JUNIPER
NETWORKS

Junos® Space

Service Automation API Reference

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Junos$^{®}$ Space Service Automation API Guide

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Introduction

REST API Overview

REST API Overview

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

Figure 1 on page 4 below provides an overview of the interaction between higher-level applications and Junos Space Network Management Platform using REST API.

Figure 1: Service Automation API Overview
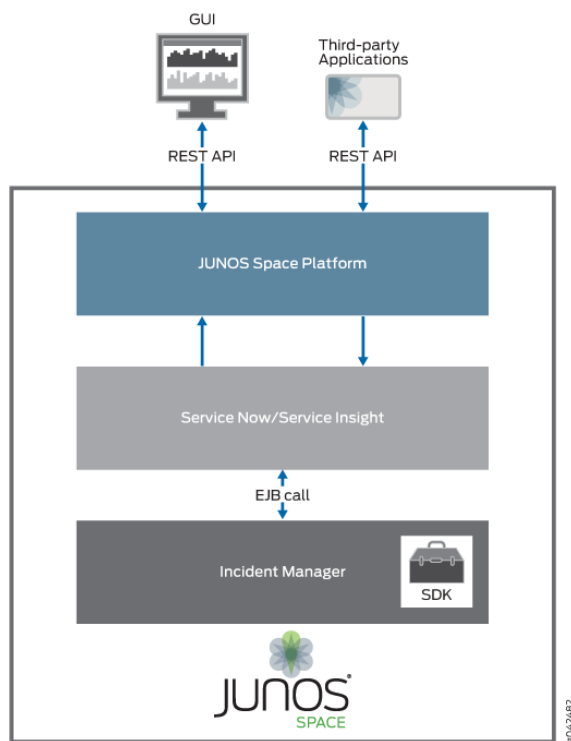
You use standard HTTP methods to access the Service Now and Service Insight APIs. For example, HTTP GET is used by a client application to retrieve a resource, get data from a Web server or to execute a query. Common HTTP methods for REST are:

- GET – Retrieve a resource from the server.

- POST – Update a resource on the server.

- PUT – Create a resource state on the server.

- DELETE – Remove a resource state on the server.

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

Example resource returned in XML format

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

Example resource returned in JSON format

```
device:{
   uri:'/api/juniper/servicenow/device-management/devices/163840',
   hostName:'mx480-2-re0',
   serialNumber:'JN11AFF42AFB',
   product:'MX480',
```

```
softwareRelease:'11.2B3',
    }
```

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

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

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

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

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

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

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

describes these parameters.

Table 1: Media parameters

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

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

For information about Junos Space SDK, refer to Junos Space SDK .

Related Documentation

- Service Now REST API Overview on page 6
- Service Insight REST API Overview on page 7

Service Now REST API Overview

Service Now REST APIs are divided into the following resource groups:

- autosubmit-policy-management
- device-management
- incident-management
- jmb-error-management
- scriptbundle-management
- device-group-management
- devicesnapshot-management
- case-management
- event-profile-management
- endcustomer-case-management
- address-group-management
- organization-management

An auto submit policy is a policy that you create to enable Service Now to submit incidents to Juniper Support Services (JSS) automatically. With the **autosubmit-policy-management** resources, you can return a specific (or all) auto submit policies and assign them to devices.

Junos Space simplifies management of the devices running Junos software on your network. Using the **device-management** resources, you can perform operations such as retrieving device attributes, associate devices with a device group, delete devices and installing event profiles.

In Service Now, incidents are problem events that are detected on a device. The **incident-mangement** resources lets you retrieve and delete incidents, submit cases and export Juniper Message Bundles (JMBs).

Service Now identifies the JMBs with errors and stores them in a database. Using the **jmb-error-management** resources, you can retrieve JMB errors, get notifications when JMB errors occur, perform various operations on JMB errors and delete them.

With the **scriptbundle-management** resources, you can retrieve information about script bundles. For example, you can view all available script bundles or return information or events about a specific script bundle.

