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# Junos Space Service Insight User Guide

Release

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*Junos Space Service Insight User Guide*

17.2R1

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# Table of Contents

	About the Documentation . . . . .	ix
	Documentation and Release Notes . . . . .	ix
	Supported Platforms . . . . .	ix
	Documentation Conventions . . . . .	ix
	Documentation Feedback . . . . .	xi
	Requesting Technical Support . . . . .	xii
	Self-Help Online Tools and Resources . . . . .	xii
	Opening a Case with JTAC . . . . .	xii
<b>Chapter 1</b>	<b>Junos Space Service Insight Overview . . . . .</b>	<b>15</b>
	Service Insight Overview . . . . .	15
	Service Insight Dashboard . . . . .	17
	Dashboard Gadgets . . . . .	17
	New EOL Matches . . . . .	17
	Recent PBNs . . . . .	17
	PBN Severity . . . . .	18
	Service Insight Notices . . . . .	18
	Service Insight Workspaces . . . . .	18
	Benefits of Junos Space Service Insight . . . . .	19
	Service Insight Domain Overview . . . . .	19
	Assigning a Service Insight Object to Another Domain . . . . .	20
	Insight Central Overview . . . . .	21
<b>Chapter 2</b>	<b>Viewing PBNs and EOL Alerts . . . . .</b>	<b>23</b>
	Targeted PBNs Overview . . . . .	23
	Benefits of Targeted PBNs . . . . .	25
	Actions That You Can Perform From the Targeted PBNs Task . . . . .	25
	Exposure Analyzer Overview . . . . .	25
	Benefits of Exposure Analyzer . . . . .	28
	Actions That You Can Perform From the Exposure Analyzer Task . . . . .	28
	Viewing PBNs for a Device . . . . .	28
<b>Chapter 3</b>	<b>Managing EOL Alerts . . . . .</b>	<b>31</b>
	EOL Reports Overview . . . . .	31
	Benefits of EOL Reports . . . . .	32
	Actions That You Can Perform From the EOL Reports Task . . . . .	32
	Deleting EOL Reports . . . . .	33
	Regenerating EOL Reports . . . . .	33
	Exporting EOL Reports . . . . .	35
	Generating EOL Reports . . . . .	36

<b>Chapter 4</b>	<b>Managing PBN Alerts . . . . .</b>	<b>39</b>
	PBN Reports Overview . . . . .	39
	Benefits of PBN Reports . . . . .	40
	Actions That You Can Perform From the PBN Reports Task . . . . .	40
	Scanning PBNs for Impact on Devices . . . . .	40
	Flagging PBNs to Users . . . . .	41
	Assigning an Owner to a PBN . . . . .	42
	Deleting PBNs . . . . .	42
	E-Mailing PBNs . . . . .	43
	Generating PBN Reports . . . . .	44
	Regenerating PBN Reports . . . . .	47
	Exporting PBN Reports . . . . .	50
	Deleting PBN Reports . . . . .	50
<b>Chapter 5</b>	<b>Service Insight Notifications . . . . .</b>	<b>53</b>
	Notifications Overview . . . . .	53
	Benefits of Notifications . . . . .	54
	Actions You Can Perform From the Notifications Task . . . . .	54
	Creating and Copying a Notification . . . . .	54
	Creating a Notification . . . . .	55
	Copying a Notification . . . . .	55
	Editing the Filters and Actions of a Notification . . . . .	57
	Enabling and Disabling Notifications . . . . .	57
	Deleting Notifications . . . . .	58

# List of Figures

<b>Chapter 1</b>	<b>Junos Space Service Insight Overview . . . . .</b>	<b>15</b>
	Figure 1: Insight Central Landing Page . . . . .	22
<b>Chapter 2</b>	<b>Viewing PBNs and EOL Alerts . . . . .</b>	<b>23</b>
	Figure 2: Targeted PBNs Page . . . . .	24
	Figure 3: Exposure Analyzer Page . . . . .	27
<b>Chapter 3</b>	<b>Managing EOL Alerts . . . . .</b>	<b>31</b>
	Figure 4: EOL Reports Page View . . . . .	31
	Figure 5: Regenerate EOL Report Dialog Box . . . . .	34
<b>Chapter 4</b>	<b>Managing PBN Alerts . . . . .</b>	<b>39</b>
	Figure 6: PBN Reports page . . . . .	39
	Figure 7: Generate PBN Report Dialog Box . . . . .	45
	Figure 8: Regenerate PBN Report Dialog Box . . . . .	48



# List of Tables

	<b>About the Documentation</b> . . . . .	<b>ix</b>
	Table 1: Notice Icons . . . . .	x
	Table 2: Text and Syntax Conventions . . . . .	x
<b>Chapter 1</b>	<b>Junos Space Service Insight Overview</b> . . . . .	<b>15</b>
	Table 3: Service Insight Objects and Their Default Domains . . . . .	20
<b>Chapter 2</b>	<b>Viewing PBNs and EOL Alerts</b> . . . . .	<b>23</b>
	Table 4: Targeted PBNs Field Descriptions . . . . .	24
	Table 5: Exposure Analyzer Page Icon Descriptions . . . . .	27
	Table 6: Device Details from the Exposure Analyzer Page . . . . .	27
<b>Chapter 3</b>	<b>Managing EOL Alerts</b> . . . . .	<b>31</b>
	Table 7: EOL Reports Page and EOL Report Detail Dialog Box Fields Description . . . . .	31
<b>Chapter 4</b>	<b>Managing PBN Alerts</b> . . . . .	<b>39</b>
	Table 8: PBN Reports Page and PBN Report Detail Dialog Box Fields Description . . . . .	39
<b>Chapter 5</b>	<b>Service Insight Notifications</b> . . . . .	<b>53</b>
	Table 9: Description of Fields on Notifications Page . . . . .	54
	Table 10: Notifications Page Field Description . . . . .	56





# About the Documentation

- Documentation and Release Notes on page ix
- Supported Platforms on page ix
- Documentation Conventions on page ix
- Documentation Feedback on page xi
- Requesting Technical Support on page xii

## 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 <http://www.juniper.net/techpubs/>.

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 <http://www.juniper.net/books>.

## Supported Platforms

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For the features described in this document, the following platforms are supported:

- JA2500
- Junos Space Virtual Appliance

## Documentation Conventions

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Table 1 on page x 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 x 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:  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>  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:  [edit] root@# <b>set system domain-name</b> <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>  <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, comments, and suggestions so that we can improve the documentation. You can provide feedback by using either of the following methods:

- Online feedback rating system—On any page of the Juniper Networks TechLibrary site at <http://www.juniper.net/techpubs/index.html>, simply click the stars to rate the content, and use the pop-up form to provide us with information about your experience. Alternately, you can use the online feedback form at <http://www.juniper.net/techpubs/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 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 <http://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: <http://www.juniper.net/customers/support/>
- Search for known bugs: <https://prsearch.juniper.net/>
- Find product documentation: <http://www.juniper.net/documentation/>
- Find solutions and answer questions using our Knowledge Base: <http://kb.juniper.net/>
- Download the latest versions of software and review release notes: <http://www.juniper.net/customers/csc/software/>
- Search technical bulletins for relevant hardware and software notifications: <http://kb.juniper.net/InfoCenter/>
- Join and participate in the Juniper Networks Community Forum: <http://www.juniper.net/company/communities/>
- Open a case online in the CSC Case Management tool: <http://www.juniper.net/cm/>

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

## Opening a Case with JTAC

You can open a case with JTAC on the Web or by telephone.

- Use the Case Management tool in the CSC at <http://www.juniper.net/cm/>.
- 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 <http://www.juniper.net/support/requesting-support.html>.



## CHAPTER 1

# Junos Space Service Insight Overview

- [Service Insight Overview on page 15](#)
- [Service Insight Domain Overview on page 19](#)
- [Insight Central Overview on page 21](#)

## Service Insight Overview

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Junos Space Service Insight is an application that helps in accelerating operational analysis and managing the exposure of network devices running Junos OS to known issues. Using Service Insight, you can identify devices that are nearing their End Of Life (EOL) and also discover and prevent issues that could occur in your network. The functionality of Service Insight is dependent on the information sent from Service Now. To enable Service Insight, you must add a valid organization in the Service Now application. See the *Adding an Organization to Service Now* section in the *Junos® Space Service Now User Guide*.

Service Insight identifies the devices containing EOL parts and enables you to generate reports that provide detailed information about EOL parts in managed devices. Service Insight provides the following EOL information: , , , , ,

- 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
- Replacement numbers

Apart from providing EOL information, 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. See [“Targeted PBNs Overview” on page 23](#).

Juniper Care Plus (JCare Plus) customers are entitled to receive PBNs that are managed by the Advanced Services (AS) team. Juniper Care customers are entitled to receive only auto PBNs. Auto PBNs are PBNs that are matched automatically by the system. They are not managed by the AS team. Customers who do not have JCare Plus license are considered as JCare customers.

Service Insight receives updates about EOL and PBN information from JSS. It also enables you to send notifications about these updates to multiple users and manage these notifications. You can define the events that trigger a notification, the filters that further specify the trigger events, and also the actions that you want Service Insight to take after the notification is triggered. See [“Notifications Overview” on page 53](#).

Service Insight uses two timers, one that runs every midnight, and another that runs every hour. The timers initiate the process to fetch EOL data of devices from JSS.

When a large number of devices is added to Service Insight, EOL data is received by Service Insight in batches. The timer that runs every midnight updates the EOL and PBN data by sending requests to JSS and processing the responses that are received from JSS. If the device information in Service Now and Service insight are not synchronized, the midnight timer initiates a synchronization process so that changes made to devices in Service Now are reflected in Service Insight. For information about Service Insight timers, see *Junos Space Service Now and Junos Space Service Insight Timers*.

- [Service Insight Dashboard on page 17](#)
- [Dashboard Gadgets on page 17](#)
- [Service Insight Workspaces on page 18](#)
- [Benefits of Junos Space Service Insight on page 19](#)



## Service Insight Dashboard

The Service Insight dashboard displays notifications and graphically illustrates the number of devices per device group and the number of devices not sending device snapshots. You can access the Service Insight dashboard by selecting **Service Insight** from the **Application Switcher**.

