

Release Notes Release Notes for Juniper® Paragon Insights Release 4.2.2

Release 4.2.2
June 2022

These release notes accompany Juniper® Paragon Insights Release 4.2.2.

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Introduction

Juniper Paragon Insights is a highly automated and programmable device-level diagnostics and network analytics tool. It provides consistent and coherent operational intelligence across network deployments.

Paragon Insights integrates with multiple data collection methods (such as Junos telemetry interface, NETCONF, SNMP, system logging (syslog), and NetFlow). The integration helps it to aggregate and correlate large volumes of time-sensitive telemetry data, providing a multidimensional and predictive view of the network. Additionally, Paragon Insights translates troubleshooting, maintenance, and real-time analytics into an intuitive user experience. It gives network operators actionable insights into the health of an individual device and the overall network.

Installation

For information about installation procedure and requirements (software and hardware), see the [Paragon Insights Installation Guide](#).

New and Changed Features

Paragon Insights Release 4.2.2 is a maintenance release and contains no new or changed features.

Resolved Issues

This section lists the resolved issues in Paragon Insights Release 4.2.2.

Missing SNMP Trap Fields

Some SNMP trap fields were missing in Kafka notification messages.

Ingest-snmp-proxy Service

The **ingest-snmp-proxy** service was restarting on some nodes.

Cleaning up of Data Entries

Data entries in Redis, which were not applicable, continued to be stored.

Excessive and Repeated Log Messages

In ingest, AED, and, **udf-farm** microservices, many logs were logged at **ERROR** level resulting in high disk pressure and usage. Some logs which occurred frequently are reduced to **info** level.

iAgent Tables with TextFSM Templates

If the command in the iAgent table contained “\”, then the textfsm feature was not working.

Users must now upload the file with the “\” replaced by “_”. For the existing naming convention, see <https://github.com/networktocode/ntc-templates#naming>.

Known Issues

This section lists the known issues in Paragon Insights Release 4.2.2.

Upgrade from Release 2.x to Release 4.x

If you are using Paragon Insights Release 2.x and want to upgrade to Release 3.x or Release 4.x with a multinode (Kubernetes) installation, you must do a fresh installation. To migrate your data from Paragon Insights Release 2.x (Docker Compose) to Release 3.x (Kubernetes) or Release 4.x (Kubernetes) follow the [Migration from Paragon Insights Release 2.x to 3.x](#) procedure. This issue does not arise if you are upgrading from Release 3.x to Release 4.x.

Upgrade from Release 3.2 (Docker Compose) to Release 4.x

You cannot use the existing setup if you upgrade from Release 3.2 (Docker Compose) to Release 4.x. We recommend that you do not upgrade from Release 3.2 (Docker Compose) to Release 4.x.

User credentials from older releases

Any user credentials present before upgrade from 3.x must be re-created after upgrade from release 3.x to Release 4.x. This issue does not arise if you are upgrading from Release 4.x.

Dashboard configuration settings

After you upgrade from Paragon Insights Release 3.x to Release 4.x, the dashboard configurations that you have saved in the earlier versions of Paragon Insights are not available. This problem doesn't exist for users upgrading from Release 4.x.

Paragon Insights CLI

We don't provide documentation support for the Paragon Insights CLI. Contact a Juniper Networks representative for support.

Deploy playbooks

If you deploy playbook instances back-to-back, the deployment may fail because of a database error. This is a rare scenario. As this is a timing issue, you can redeploy or roll back the configuration.

TSDB ports

The TSDB port is exposed by default in Paragon Insights. If you need to shut down the TSDB port for security reasons, you can use the **healthbot tsdb stop-services** command. External API queries to TSDB do not need the TSDB port to be exposed. However, if you use external tools such as Grafana, or you need to run a query to the TSDB directly (and not through APIs), the TSDB port must be exposed.

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

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