Device groups are used to group devices within an organization. Using **device-group-management** resources you can associate an organization with one or more device groups and can maintain groups of devices with similar attributes or uses.

Service Now periodically collects and displays Information Juniper Message Bundles (iJMBs) that contain information about devices. These iJMBs are processed and displayed

on the Device Snapshot page in the Service Now application. Using the **devicemanagement-snapshot** resources you can view and export the device snapshot information.

Use the **case-management** resource to fetch technical support cases from Service Now.

An event profile is a set of event scripts that are selected from an AI-Script bundle. When you install an event profile on Juniper Networks devices, the event scripts are installed on the devices and provide the information needed to automatically detect and report problem (incident) and information events, thus ensuring maximum network uptime. With the **event-profile-management** resources you can view the event profiles and install event profiles on devices.

The **endcustomer-case-management** resource displays all cases belonging to the end customers of Service now. This is applicable only when Service Now is in Partner Proxy mode.

The **address-group-management** resource lets you retrieve, create, modify, associate and perform other tasks associated with address locations, such as a ship-to address.

To open technical support cases and share iJMBs with Juniper Networks, you must first set up an organization in Service Now. With the **organization-management** resource, you can retrieve, delete and modify organizations in Service Now.

Related Documentation

- REST API Overview on page 3
- Service Insight REST API Overview on page 7

Service Insight REST API Overview

Service Insight is an application on the Junos Space platform that uses periodic health data collected via Service Now to deliver proactive management capabilities such as Proactive Bug Notification and EOL/ EOS analysis.

Service Insight REST APIs are divided into the following resource groups:

- exposureanalyzer
- eolreport-management
- pbnreport-management

The Service Insight Exposure Analyzer lists details about the devices managed with Junos Space, including information about EOL announcements. Using the **exposureanalyzer** resources, you can retrieve all managed devices in Service Insight.

With the **eolreport-management** resources, you can generate EOL reports, which show the number of devices with End Of Life announce parts. EOL reports are exported in the Excel format.

Related Documentation

- REST API Overview on page 3
- Service Now REST API Overview on page 6

PART 2

API Reference

CHAPTER 2

Script Bundle Management REST APIs

Script Bundle Management REST API Overview

Scripts are configuration and diagnostic automation tools provided by the Junos OS. They help reduce network downtime and configuration complexity, automate common tasks, and decrease the time to problem resolution. You can group multiple scripts into a script bundle to deploy and execute the script bundle on Junos OS devices. The script bundle APIs let you retrieve a list of events from the script bundle.

Service Now provides the capability to upload a script bundle. A script bundle containing additional events can be uploaded in service now and then be queried to get all events. Using these events, new event profiles can be created from Create Event Profile REST API.

The **/api/juniper/servicenow/scriptbundle-management** resource is available under https://[host]/api/juniper/servicenow.

URI

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

Produces

- vnd.juniper.servicenow.scriptbundle-management +json;version=1
- vnd.juniper.servicenow.scriptbundle-management +xml;version=1

Output

Example XML Output

```
<servicenow-scriptbundle-management>
  <collection href="/api/juniper/servicenow/scriptbundle-management/scriptbundles"
  rel="scriptbundle-management/scriptbundles"/>
</servicenow-scriptbundle-management>
```

Example JSON Output

Get All Script Bundles

The Get All Auto Script Bundles operation returns all available script bundles loaded on a device.

URI

http://[host]/api/juniper/servicenow/scriptbundle-management/scriptbundles (HTTP method = GET)

URI Parameters

None.

Produces

- vnd.juniper.servicenow.scriptbundle-management.scriptbundles +xml;version=1;

- vnd.juniper.servicenow.scriptbundle-management.scriptbundles +json;version=1;

Response

Element	Description
key	Service bundle unique key ID.
name	Script bundle name.
receiveTime	Script bundle creation date and time.
version	The version of the script bundle installed on a device.
isDefault	If **true** then this script bundle is the default. Service Now allows you to set a script bundle as the default. When you create an event profile, the default script bundle is automatically selected as the script bundle from which you select event scripts to associate with the event profile.