The Service Insight dashboard includes:

## Dashboard Gadgets

The dashboard displays gadgets with information that is updated automatically and instantaneously. You can move gadgets on the dashboard and change their sizes. These changes persist even after you log back in to the system.

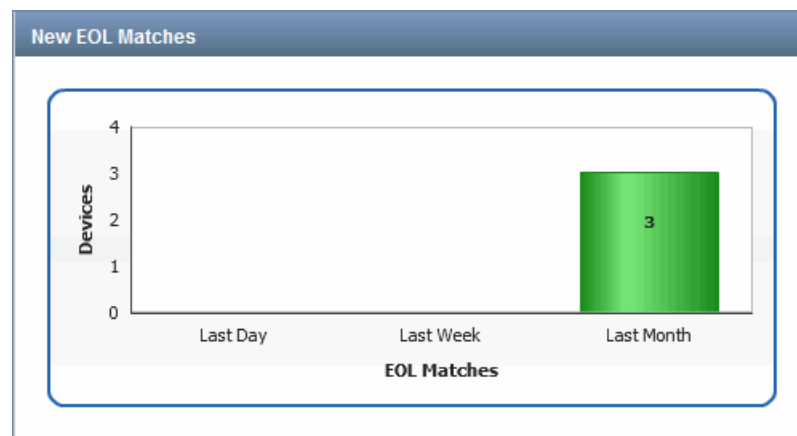
Service Insight displays the following gadgets:

- [New EOL Matches on page 17](#)
- [Recent PBNs on page 17](#)
- [PBN Severity on page 18](#)
- [Service Insight Notices on page 18](#)

### New EOL Matches

The **New EOL Matches** gadget graphically displays the number of devices found with EOL parts on the previous day, the previous week, and the past month. Clicking a bar within the graph takes you to the **Exposure Analyzer** page which displays the details of devices with EOL parts.

For example, when you click the green bar of the **New EOL Matches** gadget (as shown in the following figure), the **Exposure Analyzer** page displays only the three devices for which EOL notifications were received last month.

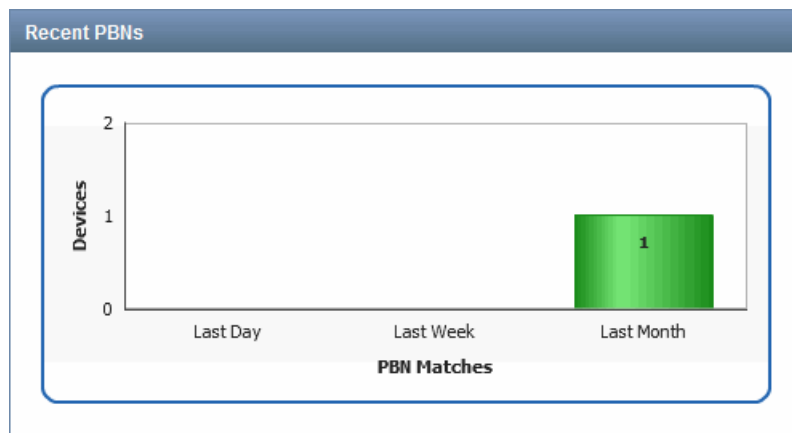


### Recent PBNs

The **Recent PBNs** gadget graphically displays the devices for which PBNs were received the previous day, the previous week, and the past month. Clicking the bars within the

graph takes you to the **Manage PBNs** page which lists the devices for which the PBNs were received.

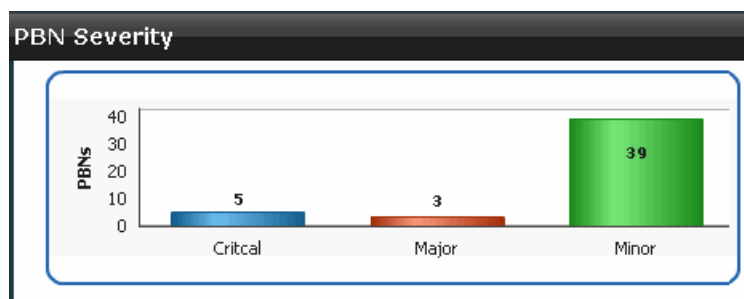
For example, when you click the green bar of the **Recent PBNs** gadget (as shown in the following figure), the **Manage PBNs** page lists only one device for which PBNs were received last month.



### PBN Severity

The **PBN Severity** gadget graphically displays the severity levels of the received PBNs. Clicking a bar within the graph takes you to the **Manage PBNs** page which lists the PBNs.

For example, when you click the green bar of the **PBN Severity** gadget (as shown in the following figure), the **Manage PBNs** page displays only the PBNs with Minor severity level that were received.



### Service Insight Notices

The **Service Insight Notices** gadget provides the following links:

- EOL product information and announcement: <https://www.juniper.net/alerts/>
- EOS information: <https://www.juniper.net/support/eol/>

### Service Insight Workspaces

Service Insight provides the following workspaces:

- **Insight Central**—The Insight Central workspace provides gadgets to view new devices with EOL parts and PBNs received recently. It also provides options to generate EOL PBN reports, EOL reports, and lists targeted PBNs.

For more information about Insight Central workspace, see [“Insight Central Overview” on page 21](#).

- **Devices**—This is the same as the Devices workspace in Junos Space Network Management Platform.

For more information about the Devices workspace, see *Device Management Overview*.

- **Jobs**—This is the same as the Devices workspace in Junos Space Network Management Platform.

For more information about the Devices workspace, see *Jobs Overview*.

- **Administration**—This is the same as the Administration workspace in Service Now.

For more information about the Administration workspace, see *Administration Workspace Overview*.

## Benefits of Junos Space Service Insight

Junos Space Service Insight provides the following benefits:

- Service Insight provides PBNs that identify specific devices in your network that may be susceptible to known issues before the issues impact the devices.
- EOL/EOS notifications help you analyze the impact when a device or device parts are EOL or EOS, helping you plan hardware maintenance of your network.
- Service Insight and Service Now work together to make asset tracking easier by providing asset details (including support contract information) for managed Juniper devices, saving time spent in manual tracking of the assets.

### Related Documentation

- [Insight Central Overview on page 21](#)
- [Service Insight Domain Overview on page 19](#)

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## Service Insight Domain Overview

A domain is a logical grouping of objects in Junos Space. A Junos Space administrator creates and manages domains in the Junos Space Network Management Platform. For information about domains, see the *Domains Overview* in the *Workspaces Feature Guide* available at [https://www.juniper.net/documentation/en\\_US/junos-space17.2/index.html](https://www.juniper.net/documentation/en_US/junos-space17.2/index.html).

When you access Junos Space Service Insight, only the EOL report, PBN report, and notification objects that are assigned to the domain that you are currently in are visible to you. If you are assigned to more than one domain, you can access those domains and the objects in them by selecting the domains from the **Login as username** in list on the banner of the Junos Space GUI. Only the domains to which you are assigned are listed in the **Login as username** in list. A super user can access all domains.

EOL report, PBN report, and notification objects that you create when you are logged in to a certain domain are assigned to that domain. If needed, you can assign these objects to another domain. For information about assigning an object to another domain, see [“Assigning a Service Insight Object to Another Domain” on page 20](#).

Targeted PBN objects, used by objects in all domains, are assigned to the system domain. Objects assigned to the system domain are visible on all domains and cannot be assigned to another domain. [Table 3 on page 20](#) lists Service Insight objects and their default domains.

**Table 3: Service Insight Objects and Their Default Domains**

Service Insight Objects	Default Domain	
	Fresh Installation	Migration
<ul style="list-style-type: none"> <li>EOL Reports</li> <li>PBN Reports</li> <li>Notifications</li> </ul>	Domain to which a user is logged in	Global domain
<ul style="list-style-type: none"> <li>Targeted PBNs</li> </ul>	System domain	System domain
<ul style="list-style-type: none"> <li>Service Insight Devices</li> </ul>	Domain assigned to the devices in Junos Space Network Management Platform	Domain assigned to the devices in Junos Space Network Management Platform

### Assigning a Service Insight Object to Another Domain

If you are assigned to multiple domains, you can assign a Service Insight object from the domain that you are currently logged in to another domain to which you are assigned. All objects except objects in the system domain can be assigned to another domain.

To assign a Service Insight object to another domain:

- From the Service Insight navigation tree, select the object.  
The object's page appears.
- On the object's page, select the object's instance that you want to assign to another domain.  
You can select multiple instances of the object to assign to another domain.
- From the Actions list, select **Assign object to domain**. Alternatively, right-click the object and select **Assign object to domain**.  
The Assign to Domain dialog box appears.
- Under Assign selected items to domain, select the domain and click **Assign**.  
The Assign to Domain dialog box closes and the object is not listed on the object's inventory landing page.

5. To verify that the object is assigned to the correct domain, from the **Login as username** in list, select the domain to which you assigned the object.

The Service Insight GUI is refreshed.

6. Using the Service Insight navigation tree, open the object's inventory landing page and check whether the object is listed on the page.

- Related Documentation**
- [Insight Central Overview on page 21](#)
  - [Administration Workspace Overview](#)
  - [Domains Overview](#)

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## Insight Central Overview

Insight Central is a Service Insight workspace where you can manage End Of Life (EOL) reports and Proactive Bug Notifications (PBNs). The Exposure Analyzer page in Insight Central displays devices and the available number of EOL parts for these devices, and also displays, for each device, the number of PBNs received. Using the Insight Central workspace, you can also send and manage notifications about EOL and PBN updates to multiple users. You can define the events that trigger a notification, the filters that further specify the trigger events, and also the SNMP servers to which SNMP traps and the users to whom the notifications must be sent.

To access the Insight Central workspace, you must first enable the Service Insight application. Juniper Care Plus customers have access to Service Insight. The functionality of Service Insight is dependent on the information sent from Service Now. To enable Service Insight, you must add a valid organization in the Service Now application. See *Adding an Organization to Service Now*.

