upgrade must be recreated after upgrade from release 2.X to release 3.0.X. This issue does not apply if upgrading from release 3.0.0 to 3.0.1.
- The RBAC feature is limited to providing either read-only or read-write access to all pages for any user except the **hadmin** user. Fine grained access to pages or features is not controlled in this release.
- In some cases, Graph and timeline view data is not retained during an upgrade or migration from release 2.X to 3.0.X. To deal with this issue, click **Deploy** in the left-nav before performing an upgrade. This issue does not apply when upgrading from release 3.0.0 to release 3.0.1.

- During HealthBot remove or install operations on RPM-based (CentOS or RedHat) servers, a lot of warnings are shown on the terminal regarding inability to remove files because they are not found. These warnings can be ignored.
- 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

7 July 2020—HealthBot Release 3.0.1

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