Response Status Code

Message	Description
204 No Content	No script bundle exists

Output

Example XML Output

```
<scriptbundles uri="/api/juniper/servicenow/scriptbundle-management/scriptbundles/"
 size="2">
        <scriptbundle key="295312"
uri="/api/juniper/servicenow/scriptbundle-management/scriptbundles/295312">
        <name>jais-3.2R1.2-signed.tgz</name>
        <receiveTime>2012-01-19 04:58:04.0</receiveTime>
        <version>3.2R1.2</version>
        <isDefault>false</isDefault>
    </scriptbundle>
        <scriptbundle key="851968"
uri="/api/juniper/servicenow/scriptbundle-management/scriptbundles/851968">
        <name>jais-3.2I20111114_2332_rsalaiz-signed.tgz</name>
        <receiveTime>2012-01-19 04:58:04.0</receiveTime>
        <version>3.2I20111114_2332_rsalaiz</version>
        <isDefault>false</isDefault>
    </scriptbundle>
</scriptbundles>
```

Example JSON Output

```
{
  "scriptbundles":{
    "@uri":"/api/juniper/servicenow/scriptbundle-management/scriptbundles/",
    "@size":"2",
    "scriptbundle":[
      {
        "@key":"295312",

"@uri":"/api/juniper/servicenow/scriptbundle-management/scriptbundles/295312",
        "name":"jais-3.2R1.2-signed.tgz",
        "receivetime":"2012-01-19 04:58:04.0",
        "version":"3.2R1.2",
        "isdefault":"false"
      },
      {
        "@key":"851968",

"@uri":"/api/juniper/servicenow/scriptbundle-management/scriptbundles/851968",
        "name":"jais-3.2I20111114_2332_rsalaiz-signed.tgz",
        "receivetime":"2012-01-19 04:58:04.0",
        "version":"3.2I20111114_2332_rsalaiz",
        "isdefault":"false"
      }
    ]
  }
}
```

Related Documentation

- Script Bundle Management REST API Overview on page 11

- Get Script Bundle Info by Bundle ID on page 14

- Get All Events in a Script Bundle on page 16

- Create an Event Profile on page 19

Get Script Bundle Info by Bundle ID

The Get Script Bundle Info by Bundle ID operation returns a specific script bundle and all its events.

URI

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

URI Parameters

ID	Unique key identifier of the script bundle to retrieve information from.

Produces

- vnd.juniper.servicenow.scriptbundle-management.scriptbundles +xml;version=1;

- vnd.juniper.servicenow.scriptbundle-management.scriptbundles +json;version=1;

Response

Element	Description
name	Name of script bundle.
receiveTime	Date and time AI-Script was installed.
version	AI-Script package version.
eventID	AI-Script event unique identifier.
category	AI-Script event category.
type	Type of event that triggers the script. Types include: • Software failure • Hardware failure • Resource exhaustion
subType	Detailed description for the type of event that triggers the script. For example, file system error, communication error, socket failure, excessive memory utilization, database failure, session error, memory allocation error, initialization error, process error, and so on.
priority	Priority level of the event script. Values are: • Critical • High • Medium • Low

Element	Description
briefDescription	A terse description of the event.
eventDescription	A detailed description of the event.