The Insight Central landing page (as shown in [Figure 1 on page 22](#)) graphically displays information about devices and their milestones, EOL reports, PBN reports, the devices with most PBN matches, new PBNs, PBNs owned by you, and the PBNs that are flagged to you.

Figure 1: Insight Central Landing Page



**Related Documentation**

- [Service Insight Overview on page 15](#)
- [Exposure Analyzer Overview on page 25](#)
- [EOL Reports Overview on page 31](#)
- [PBN Reports Overview on page 39](#)
- [Targeted PBNs Overview on page 23](#)
- [Notifications Overview on page 53](#)

## CHAPTER 2

# Viewing PBNs and EOL Alerts

- [Targeted PBNs Overview on page 23](#)
- [Exposure Analyzer Overview on page 25](#)
- [Viewing PBNs for a Device on page 28](#)

### Targeted PBNs Overview

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Junos Space 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 for Juniper Support Systems (JSS) to communicate information collected while helping one customer fix issues, to another customer who could face similar issues.

Using information, which was collected when issues were reported to JSS, JSS identifies devices on your network with similar conditions. When devices on your network are identified to have similar configuration as those devices on which issues were found, JSS identifies the PBNs for these devices. Service Insight picks up these PBNs once every 24 hours and displays them on the **Targeted PBNs** page.

These PBNs keep you aware of the possible impacts the issues identified can have on your network and also the workarounds to fix the issue. The workarounds suggest temporary fixes and instructions that you can follow to protect your network. .

In Service Insight, you can view targeted PBNs on the Targeted PBNs page (**Service Insight > Insight Central > Targeted PBNs**) as shown in [Figure 2 on page 24](#).

Figure 2: Targeted PBNs Page

Title	Issue Date	Updated Time	Juniper ID	Organization	Resolved In
CORE-PDT: Enlistoff: OTN: OTN payload PRBS support for Enlistoff test	Jun 2, 2016 12:30:00 PM IST	Jul 12, 2016 8:33:14 AM IST	1000007	Test_Org	14.2R1
CORE-PDT: Enlistoff: OTN: OTN payload PRBS support for Enlistoff test	Jun 2, 2016 12:30:00 PM IST	Jul 12, 2016 8:33:14 AM IST	1000007	Test_Org	14.2R1
CORE-PDT: Enlistoff: OTN: OTN payload PRBS support for Enlistoff test	Jun 2, 2016 12:30:00 PM IST	Jul 12, 2016 8:33:14 AM IST	1000007	Test_Org	14.2R1
CORE-PDT: Enlistoff: OTN: OTN payload PRBS support for Enlistoff test	Jun 2, 2016 12:30:00 PM IST	Jul 12, 2016 8:33:14 AM IST	1000007	Test_Org	14.2R1
CORE-PDT: Enlistoff: OTN: OTN payload PRBS support for Enlistoff test	Jun 2, 2016 12:30:00 PM IST	Jul 12, 2016 8:33:14 AM IST	1000007	Test_Org	14.2R1
test	Jun 20, 2016 12:30:00 PM IST	Jul 13, 2016 5:30:16 AM IST	1000000	Test_Org	13.3R3-S8 13.3R5-S3 13.3R7 14.1R5 15.1R1
test	Jun 20, 2016 12:30:00 PM IST	Jul 13, 2016 5:30:16 AM IST	1000000	Test_Org	13.3R3-S8 13.3R5-S3 13.3R7 14.1R5 15.1R1
MVPN might not always be able to install its own forwarding route	Jun 22, 2016 12:30:00 PM IST	Jul 12, 2016 8:33:13 AM IST	1000239	Test_Org	12.3R6 13.1R5 13.2R6 13.3R4 14.1R2 14.2R1
test	Jun 22, 2016 12:30:00 PM IST	Jul 13, 2016 5:30:16 AM IST	1000000	Test_Org	13.3R3-S8 13.3R5-S3 13.3R7 14.1R5 15.1R1
Clients lose connectivity because probe ARP packets are dropped by Dynamic ARP Inspection (DAI) check.	Jun 23, 2016 12:30:00 PM IST	Jul 14, 2016 9:33:32 AM IST	874186	new_testing_org	
CORE-PDT: Enlistoff: OTN: OTN payload PRBS support for Enlistoff test	Jun 23, 2016 12:30:00 PM IST	Jul 14, 2016 9:33:32 AM IST	1000007	new_testing_org	14.2R1
On Offline/Online cycle of a 40GE QSFP card (P104C1) a 40GE interface ports Physical Link might remain down.	Jun 23, 2016 12:30:00 PM IST	Jul 14, 2016 9:33:33 AM IST	1026088	new_testing_org	14.1R3-S1 14.1R4
[SRIT] Buffer exhaustion due to multiple TCP sessions stuck in LAST-ACK state	Jun 23, 2016 12:30:00 PM IST	Jul 14, 2016 9:33:33 AM IST	1029758	new_testing_org	12.1X44-D58 12.1X45-D35 12.1X47-D25 12.3R3-S4 12.3R9 12.3X48-D15 12.3R7 13.2R1-D35

A targeted PBN contains the fields listed in [Table 4 on page 24](#). On the targeted PBNs page, you can filter and view PBNs based on organization. Using a targeted PBN, you can scan for devices impacted by the vulnerabilities described in the targeted PBN in an organization and list the devices; for more information, see [“Scanning PBNs for Impact on Devices” on page 40](#).

Table 4: Targeted PBNs Field Descriptions

Field	Description
Title	Title of the PBN which is a short description of the issue found
Issue Date	Date and time when the issue was recorded
Updated Time	Date and time the PBN was last updated
Juniper ID	Unique ID specified by Juniper Networks that is used to identify the PBN
Organization	Organization to which the PBN is applicable
Resolved In	Date and time when the problem in this PBN was resolved
Description	Short description of the problem
Trigger	Conditions that initiated the problem described by the PBN
Symptom	Conditions that indicate that the problem described by the PBN
Work Around	Temporary fix for the problem
Instructions	Additional information that you can follow
Relevances	Devices that could be impacted by the problem described by the PBN
Customer Impact	Impact of the bug on the customer network



Table 4: Targeted PBNs Field Descriptions (*continued*)

Field	Description
Impact Probability	Probability that the bug would impact the network
Owner	User who has been assigned ownership of the PBN using Service Insight
Flagged to Users	Users who were notified about the PBN using Service Insight

## Benefits of Targeted PBNs

Targeted PBNs are notifications, identified by JSS based on the configuration of your devices, that inform you about potential issues which might occur on your devices. You can click the ID of the PBN and view the details and implement the suggested workarounds to mitigate issues identified by the PBNs.

## Actions That You Can Perform From the Targeted PBNs Task

You can perform the following actions by using the Targeted PBNs task:

- View targeted PBNs received from JSS
- Scan for devices that are impacted by PBNs; see [“Scanning PBNs for Impact on Devices” on page 40](#) for details.
- Flag PBNs to users; see [“Flagging PBNs to Users” on page 41](#) for details.
- E-mail PBNs to users; see [“E-Mailing PBNs” on page 43](#) for details.
- Assign an owner to a PBN; see [“Assigning an Owner to a PBN” on page 42](#) for details.
- Delete one or more PBNs; see [“Deleting PBNs” on page 42](#) for details.

### Related Documentation

- [Exposure Analyzer Overview on page 25](#)

## Exposure Analyzer Overview

Junos Space Service Insight lists devices and the number of End of Life (EOL) parts and Proactive Bug Notifications (PBNs) that are applicable for the devices based on EOL reports and PBNs received from Juniper Support Systems (JSS) (see [Figure 3 on page 27](#)). The Quick View area of Exposure Analyzer page displays the devices (showing details such as number of EOL parts and number of matching PBNs) with specific icons. [Table 5 on page 27](#) describes these icons. [Table 6 on page 27](#) describes the fields on the Exposure Analyzer page and the Device Details page.

On the Exposure Analyzer page, you can generate EOL reports and PBN reports for a particular device and export the reports in Excel format. An EOL report includes the following information: devices with End of Life announce parts, serial number of the device, model number of the device, top level assembly part for the device, End of Sale date, and End of Service date, Last Hardware Engineering Support date, Last Software Engineering Support date for the devices that you select.

- 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
- Replacement numbers

A PBN report includes the following items: Device Name, Device Serial Number, Product, Junos Version, Device Group, Connected Member, Organization, PBN Title, Juniper ID, PBN Description, PBN Customer Impact, PBN Work Around, and PBN URL.

Service Insight uses two timers, one that runs every midnight, and another that runs every hour. The hourly timer initiates Service Insight to process pending EOL requests. This timer schedules when Service Insight requests for EOL and PBN information from JSS. When the number of managed devices is large, JSS sends EOL and PBN information in batches.

The timer that runs every midnight updates the EOL and PBN data by sending requests to JSS and processing the responses that are received from JSS. This timer also initiates the synchronization process between Service Now and Service Insight which enables Service Insight to display the changes that were made to devices in Service Now. When you execute device-related changes in Service Now while either one of these timers is running, Service Insight takes an hour to display the changes on the **Exposure Analyzer** page.

Figure 3: Exposure Analyzer Page

Organization	Connected Member	Device Group	Name	Last Update	EOL Parts	PBN Matches
JCare-Plus		Default for JCare-Plus	device1		0	0
JCare-Plus		Default for JCare-Plus	device2	Oct 15, 2013 5:33:54 PM IST	0	1
JCare-Plus		Default for JCare-Plus	device3		0	0
JCare-Plus		Default for JCare-Plus	device4	Sep 25, 2013 2:03:16 PM IST	0	0
JCare-Plus		Default for JCare-Plus	device5	Oct 24, 2013 12:38:09 PM IST	2	0
JCare-Plus		Default for JCare-Plus	device6	Oct 24, 2013 12:38:09 PM IST	6	0
JCare-Plus		Default for JCare-Plus	device7	Oct 24, 2013 12:38:09 PM IST	19	0

Table 5 on page 27 describes the icons on the exposure analyzer page.