Response Status Code

Message	Description
404 Not Found	Invalid script bundle ID

Output

Example XML Output

```
<scriptbundle>
    <name>jais-3.2R1.2-signed.tgz</name>
    <receiveTime>2012-01-19 04:58:04.0</receiveTime>
    <version>3.2R1.2</version>
    <isDefault>false</isDefault>
    <bundleEvents
uri="/api/juniper/servicenow/scriptbundle-management/scriptbundles/295312/bundleEvents">

        <event>
        <eventId>0</eventId>
            <category>ACCT</category>
            <type>Software Failure</type>
            <subType>Communication Error</subType>
            <priority>MED</priority>
            <briefDescription>ACCT_XFER_POPEN_FAIL</briefDescription>
            <eventDescription>A call to the popen() function failed when the accounting
statistics process invoked the indicated command to transfer the indicated
file.</eventDescription>
        </event>
        <event>
            <eventId>0</eventId>
            <category>ALARMD</category>
            <type>Software Failure</type>
            <subType>Initialization failure</subType>
            <priority>HIGH</priority>
            <briefDescription>CONNECTION_CHASSISD_FAIL</briefDescription>
            <eventDescription>The alarm process (alarmd) was unable to connect to the
chassis process (chassisd).</eventDescription>
        </event>
        .....
    </bundleEvents>
</scriptbundle>
```

Example XML Output

```
{
  "scriptbundle":{
  "name":"jais-3.2R1.2-signed.tgz",
  "receivetime":"2012-01-19 04:58:04.0",
   "version":"3.2R1.2",
   "isdefault":"false",
```

```
            "bundleevents":{

    "@uri":"/api/juniper/servicenow/scriptbundle-management/scriptbundles/295312/bundleEvents",

            "event":[
              {
                "eventid":"0",
                "category":"ACCT",
                "type":"Software Failure",
                "subtype":"Communication Error",
                "priority":"MED",
                "briefdescription":"ACCT_XFER_POPEN_FAIL",
                "eventdescription":"A call to the popen() function failed when the accounting
statistics process invoked the indicated command to transfer the indicated file. "
              },
              {
                "eventid":"0",
                "category":"ALARMD",
                "type":"Software Failure",
                "subtype":"Initialization failure",
                "priority":"HIGH",
                "briefdescription":"CONNECTION_CHASSISD_FAIL",
                "eventdescription":"The alarm process (alarmd) was unable to connect to the
chassis process (chassisd). "
              }
            ]
          }
        }
      }
```

Related Documentation

- Script Bundle Management REST API Overview on page 11

- Get All Script Bundles on page 12

- Get All Events in a Script Bundle on page 16

- Create an Event Profile on page 19

Get All Events in a Script Bundle

The Get All Events in a Script Bundle operation returns the events of a script bundle loaded on a device. Unlike the Get Script Bundle Info by Bundle ID operation, the Get All Events in a Script Bundle does not return the script bundle itself.

URI

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

URI Parameters

ID	Unique key identifier of the script bundle to retrieve events from.

Consumes

- vnd.juniper.servicenow.scriptbundle-management.bundleevents+json;version=1;
  charset=UTF-8

- vnd.juniper.servicenow.scriptbundle-management.bundleevents+xml;version=1;
  charset=UTF-8

Response

Element	Description
eventID	AI-Script event unique identifier.
category	AI-Script event category.
type	Type of event that triggers the script. Types include: • Software failure • Hardware failure • Resource exhaustion
subType	Detailed description for the type of event that triggers the script. For example, file system error, communication error, socket failure, excessive memory utilization, database failure, session error, memory allocation error, initialization error, process error, and so on.
priority	Priority level of the event script. Values are: • Critical • High • Medium • Low
briefDescription	A terse description of the event.
eventDescription	A detailed description of the event.

Response Status Code

Message	Description
500 Internal Server Error	No event is available in the script bundle

Output

Example XML Output

```
<bundleevents size="398"
uri="/api/juniper/servicenow/scriptbundle-management/scriptbundles/295312/bundleevents">

    <event>
        <id>294914</id>
        <category>ACCT</category>
        <type>Software Failure</type>
```

```
                                  <subType>Communication Error</subType>
                                  <priority>MED</priority>
                                  <briefDescription>ACCT_XFER_POPEN_FAIL</briefDescription>
                                  <eventDescription>A call to the popen() function failed when the accounting
                      statistics process invoked the indicated command to transfer the indicated
                      file.</eventDescription>
                              </event>
                              <event>
                                  <id>295021</id>
                                  <category>ALARMD</category>
                                  <type>Software Failure</type>
                                  <subType>Initialization failure</subType>
                                  <priority>HIGH</priority>
                                  <briefDescription>CONNECTION_CHASSISD_FAIL</briefDescription>
                                  <eventDescription>The alarm process (alarmd) was unable to connect to the
                      chassis process (chassisd).</eventDescription>
                              </event>
                              ....
                      </bundleevents>
```