Table 5: Exposure Analyzer Page Icon Descriptions



Icon	Description
	An EOL report is received for the device
	A PBN is received for the device.

Table 6 on page 27 describes the fields on the Exposure Analyzer page and the Device Details dialog box.

Table 6: Device Details from the Exposure Analyzer Page

Field	Description
Name	Device hostname
Serial Number	Serial number of the device chassis
IP Address	IP address of the device.
Product	Model number of the device
Organization	Service Now organization to which the device belongs
Device Group	Service Now device group to which the device belongs
Connected Member	Customer connected to the device

Table 6: Device Details from the Exposure Analyzer Page (*continued*)

Field	Description
Connection Status	<p>Connection status of the device in Junos Space.</p> <ul style="list-style-type: none"> <li>up—Device is connected to Junos Space.</li> <li>down—Device is not connected to Junos Space.</li> </ul>
EOL status	EOL information of the device
EOL Parts	Parts of the device identified as EOL
Matching PBNs	Number of PBNs received for the device
Last updated	Date and time the EOL or PBN status of device was last updated

### Benefits of Exposure Analyzer

Exposure Analyzer provides you the following information: You can view the number of EOL parts and PBNs

- Number of EOL parts in a device
- Number of known issues to which a device is susceptible

This information helps you take proactive measures to mitigate downtime of your network because of EOL parts or known issues.

### Actions That You Can Perform From the Exposure Analyzer Task

You can perform the following actions from the **Exposure Analyzer** task:

- View devices that have an EOL part or a PBN notification associated with it
- Generate EOL reports; see [“Generating EOL Reports” on page 36](#) for details.
- Generate PBN reports; see [“Generating PBN Reports” on page 44](#) for details.
- View PBNs that are applicable to devices in your network; see [“Viewing PBNs for a Device” on page 28](#) for details.

- Related Documentation**
- [Targeted PBNs Overview on page 23](#)
  - [Notifications Overview on page 53](#)

### Viewing PBNs for a Device

Junos Space Service Insight lets you can view the list of PBNs that are associated with upto ten devices simultaneously.

To view PBNs for a device:

1. From the Service Insight navigation tree, select **Insight Central > Exposure Analyzer**.  
The list of devices appears.
2. Select the devices for which you want to view PBNs. You can select up to ten devices.
3. Right-click your selection or use the **Actions** list and select **Show Matching PBNs**.  
The **Manage PNBs** page displays the list of PBNs that are associated with devices that you selected.

**Related  
Documentation**

- [Exposure Analyzer Overview on page 25](#)
- [Targeted PBNs Overview on page 23](#)
- [Notifications Overview on page 53](#)



## CHAPTER 3

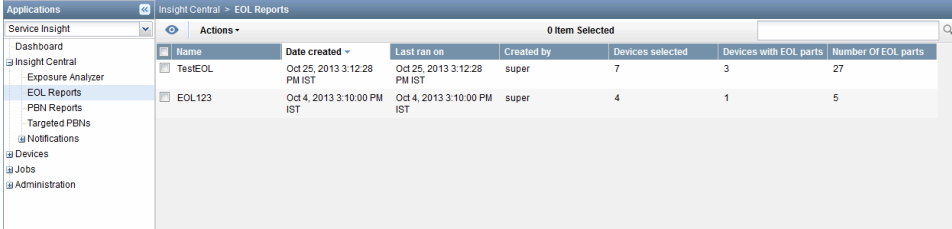
# Managing EOL Alerts

- [EOL Reports Overview on page 31](#)
- [Deleting EOL Reports on page 33](#)
- [Regenerating EOL Reports on page 33](#)
- [Exporting EOL Reports on page 35](#)
- [Generating EOL Reports on page 36](#)

## EOL Reports Overview

The **EOL Reports** page displays the End of Life (EOL) reports that you generate by using the Generate EOL Report action on the Exposure Analyzer page. [Figure 4 on page 31](#) shows the EOL Reports page.

Figure 4: EOL Reports Page View



Name	Date created	Last ran on	Created by	Devices selected	Devices with EOL parts	Number Of EOL parts
TestEOL	Oct 25, 2013 3:12:28 PM IST	Oct 25, 2013 3:12:28 PM IST	super	7	3	27
EOL123	Oct 4, 2013 3:10:00 PM IST	Oct 4, 2013 3:10:00 PM IST	super	4	1	5

To view an EOL report, double-click a report. The EOL Report Details page appears.

[Table 7 on page 31](#) describes the fields on the **EOL Reports** page and the **EOL Report Detail** dialog box.

Table 7: EOL Reports Page and EOL Report Detail Dialog Box Fields Description

Field	Description
Name	Name of the EOL report.
Date created	Date and time when the EOL report was created.
Last Ran On	Date and time when the EOL report was last regenerated.
Created by	Name of the user who created the EOL report.

Table 7: EOL Reports Page and EOL Report Detail Dialog Box Fields Description (*continued*)

Field	Description
Devices selected	<p>Number of devices that were selected to generate the EOL report.</p> <p>Clicking the number takes you to the <b>Exposure Analyzer</b> page which displays only the devices with EOL parts.</p>
Devices with EOL parts	<p>Number of devices with parts for which end-of-life is announced or is in the process of being announced.</p> <p>The EOL date of a part specifies the date when Juniper Networks announced the end-of-life of the part.</p>
End of Life Announce parts	Number of parts in the devices in the EOL report for which EOL dates are announced.
End of Sale parts	<p>Number of parts in the devices in the EOL report for which the end of sale date has exceeded. Juniper Networks or a Juniper Networks partner does not sell these parts after the end of sale date.</p> <p>The end of sale date of a part specifies the last day to buy a product, order a new service contract, or add the part to an existing support contract. After the end of sale date, parts and services are removed from price lists.</p>
Last Hardware Engineering Support parts	<p>Number of parts in the devices in the EOL report for which hardware is no longer available for order or RMA.</p> <p>The last hardware engineering support date for a part specifies the last day the hardware engineering in Juniper Networks will support the part.</p>
Last Software Engineering Support parts	<p>Number of parts in the devices in the EOL report for which software or firmware is no longer available from Juniper Networks.</p> <p>The last software engineering support date of a part specifies the last date till which new (that is, non-maintenance) software releases will support the product. After this date, new software releases will not support the product. Maintenance releases of the major software releases issued prior to this date will support the product within the current software EOL guidelines.</p>
End of Service parts	<p>Number of parts in the devices in the EOL report for which end of service date is exceeded.</p> <p>The end of service date of a part specifies the last date to receive contracted service (including hardware and software bug fixes, and logistics replacement or repair services) for the part.</p>

## Benefits of EOL Reports

You can generate EOL reports for devices of your choice and, for each device, view the number of parts in the device that are going to be EOL or EOS shortly or already EOL or EOS. This information helps you plan your hardware replacements efficiently.

## Actions That You Can Perform From the EOL Reports Task

You can perform the following tasks on the **EOL Reports** page:

- Export EOL reports; see [“Exporting EOL Reports” on page 35](#) for details.
- Regenerate EOL reports; see [“Regenerating EOL Reports” on page 33](#) for details.



- Delete EOL reports; see [“Deleting EOL Reports” on page 33](#) for details.

**Related  
Documentation**

[Generating EOL Reports on page 36](#)

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## Deleting EOL Reports

Junos Space Service Insight provides the Delete action in the Actions list on the EOL Reports page. You can delete multiple EOL reports from the EOL Reports page. Deleted EOL reports cannot be recovered.

To delete EOL reports:

1. From the Service Insight navigation tree, select **Insight Central > EOL Reports**.  
The EOL reports are displayed.
2. Select one or more EOL reports that you want to delete.
3. Select **Delete** either from the **Actions** list or the right-click menu.  
The **Delete EOL Reports** dialog box appears and displays the names of the selected EOL reports.
4. Click **Delete**.  
Service Insight deletes the selected EOL reports from the database and removes them from the **EOL Reports** page.

**Related  
Documentation**

- [Generating EOL Reports on page 36](#)
- [EOL Reports Overview on page 31](#)

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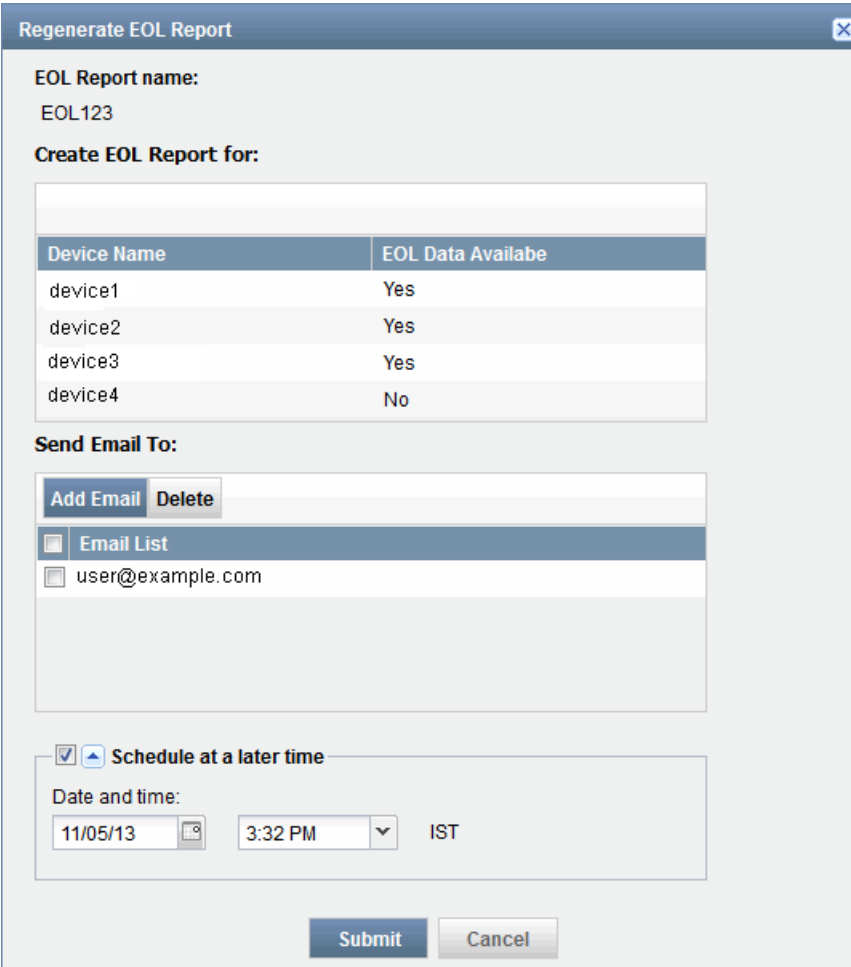
## Regenerating EOL Reports

Junos Space Service Insight provides the Regenerate EOL Reports option in the Actions list on the EOL Reports page. You can regenerate an EOL report to get the latest EOL information.