Example JSON Output

```
{
  "bundleevents":{
    "@size":"398",

"@uri":"/api/juniper/servicenow/scriptbundle-management/scriptbundles/295312/bundleevents",

    "event":[
      {
        "id":"294914",
        "category":"ACCT",
        "type":"Software Failure",
        "subtype":"Communication Error",
        "priority":"MED",
        "briefdescription":"ACCT_XFER_POPEN_FAIL",
        "eventdescription":"A call to the popen() function failed when the accounting
statistics process invoked the indicated command to transfer the indicated file. "
      },
      {
        "id":"295021",
        "category":"ALARMD",
        "type":"Software Failure",
        "subtype":"Initialization failure",
        "priority":"HIGH",
        "briefdescription":"CONNECTION_CHASSISD_FAIL",
        "eventdescription":"The alarm process (alarmd) was unable to connect to the
chassis process (chassisd). "
      }
    ]
  }
}
```

Related
Documentation

- Script Bundle Management REST API Overview on page 11

- Get All Script Bundles on page 12

Create an Event Profile

An event profile is a set of event scripts selected from an AI-Script bundle. Using event profiles, you can specify the event scripts that you want to install on Service Now devices. The Create an Event Profile operation creates this event profile.

URI

https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/{id}/createEventProfile (HTTP method = POST)

URI Parameters

Parameter	Description
id	Service bundle unique key ID.

Example XML Input

```
<createeventprofile>
    <profileName> testProfile </profileName>
    <profileDescription> testProfile </profileDescription>
    <events>
        <event>
            <id>95608</id>
            <priority>Low</priority>
        </event>
    </events>
</createeventprofile>
```

Example JSON Input

```
{
  "createeventprofile":{
    "profilename": "testProfile",
    "profiledescription":"testProfile",
    "events":{
      "event":{
        "id":95608,
        "priority":"Low"
      }
    }
  }
}
```

Produces

- vnd.juniper.servicenow.scriptbundle-management.createeventprofile+xml;version=1;charset=UTF-8

- vnd.juniper.servicenow.scriptbundle-management.createeventprofile+json;version=1;charset=UTF-8

Response Status Code

Message	Description
500 Internal Server Error	Profile Name is already in Use
400 Bad Request	Profile does not contain any valid events
404 Not Found	Invalid Script Bundle ID

Output

Example XML Output

```
<servicenowmsg>
    <status>
        <desc>Event profile created successfully</desc>
        <keys>
            <key>98306</key>
        </keys>
    </status>
</servicenowmsg>
```

Example JSON Output

```
{
  "servicenowmsg":{
    "status":{
      "desc":"Event profile created successfully",
      "keys":{
        "key":98306
      }
    }
  }
}
```

Related Documentation

- Script Bundle Management REST API Overview on page 11

- Get All Script Bundles on page 12

- Get Script Bundle Info by Bundle ID on page 14

CHAPTER 3

Service Insight REST APIs

Service Insight Overview

Service Insight helps in accelerating operational analysis and managing the exposure 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.

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.

Service Insight Exposure Analyzer REST API

The **/api/juniper/serviceinsight/ExposureAnalyzer** resource is available under https://[host]/api/juniper/serviceinsight.

URI

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

Produces

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

Output

Example XML Output	`<exposureanalyzer>`
	`    <collection href="/api/juniper/serviceinsight/exposureanalyzer/sidevices" rel="sidevices"/>`
	`    <method href="/api/juniper/serviceinsight/exposureanalyzer/generateeolreport" rel="generateeolreport"/>`
	`</exposureanalyzer>`

Example JSON Output	`exposureanalyzer:{`
	`    collection:{`
	`      href:'/api/juniper/serviceinsight/exposureanalyzer/sidevices',`
	`      rel:'sidevices'`
	`    },`
	`    method:{`
	`      href:'/api/juniper/serviceinsight/exposureanalyzer/generateeolreport',`
	`      rel:'generateeolreport'`
	`    }`
	`  }`

Service Insight EOL Reports REST API

The **/api/juniper/serviceinsight/eolreport** resource is available under https://[host]/api/juniper/serviceinsight. With this resource, you can view, export and delete EOL reports.