To regenerate EOL reports:

1. From the Service Insight navigation tree, select **Insight Central > EOL Reports**.  
The EOL Reports page is displayed.
2. Select the EOL report that you want to regenerate.
3. Select **Regenerate EOL Reports** from either the **Actions** list or the right-click menu.  
The **Regenerate EOL Report** dialog box displays the name of the EOL report, the device name with which the EOL report is associated, and the e-mail addresses specified.  
See [Figure 5 on page 34](#).

Figure 5: Regenerate EOL Report Dialog Box



The dialog box is titled "Regenerate EOL Report" and contains the following sections:

- EOL Report name:** EOL123
- Create EOL Report for:** A table with two columns: "Device Name" and "EOL Data Available".
 

Device Name	EOL Data Available
device1	Yes
device2	Yes
device3	Yes
device4	No
- Send Email To:** Includes "Add Email" and "Delete" buttons, and an "Email List" section containing "user@example.com".
- Schedule at a later time:** A checked checkbox with a calendar icon. Below it, a "Date and time:" section shows "11/05/13", "3:32 PM", and "IST".
- Buttons:** "Submit" and "Cancel" at the bottom right.

4. (Optional) To modify the list of e-mail addresses of users to whom the EOL report must be sent, use the **Add Email** and **Delete** buttons.
5. (Optional) To schedule a time for regenerating the report, select the **Schedule at a later time** check box and specify the date and time when you want the EOL report to be regenerated.
6. Click **Submit**.  
The Job Information dialog box displays a Job ID link. Click this link to view the status of this action on the **Jobs** page.

- Related Documentation**
- [EOL Reports Overview on page 31](#)
  - [Generating EOL Reports on page 36](#)
  - [Exporting EOL Reports on page 35](#)

## Exporting EOL Reports

Junos Space Service Insight provides the Export EOL Reports option in the Actions list on the EOL Reports page to export an EOL report to an Excel file. Service Insight exports the following information:

- Product: The device with parts for which EOL is announced
- Serial#: Serial number of the device chassis. with parts for which EOL is announced
- Device: The host name of the device
- PSN#: The product specification notification for the part
- EOL Model#: The model number of the part for which EOL is announced
- Top Level Assembly#: The top level assembly part number of the part for which EOL is announced
- Circuit Assembly Part#: The circuit assembly part number of the part for which EOL is announced
- EOL Announce Date: The date when Juniper Networks announced the end of life of a product
- Announcement Type: Indicates if the device component is end of sale, end of life, or if the component is RoHS compliant and available restrictedly.
- End of Sale Date: Specifies the last day to buy a product, order a new service contract, or add the part to an existing support contract.

After the end of sale date, parts and services are removed from price lists.

- Last Software Engineering Date: Specifies the last date till which new (that is, non-maintenance) software releases will support the product

After this date, new software releases will not support the product. Maintenance releases of the major software releases issued prior to this date will support the product within the current software EOL guidelines.

- Last Hardware Engineering Date: Specifies the last day the hardware engineering in Juniper Networks will support the part
- End of Service Date: Specifies the last date to receive contracted service (including hardware and software bug fixes, and logistics replacement or repair services) for the part
- Replacement#: The model number of the part with which the EOL part existing in the device can be replaced
- Quantity: The number of units to be replaced
- Replacement Model Description: The description of the component that can replace the outdated part in the product
- RoHS Compliance: Indicates if the part is RoHS compliant or not



**NOTE:** Starting Service Insight Release 17.1R1, AnnouncementType, Replacement Model Description, and RoHS Compliance columns are added to the EOL report.

To export EOL reports:

1. From the Service Insight navigation tree, select **Insight Central > EOL Reports**. The **EOL Reports** page appears.
2. Select the report that you want to export to an Excel file.
3. Select **Export EOL Reports** from either the **Actions** list or the right-click menu. The **Export EOL Report** dialog box appears.
4. Click the **Click here to download EOL reports** link and save the file to your local file system.

**Release History Table**

Release	Description
17.1R1	Starting Service Insight Release 17.1R1, AnnouncementType, Replacement Model Description, and RoHS Compliance columns are added to the EOL report

#### Related Documentation

- [EOL Reports Overview on page 31](#)
- [Generating EOL Reports on page 36](#)
- [Regenerating EOL Reports on page 33](#)
- [Deleting EOL Reports on page 33](#)

## Generating EOL Reports

Junos Space Service insight displays devices that have one or more parts nearing End-of-Life (EOL) on the Exposure Analyzer page. You can generate an EOL report for such devices and export the report to an Excel file. EOL reports provide information such as the number of devices with EOL parts, EOL announce date, number of EOL announce parts, Last Software Engineering Support date, number of Last Software Engineering Support parts, Last Hardware Engineering Support date, number of Last Hardware Engineering Support parts, End of Sale date, End of Service date, top-level assembly parts, circuit assembly parts, PSN numbers, and replacement numbers. You can also schedule a time for generating the EOL reports.

Starting in Service Insight Release 16.1R1, the Generate EOL Report page provides the Organization and Device Group drop-down menus to select the organization and device group for which an EOL report is to be generated.

To generate EOL reports:

1. From the Service Insight navigation tree, select **Insight Central > Exposure Analyzer**.

The list of devices appears.

2. Select one or more devices for which you want to generate the EOL report.

3. Select **Generate EOL Reports** either from the **Actions** list or the right-click menu.  
The **Generate EOL Report** dialog box appears.

4. (Optional) Select the **Do not save this report on Service Insight** check box if you do not want to save the EOL report.

By default, Service Insight has the check box cleared and stores the EOL reports in the Service Insight database.

5. Enter a name for the EOL report.

The name for an EOL report can contain alphanumeric characters (a–z, A–Z, 0–9), space, underscore (\_), and hyphen (-).

6. For the **Create EOL Report for** option, select one of the following:

- To generate EOL report for a particular organization or device group,
  - a. Click **All devices**.

Organization and Device groups drop down menu are displayed.

- b. From the **Organization** or **Device Group** drop down menu, select the organization or device group for which you want to generate the EOL report.

- To generate EOL report for devices selected in step 2, click **Selected devices shown below**.

7. Enter the e-mail address of one or more users to whom the EOL report must be sent.

To add and delete users who must receive the e-mail, use the **Add Email** and **Delete** buttons. By default, the **Send Email To** list contains the e-mail address of the logged-in user.

8. To schedule a time for generating the report, select the **Schedule at a later time** check box and set the date and time for the EOL report to be generated.

9. Select **Repeat** and schedule an interval for regenerating the EOL report.

The report generated for the first time has the name given by the user and for all the other successive reports, the report name is appended with timestamp.

10. Click **Submit**.

The Job Information dialog box displays a job ID link for the generated report.

11. Click the job ID link.

The Jobs page displays the details of the generated EOL report. The report includes the schedule for the generation of successive PBN reports if the Repeat option is configured.

12. If you want to cancel the scheduled job for generating the next EOL report, select **Cancel Job** either from the **Actions** list or the right-click menu.

### Release History Table

Release	Description
16.1R1	Starting in Service Insight Release 16.1R1, the Generate EOL Report page provides the Organization and Device Group drop-down menus to select the organization and device group for which an EOL report is to be generated.

### Related Documentation

- [EOL Reports Overview on page 31](#)
- [Generating EOL Reports on page 36](#)
- [Regenerating EOL Reports on page 33](#)
- [Deleting EOL Reports on page 33](#)

## CHAPTER 4

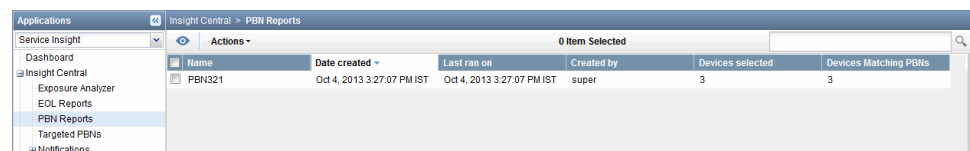
# Managing PBN Alerts

- [PBN Reports Overview on page 39](#)
- [Scanning PBNs for Impact on Devices on page 40](#)
- [Flagging PBNs to Users on page 41](#)
- [Assigning an Owner to a PBN on page 42](#)
- [Deleting PBNs on page 42](#)
- [E-Mailing PBNs on page 43](#)
- [Generating PBN Reports on page 44](#)
- [Regenerating PBN Reports on page 47](#)
- [Exporting PBN Reports on page 50](#)
- [Deleting PBN Reports on page 50](#)

## PBN Reports Overview

The **PBN Reports** page displays the PBN reports that you generate as shown in [Figure 6 on page 39](#). Using this page, you can export the existing PBN reports to an Excel file, regenerate them to get the latest information, and delete them from the Service Insight database. To filter the devices that have PBN data, double-click a PBN report to display its detailed summary view, and click the link at the bottom of the displayed dialog box. See [Figure 6 on page 39](#).

**Figure 6: PBN Reports page**



Name	Date created	Last ran on	Created by	Devices selected	Devices Matching PBNs
PBN321	Oct 4, 2013 3:27:07 PM IST	Oct 4, 2013 3:27:07 PM IST	super	3	3

[Table 8 on page 39](#) describes the fields on the PBN Reports page and the PBN Report Detail dialog box.

**Table 8: PBN Reports Page and PBN Report Detail Dialog Box Fields Description**

Field	Description
Name	Name of the PBN report

Table 8: PBN Reports Page and PBN Report Detail Dialog Box Fields Description (*continued*)

Field	Description
Date Created	Date and time when the PBN report was created
Last Ran On	Date and time when the PBN report was last run
PBNs Issued From	Date selected in the report from when PBNs were issued
PBNs Issued till	Date selected in the report till when PBNs were issued
Created By	Name of the user who created the PBN report
Devices Selected	Number of devices that were selected to generate the PBN report
Devices Matching PBNs	Devices for which the PBNs are applicable

## Benefits of PBN Reports

You can generate PBN reports for devices of your choice and view the number of issues to which the selected devices are susceptible. You can view the issues to which these PBNs are susceptible on the Targeted PBNs page (**Service Insight > Insight Central > Targeted PBNs**).

## Actions That You Can Perform From the PBN Reports Task

You can perform the following actions using the **PBN Reports** task:

- Export PBN reports; see [“Exporting PBN Reports” on page 50](#) for details..
- Regenerate PBN reports; see [“Regenerating PBN Reports” on page 47](#) for details.
- Delete PBN reports; see [“Deleting PBN Reports” on page 50](#) for details.

**Related Documentation**

- [Generating PBN Reports on page 44](#)

## Scanning PBNs for Impact on Devices

Junos Space Service Insight provides the Scan for Impact option in the Actions list to identify the devices within an organization that could be impacted by the vulnerabilities described in a targeted PBN.

To scan PBNs and view the impacted devices:

1. From the **Service Insight** taskbar, select **Insight Central > Targeted PBNs**.

The Targeted PBNs page displays the list of PBNs.

2. Select the PBN that you want to scan for impact.



3. Right-click your selection or use the **Actions** list and click **Scan for Impact**.

The **Scan for Impact** dialog box appears requesting confirmation for scanning devices that would be impacted by the selected PBN.

4. Click **Confirm**

The Job Information page displays the schedule status of the selected PBNs. To view the details, click the Job ID. The scan details appear on the Job Management page.

- Related Documentation**
- [Exposure Analyzer Overview on page 25](#)
  - [Assigning an Owner to a PBN on page 42](#)

## Flagging PBNs to Users

Junos Space Service Insight provides the Flag to Users option in the Actions list of the Targeted PBNs page to flag PBNs to Junos Space users who you think need to keep track of the PBNs or who need to receive them.

To flag PBNs to a user:

1. From the **Service Insight** navigation tree, select **Insight Central > Targeted PBNs**.

The **Targeted PBNs** page displays the list of targeted PBNs.

2. Select one or more PBNs that you want to flag to the user.

3. From the Actions list or the right-click menu, select **Flag to Users**.

The Flag to Users dialog box displays the list of users who have permissions to view, assign ownership, or delete PBNs.

4. Select the users to whom the PBN must be flagged.

5. (Optional) Select the **Email PBN to Flagged Users** check box to send an e-mail notification to all the newly flagged users. This option is selected by default.

6. Click **Submit**.

The specified users receive notification about the selected PBN.

To verify that the specified users have been notified of the selected PBN, double-click the PBN. The PBN Details page appears. The PBN is flagged to users listed on the page,

- Related Documentation**
- [Assigning an Owner to a PBN on page 42](#)
  - [E-Mailing PBNs on page 43](#)

- [Deleting PBNs on page 42](#)

## Assigning an Owner to a PBN

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You can assign a PBN to a Junos Space user for looking into the issues and assessing the impact on devices.

To assign ownership of a PBN:

1. From the Service Insight navigation tree, select **Insight Central > Targeted PBNs**.  
The **Targeted PBNs** page displays the list of PBNs.
2. Select the PBN to which you want to assign an owner.
3. Right-click your selection or use the **Actions** list, select **Assign Ownership**.  
The Assign Ownership dialog box appears
4. Enter the login ID of the user whom you want to own the selected PBN.
5. Select the **Email PBN to Assigned Owner** check box to send an e-mail notification to the assigned owner. This option is selected by default.
6. Click **Submit**.  
The selected PBN is assigned to the specified user.  
To verify that the selected PBN is assigned to the specified user, double-click the PBN on the **Targeted PBNs** page. The PBN Details page appears. The Owner field displays the user responsible for the PBN.

### Related Documentation

- [Exposure Analyzer Overview on page 25](#)
- [Scanning PBNs for Impact on Devices on page 40](#)
- [E-Mailing PBNs on page 43](#)
- [Flagging PBNs to Users on page 41](#)

## Deleting PBNs

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Junos Space Service Insight provides the Delete PBNs option to delete PBNs that are displayed on the Targeted PBNs page.

To delete PBNs:

1. From the Service Insight navigation tree, select **Insight Central > Targeted PBNs**.  
The Targeted PBNs page displays the list of PBNs received
2. Select the PBNs that you want to delete.

3. Right-click your selection or use the **Actions** list and select **Delete**.  
The **Delete PBNs** dialog box displays a list of the selected PBNs.
4. Click **Delete** to confirm.  
The selected PBNs are deleted from the Service Insight database and no longer listed in the Targeted PBNs page.

- Related Documentation**
- [Exposure Analyzer Overview on page 25](#)
  - [Scanning PBNs for Impact on Devices on page 40](#)
  - [Assigning an Owner to a PBN on page 42](#)
  - [Generating PBN Reports on page 44](#)

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## E-Mailing PBNs

Junos Space Service Insight provides the Email PBNs to Users option to e-mail PBN details to multiple users.

To e-mail PBN details:

1. From the Service Insight navigation tree, select **Insight Central > Targeted PBNs**.  
The **Targeted PBNs** page displays the list of PBNs received.
2. Select the PBN that you want to e-mail to users.
3. Right-click your selection or use the **Actions** list and select **Email**.  
The **Email PBN Details** dialog box appears.
4. Use the **Add Email** and **Delete** buttons to add and delete e-mail IDs of users to whom the selected PBN details need to be sent.  
  
By default, the e-mail ID of the logged-in user is added to the **Send Email To** list of users.
5. (Optional) To schedule a time for e-mailing the selected PBNs, select the **Schedule at a later time** check box and specify the date and time when you want the PBNs to be e-mailed.
6. Click **Submit**.  
The selected PBNs are e-mailed to the specified users.

- Related Documentation**
- [Assigning an Owner to a PBN on page 42](#)
  - [Flagging PBNs to Users on page 41](#)
  - [Scanning PBNs for Impact on Devices on page 40](#)

## Generating PBN Reports

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Junos Space Service Insight provides Proactive Bug Notifications (PBNs) as a proactive measure to alert about known issues that can impact the devices in the network. You can also schedule a time for generating PBN reports. Service Insight identifies devices for which PBNs received from JSS are applicable and displays those devices on the Service Insight provides the Generate PBN Reports action on the Exposure Analyzer page to generate PBN reports.

A PBN report contains the following information:

- Title of the PBN
- Duration for which the PBN report is generated
- Date and time the PBN report was created
- Date and time the PBN report was last regenerated
- User who created the PBN report
- Number of devices included in the PBN report
- Hostnames of devices included in the PBN report
- Users to whom Service Insight sends the PBN report
- Number of devices impacted by the PBN
- Status of mailing the PBN report to users

Starting in Service Insight Release 15.1R1, you can generate and regenerate PBN reports based on PBN issue date. Service Insight provides the *Start Date and time* and *End Date and time* options on the Generate PBN Reports and Regenerate PBN Reports pages to define the PBN issue date for which you want to generate a PBN report.

Starting in Service Insight Release 16.1R1, the Generate PBN Report page provide the Organization and Device Group drop-down menus to select the organization and device group for which a PBN report is to be generated.

To generate PBN reports:

1. From the Service Insight navigation tree, select **Insight Central > Exposure Analyzer**.

The list of devices appears.

2. Select one or more devices for which you want to generate the PBN report.

3. From the **Actions** list, select **Generate PBN Reports**. Alternatively, right-click and select **Generate PBN Reports**.

The **Generate PBN Report** dialog box appears as shown in [Figure 7 on page 45](#).

Figure 7: Generate PBN Report Dialog Box

**Generate PBN Report**

☐ Do not save this report on Service Insight

Enter PBN Report Name:

Create PBN Report for: ☐ All devices  
☒ Selected devices shown below

Device Name	PBN Matches
Device1	Yes
Device2	Yes
Device3	Yes

**Send Email To:**

**Email List**

- ☐ user@example.com
- 

**PBN Issue date**

Start Date and time:   IST

End Date and time:   IST

☐

4. (Optional) Select the **Do not save this report on Service Insight** check box if you do not want to save the PBN report. By default, the check box is clear and PBN reports are stored in the Service Insight database.
5. In the **Enter PBN Report Name** text box, enter a name for the PBN report.  
The name can contain alphanumeric characters (a–z, A–Z, 0–9), space, underscore (\_), and hyphen (-).
6. For the **Create PBN Report for** option, select one of the following:
  - To generate PBN report for a particular organization or device group,
    - a. Click **All devices**.  
Service Insight displays the Organization and Device Group drop-down list.

- b. From the **Organization** or **Device Group** drop-down list, select the organization or device group for which you want to generate the PBN report.
- To generate PBN report for devices selected in step 2, click **Selected devices shown below**.
7. For the **Send Email To:** option, enter the e-mail address of the user to whom the PBN report must be sent.

To add and delete users who must receive the e-mail, use the **Add Email** and **Delete** buttons, respectively. By default, the **Send Email To** list contains the e-mail address of the logged-in user.
8. (Optional) Under the **PBN issue date** option, select values for **Start Date and time** and **End Date and time** to generate a report of the devices affected by PBNs issued during the selected time period.



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**NOTE:**

- If you do not specify a Start Date and time and End Date and time, managed devices in your network affected by all the PBNs issued by Juniper Support Systems (JSS) since the inception of JSS are reported.
  - If you select only the start date and time, the devices in your network affected by all the PBNs issued from the selected Start Date and time till you generate the report are included in the report.
  - If you select only the End Date and time, the devices in your network affected by all the PBNs issued by JSS since its inception and till the selected end date and time are included in the report.
- 
9. (Optional) To schedule a time for generating the report, select the **Schedule at a later time** check box and set the date and time for Service Insight to generate the PBN report.
  10. Select **Repeat** and schedule an interval for regenerating the PBN report.