URI

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

Produces

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

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

Output

Example XML Output	`<eolreport>`
	`    <collection href="/api/juniper/serviceinsight/eolreport/eolreports" rel="eolreports"/>`
	`</eolreport>`

Example JSON Output	`eolreport:{`
	`    collection:{`
	`      href:'/api/juniper/serviceinsight/eolreport/eolreports',`
	`      rel:'eolreports'`
	`    }`
	`  }`

Related Documentation	- Get all Devices in Service Insight on page 23 - Get Device Information by Device ID in Service Insight on page 25 - Generate EOL Report on page 27 - Get all EOL Reports on page 29 - Export EOL Report on page 30

Get all Devices in Service Insight

The Get All Devices in Service Insight operation returns all devices, including attributes, that are available for EOL reports, notifications and so forth.

URI

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

URI Parameters

None.

Produces

- vnd.juniper.serviceinsight.exposureanalyzer.devices+xml;version=1

- vnd.juniper.serviceinsight.exposureanalyzer.devices+json;version=1

Response

Element	Description
key	Unique key to identify the device.
hostName	Device hostname.
ipAddress	Device IP address.
serialNumber	Device serial number.
eolStatus	Indicates whether EOL data is available or not. EOL data is not available unless there has been an EOL bulletin.
lastUpdated	Date and time the device information was last updated.
productName	Device product name, such as SRX 650.
deviceGroup	Device group name to which this device is associated.
EOLParts	Number of parts in this device that has reached EOL status.
connectedMember	if an end-customer device, this is the connected member name to which this device is associated.
matchingPBNs	Number of Proactive Bug Notifications (PBNs) associated with this device.

Element	Description
connectionStatus	Indicates whether this device is power on or off.
criticalPBNs	Number of PBNs with a severity of Critical.
majorPBNs	Number of PBNs with a severity of Major.

Response Status Code

Message	Description
204 No Content	No devices are available.

Output

Example XML Output

```
<devices uri="/api/juniper/serviceinsight/exposureanalyzer/sidevices" size="1">
<device key="196609"
uri="/api/juniper/serviceinsight/exposureanalyzer/sidevices/196609"
href="/api/juniper/serviceinsight/exposureanalyzer/sidevices/196609">
<hostName>Device</hostName>
<ipAddress>192.0.2.47</ipAddress>
<serialNumber>J1213</serialNumber>
<eolStatus>EOL Data available</eolStatus>
<lastUpdated>2012-03-07 23:00:51.0</lastUpdated>
<productName>M7I</productName>
<deviceGroup>testDeviceGroup</deviceGroup>
<EOLParts>3</EOLParts>
<connectedMember></connectedMember>
<matchingPBNs>4</matchingPBNs>
<connectionStatus>up</connectionStatus>
<criticalPBNs>0</criticalPBNs>
<majorPBNs>0</majorPBNs>
</device>
</devices>
```

Example JSON Output

```
devices:{
    uri:'/api/juniper/serviceinsight/exposureanalyzer/sidevices',
    size:1,
    device:{
        key:196609,
        uri:'/api/juniper/serviceinsight/exposureanalyzer/sidevices/196609',
        href:'/api/juniper/serviceinsight/exposureanalyzer/sidevices/196609',
        hostname:'Device',
        ipaddress:'192.0.2.47',
        serialnumber:'J1213',
        eolstatus:'EOL Data available',
        lastupdated:'2012-03-07 23:00:51.0',
        productname:'M7I',
        devicegroup:'testDeviceGroup',
        eolparts:3,
        connectedmember:{
        },
```

```
                matchingpbns:4,
                connectionstatus:'up',
                criticalpbns:0,
                majorpbns:0
            }
        }
```

Get Device Information by Device ID in Service Insight

The Device Information by Device ID in Service Insight operation returns a specific device from Service Insight.