The report generated for the first time has the name you provide. All successive reports have the date and time the report is generated appended to the name that you provide.
  11. Click **Submit** after selecting the required options.

The Job Information dialog box displays a *job ID* link for the generated report.

If you have selected the **Do not save this report on Service Insight** check box, a **Download** link is provided to download the PBN report as an Excel file; otherwise, the PBN report is stored on Service Insight and can be viewed on the PBN Reports page (**Insight Central > PBN Reports**) after the job is completed.

12. Click the *job ID* link.

The Jobs page displays the details of the generated PBN report. The report includes the schedule for the generation of successive PBN reports if the Repeat option is configured.

The generated report can be saved or downloaded as an Excel sheet. The saved report can be viewed in PBN reports page.

13. If you want to cancel the job scheduled for generating the next PBN report, select **Cancel Job** either from the **Actions** list or the right-click menu.

**Release History Table**

Release	Description
16.1R1	Starting in Service Insight Release 16.1R1, the Generate PBN Report page provide the Organization and Device Group drop-down menus to select the organization and device group for which a PBN report is to be generated.
15.1R1	Starting in Service Insight Release 15.1R1, you can generate and regenerate PBN reports based on PBN issue date. Service Insight provides the <i>Start Date and time</i> and <i>End Date and time</i> options on the Generate PBN Reports and Regenerate PBN Reports pages to define the PBN issue date for which you want to generate a PBN report.

**Related Documentation**

- [PBN Reports Overview on page 39](#)
- [Regenerating PBN Reports on page 47](#)
- [Exporting PBN Reports on page 50](#)
- [Deleting PBN Reports on page 50](#)

## Regenerating PBN Reports

Junos Space Service Insight provides the *Regenerate PBN Reports* option on the Actions list to regenerate reports on proactive bug notifications (PBNs) to get information about devices impacted by latest PBNs issued by Juniper Support Systems (JSS). Service Insight provides the Generate PBN Reports action on the Exposure Analyzer page to generate PBN reports.

Starting in Service Insight Release 15.1R1, you can generate and regenerate PBN reports based on PBN issue date. Service Insight provides the *Start Date and time* and *End Date and time* options on the Generate PBN Reports and Regenerate PBN Reports pages to define the PBN issue date for which you want to generate a PBN report.

Starting in Service Insight Release 16.1R1, the Generate PBN Reports and Generate EOL Reports page provide the Organization and Device Group drop-down list to select the organization and device group for which a PBN or EOL report is to be generated.

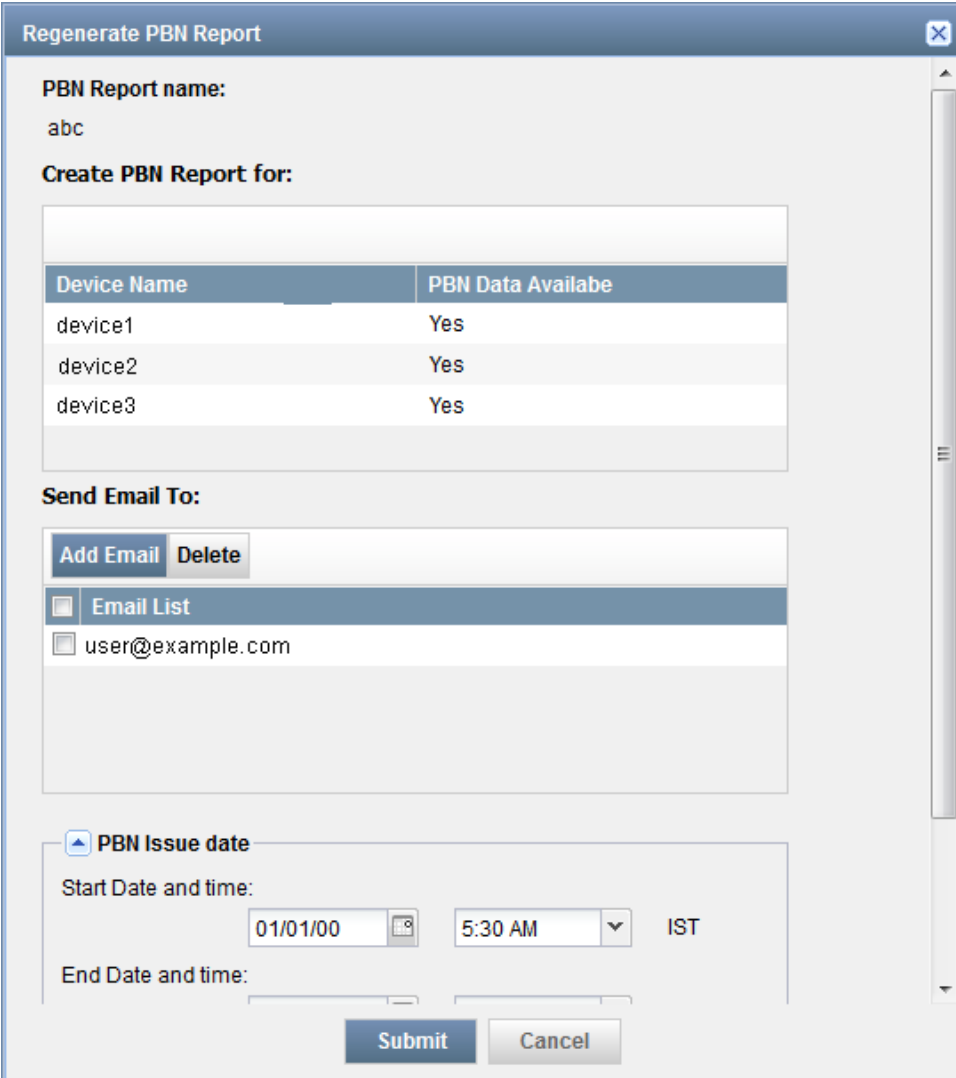
To regenerate PBN reports:

1. From the Service Insight navigation tree, select **Insight Central > PBN Reports**.  
PBN reports are displayed.
2. Select the PBN report that you want to regenerate.
3. From the **Actions** list, select **Regenerate PBN Reports**. Alternatively, right-click the PBN report and select **Regenerate PBN Reports**.

The **Regenerate PBN Report** dialog box displays the name of the PBN report, the device for which the PBN report is to be regenerated, and the e-mail addresses to which notification is sent when the PBN report is generated or regenerated.

[Figure 8 on page 48](#) displays the Regenerate PBN Report dialog box..

Figure 8: Regenerate PBN Report Dialog Box



The dialog box titled "Regenerate PBN Report" contains the following sections:

- PBN Report name:** abc
- Create PBN Report for:**
  - Table with 2 columns: Device Name, PBN Data Available
  - Rows: device1 (Yes), device2 (Yes), device3 (Yes)
- Send Email To:**
  - Buttons: Add Email, Delete
  - Section: Email List
    - user@example.com
- PBN Issue date:**
  - Start Date and time: 01/01/00 5:30 AM IST
  - End Date and time: (empty fields)
- Buttons: Submit, Cancel



4. (Optional) To add or delete users who must receive e-mail notifications when the PBN report is regenerated, use the **Add Email** and **Delete** buttons respectively.
5. (Optional) Under the **PBN issue date** option, select values for **Start Date and time** and **End Date and time** to generate a report of the devices affected by PBNs issued during the selected time period.

**NOTE:**

- If a Start Date and time and End Date and time are not specified, managed devices in your network affected by all the PBNs issued by Juniper Support Systems (JSS) since the inception of JSS are reported.
- If you select only the start date and time, the devices in your network affected by all the PBNs issued from the selected Start Date and time till you generate the report are included in the report.
- If you select only the End Date and time, the devices in your network affected by all the PBNs issued by JSS since its inception and till the selected end date and time are included in the report.

6. (Optional) To schedule a time for regenerating the report, select the **Schedule at a later time** check box and specify the date and time when you want the PBN report to be regenerated.
7. Click **Submit**.  
The Job Information dialog box displays a *Job ID* link. Click this link to view the status of the job on the **Manage Jobs** page.

**Release History Table**

Release	Description
16.1R1	Starting in Service Insight Release 16.1R1, the Generate PBN Reports and Generate EOL Reports page provide the Organization and Device Group drop-down list to select the organization and device group for which a PBN or EOL report is to be generated.
15.1R1	Starting in Service Insight Release 15.1R1, you can generate and regenerate PBN reports based on PBN issue date. Service Insight provides the <i>Start Date and time</i> and <i>End Date and time</i> options on the Generate PBN Reports and Regenerate PBN Reports pages to define the PBN issue date for which you want to generate a PBN report.

**Related Documentation**

- [PBN Reports Overview on page 39](#)
- [Exporting PBN Reports on page 50](#)
- [Generating PBN Reports on page 44](#)
- [Deleting PBN Reports on page 50](#)

## Exporting PBN Reports

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Junos Space Service Insight provides the Export PBN Report option in the Actions list of the PBN Reports page to export the information in a PBN report to an Excel file.

The PBN report includes information such as the Device Name, Device Serial Number, Product, Junos Version, Device Group, Connected Member, Organization, PBN Title, Juniper ID, PBN Description, PBN Customer Impact, PBN Work Around, PBN URL.

To export PBN reports:

1. From the Service Insight navigation tree, select **Insight Central > PBN Reports**.  
The **PBN Reports** page appears.
2. Select the report that you want to export to an Excel file.
3. Select **Export PBN Reports** from either the **Actions** list or the right-click menu.  
The **Export PBN Report** dialog box appears.
4. Click the **Click here to download PBN reports** link and save the file to your local file system.

### Related Documentation

- [PBN Reports Overview on page 39](#)
- [Generating PBN Reports on page 44](#)
- [Regenerating PBN Reports on page 47](#)
- [Deleting PBN Reports on page 50](#)

## Deleting PBN Reports

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Junos Space Service Insight provides the delete option in the Actions list of the PBN Reports page to delete multiple PBN reports from the PBN Reports page. Deleted PBN reports cannot be recovered.

To delete PBN reports:

1. From the Service Insight navigation tree, select **Insight Central > PBN Reports**.  
The PBN reports are displayed.
2. Select one or more PBN reports that you want to delete.
3. Select **Delete** from the Action list or the right-click menu.  
The **Delete PBN Reports** dialog box displays the names of the selected PBN reports.
4. Click **Delete**.

Service Insight deletes selected PBN reports from the database and removes it from the the **PBN Reports** page.

- Related Documentation**
- [Generating PBN Reports on page 44](#)
  - [PBN Reports Overview on page 39](#)



## CHAPTER 5

# Service Insight Notifications

- [Notifications Overview on page 53](#)
- [Creating and Copying a Notification on page 54](#)
- [Editing the Filters and Actions of a Notification on page 57](#)
- [Enabling and Disabling Notifications on page 57](#)
- [Deleting Notifications on page 58](#)

### Notifications Overview

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In Service Insight, you can create notifications to alert users when a specific event occurs. You can also specify the actions that Service Insight must take when an event is triggered.

Specify the following parameters when you create a notification:

- **Trigger**—Specify the event that causes Service Insight to send the notification. The types of triggers are:
  - **New EOL Match**—An e-mail notification is sent when an EOL announcement is received and one or more devices are affected by the announcement.
  - **New PBN Arrival**—An e-mail notification is sent when a new PBN is received from JSS.
  - **New PBN Match**—An e-mail notification is sent when a PBN affects one or more devices.
- **Filters**—Specify additional details about the event that cause Service Insight to send a notification.
- **Actions**—List of user e-mail IDs and SNMP trap destinations to which the notifications must be sent when the event occurs.

The Notifications page enables you to manage these notifications. This page displays the notifications chronologically by name, owner, status, and trigger. [Table 9 on page 54](#) provides more information about the fields on the **Notifications** page.

**Table 9: Description of Fields on Notifications Page**

Field Name	Description	Range/Length
Name	Name of the notification. The notification name must be unique	64 characters
Owner	User name of the user who owns the notification.	Not applicable
Status	Functional status of the notification.	Enabled or Disabled
Trigger Type	Type of the trigger for which the notification is applied.	<ul style="list-style-type: none"> <li>• New EOL Match</li> <li>• New PBN Arrival</li> <li>• New PBN Match</li> </ul>

On the Service Insight Notifications page, you can perform the following tasks:

### Benefits of Notifications

Notifications enable Service Insight to keep you informed, through e-mails or SNMP traps, when new PBNs or EOL information is received from JSS or when the issues identified by a PBN affects one or more devices in your network.

### Actions You Can Perform From the Notifications Task

- Create and copy notifications; see [“Creating and Copying a Notification” on page 54](#) for details.
- Edit filters and actions of a notification; see [“Editing the Filters and Actions of a Notification” on page 57](#) for details.
- Enable or disable notifications; see [“Enabling and Disabling Notifications” on page 57](#) for details.
- Delete notifications; see [“Deleting Notifications” on page 58](#) for details.

#### Related Documentation

- [Targeted PBNs Overview on page 23](#)

## Creating and Copying a Notification

Junos Space Service Insight provides the Create Notifications option in the Notifications task to create notifications by specifying when you want Service Insight to send notifications and the recipients of the notification. While creating the notification, you can define filters that specify the trigger events, and the recipients and the destinations for SNMP traps to which Service Insight should send the notifications.

This topic provides procedures for creating and copying notifications.

- [Creating a Notification on page 55](#)
- [Copying a Notification on page 55](#)

## Creating a Notification

To create a notification policy:

1. From the Service Insight navigation tree, select **Insight Central > Notifications > Create Notifications**.

The **Create Notifications** dialog box appears. For descriptions about the fields on this page see [Table 10 on page 56](#).

2. Enter a name for the notification and select a trigger.
3. (Optional) Specify filters, such as the tags included, device name, and serial number.

When you select the **New PBN Arrival** or **New PBN Match** trigger, you can specify two additional filters. These two filters allow you to filter the PBNs based on the words that it has or does not have.

4. Enter the e-mail IDs of the recipients of the notification using the **Add Email** button.
5. Click **Add**.

The notification is created and displayed on the **Notifications** page.

## Copying a Notification

You can copy a notification policy to create a similar notification policy with few differences.

To copy a notification policy:

1. From the Service Insight navigation tree, select **Insight Central > Notifications**.

The **Notifications** page displays the notifications. For descriptions about the fields on this page see [Table 10 on page 56](#).

2. Select the notification whose attributes you want to copy to create another notification.
3. Right-click your selection or use the **Actions** list and select **Copy**.

The **Notifications** dialog box displays the attributes of the selected notification.

4. Make your modifications to the name, applied filters, and the actions.

The Trigger field cannot be modified. By default, the word Copy is added as a prefix to the name of the notification.

5. Click **Copy**.

The notification is created and listed on the Notifications page.

Table 10: Notifications Page Field Description

Field	Description	Range/Length
Name	Enter the name of the notification.	64 characters
Trigger Type	Select the type of trigger required to activate the notification. The fields in the Apply Filter section change dynamically according to the trigger type that you select.	<ul style="list-style-type: none"> <li>• New EOL Match</li> <li>• New PBN Arrival</li> <li>• New PBN Match</li> </ul>
<b>Apply Filters</b>		
Includes Tag	<p>Select a value from the list that displays the tags that you can specify. Service Insight sends a notification when the specified trigger type contains this tag.</p> <p>When a public tag that is set as a filter level for a notification is deleted, the notification continues to be displayed on the Notifications page with its status changed to Disabled. You are notified of this change when the notification is triggered.</p>	255 characters
Device Name	Enter a value in the Device Name field. Service Insight sends a notification if the name of the device associated with the EOL or PBN that triggered the notification matches the entered value.	255 characters
Serial Number	Enter a value in the Serial Number field. Service Insight sends a notification if the serial number of the device associated with the EOL or PBN that triggered the notification matches the entered value.	255 characters
Has the words	<p>Enter a value in the <b>Has the words</b> field. Service Insight sends a notification if the specified words match the words in the title of the PBN that triggered the notification.</p> <p>This field appears only when you select the <b>New PBN Arrival</b> trigger type.</p>	255 characters
Does not have	<p>Enter a value in the <b>Doesn't have</b> field. Service Insight sends a notification if the specified words do not match any of the words in the title of the PBN that triggered the notification.</p> <p>This field appears only when you select the <b>New PBN Arrival</b> trigger type.</p>	255 characters
<b>Actions</b>		
Send Email to	<p>Specify the e-mail addresses of users who must receive an alert when the notification is triggered and matches the specified filters.</p> <p>To add a new e-mail address to the list, click <b>Add Email</b>. Click the <b>Enter Email Id</b> field to enter the e-mail address. The e-mail address should be in the format user@example.com.</p> <p>To delete an e-mail address from the list, select the e-mail address and click <b>Delete</b>.</p>	65535 characters
Send SNMP Traps to	Specify the destinations where SNMP traps can be sent when the notification is triggered and matches the specified filters. See Adding an SNMP Server.	Not applicable.

- Related Documentation**
- [Targeted PBNs Overview on page 23](#)
  - [Enabling and Disabling Notifications on page 57](#)



## Editing the Filters and Actions of a Notification

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You can edit notification parameters, such as the applied filters, and the actions to be taken by using the Edit Filters and Actions option in the Actions list on the Notifications page.

To edit a notification:

1. From the Service Insight navigation tree, select **Insight Central > Notifications**.

The **Notifications** page displays the notifications.

2. Select the notification whose filters and actions you want to edit.

3. Right-click your selection or use the **Actions** list and select **Edit Filters and Actions**.

The **Notifications** dialog box displays the parameters specified for the notification.

4. Make your modifications and click **Save** to save your changes.

To verify that your changes are saved, view the details of the notification on the Notifications page.

### Related Documentation

- [Targeted PBNs Overview on page 23](#)
- [Creating and Copying a Notification on page 54](#)
- [Enabling and Disabling Notifications on page 57](#)

## Enabling and Disabling Notifications

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Junos Space Service Insight provides the Enable/Disable Notifications option on the Actions list of the Notifications page to change the functional status of a notification from enabled to disabled, and vice versa. When you create a notification, by default, the notification is in the enabled status where it performs its functions normally. Although the notifications that you disable are inactive and do not perform the specified actions, they are listed on the Notifications page and can be enabled whenever required.

A notification is sent for an event only when the notification is enabled.

When a public tag that is set as a filter level for a notification is deleted, the notification continues to be displayed on the Notifications page with its status changed to Disabled. You are notified of this change when the notification is triggered.

To enable or disable a notification:

1. From the Service Insight navigation tree, select **Insight Central > Notifications**.  
The **Notifications** page displays the notifications.
2. Select the notifications whose status you want to modify.
3. Right-click your selection or use the **Actions** list and select **Enable/Disable**.  
The Change Notification Status dialog box displays the list of notifications and the changed functional status.
4. Click **Change Status** to confirm.  
The status of the selected notifications is modified.

**Related  
Documentation**

- [Targeted PBNs Overview on page 23](#)
- [Creating and Copying a Notification on page 54](#)

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## Deleting Notifications

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Junos Space Service Insight provides the Delete option on the Notifications page to delete notifications.

To delete notifications:

1. From the Service Insight navigation tree, select **Insight Central > Notifications**.  
The **Notifications** page displays the notifications.
2. Select one or more notifications that you want to delete.
3. Right-click your selection or use the **Actions** list and select **Delete**.  
The **Delete Notification** dialog box displays the list of selected notifications.
4. Click **Delete** to confirm.

Service Insight deletes the notifications and removes them from the Notifications page.

**Related  
Documentation**

- [Targeted PBNs Overview on page 23](#)
- [Creating and Copying a Notification on page 54](#)
- [Enabling and Disabling Notifications on page 57](#)