URI

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

URI Parameters

id	Unique identifier of the device that you want information from.

Produces

- vnd.juniper.serviceinsight.exposureanalyzer.device+xml;version=1

- vnd.juniper.serviceinsight.exposureanalyzer.device+json;version=1

Response

Element	Description
key	Unique key to identify the device.
hostName	Device hostname.
ipAddress	Device IP address.
serialNumber	Device serial number.

Element	Description
eolStatus	Indicates whether EOL data is available or not. EOL data is not available unless there has been an EOL bulletin.
lastUpdated	Date and time the device information was last updated.
productName	Device product name, such as SRX 650.
deviceGroup	Device group name to which this device is associated.
EOLParts	Number of parts in this device that has reached EOL status.
connectedMember	If an end-customer device, this is the connected member name to which this device is associated.
matchingPBNs	Number of Proactive Bug Notifications (PBNs) associated with this device.
connectionStatus	Indicates whether this device is power on or off.
criticalPBNs	Number of PBNs with a severity of Critical.
majorPBNs	Number of PBNs with a severity of Major.

Response Status Code

Message	Description
204 No Content	Invalid device ID.

Output

Example XML Output

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

```
<connectedMember></connectedMember>
<matchingPBNs>4</matchingPBNs>
<connectionStatus>up</connectionStatus>
<criticalPBNs>0</criticalPBNs>
<majorPBNs>0</majorPBNs>
</device>
```

Example JSON Output

```
device:{
    uri:'/api/juniper/serviceinsight/exposureanalyzer/sidevices/196609',
    hostname:'elmo',
    id:196609,
    ipaddress:'192.0.2.47',
    serialnumber:'J1213',
    eolstatus:'EOL Data available',
    lastupdated:'2012-03-07 23:00:51.0',
    productname:'M7I',
    organization:{
        href:'/api/juniper/servicenow/organization-management/organization/99508',
        id:99508,
        name:'testOrg'
    },
    devicegroup:{
        href:'/api/juniper/servicenow/device-group-management/deviceGroup/99509',
        id:99509,
        name:'testDeviceGroup'
    },
    eolparts:3,
    connectedmember:{
    },
    matchingpbns:4,
    connectionstatus:'up',
    criticalpbns:0,
    majorpbns:0
}
```

Related Documentation

Generate EOL Report

Devices with End Of Life (EOL) information are identified and displayed on the Exposure Analyzer page. Using the Generate EOL Report operation, you can generate EOL reports which show the number of devices with End Of Life announce parts, Last Order Dates

parts, End of HW Engineering parts, End of SW Engineering parts, and the End Of Support parts for the devices that you select. EOL reports are generated in the Excel format.

URI

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

URI Parameters

eolreportname	User defined name for report. The report name is displayed at the top of the generated EOL report. The EOL report name can contain only alphanumeric characters and must be less than 64 characters in length.
device	(optional) Device name you for which the EOL report is to be generated. You can specify multiple device. If you do not specify this parameter, the EOL report is generated for all available service insight device.
emails	(optional) A list of comma-separated email addresses. Emails are sent to these addresses once the EOL report is generated.

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

Consumes

- vnd.juniper.serviceinsight.exposureanalyzer.generateeolreport+xml;version=1"+";charset=UTF-8" ,

- vnd.juniper.serviceinsight.exposureanalyzer.generateeolreport+json;version=1"+";charset=UTF-8"

Response

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

Response Status Code

Message	Description
Name must begin with a letter and should have only alphanumeric (a-z0-9) characters.	EOL report name contains non-alphanumeric characters. Remove the non-alphanumeric characters.
EOL Report name exceeds maximum character length (64).	EOL report name is longer than 64 characters. Shorten the report name to less than 64 characters.

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

Output

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

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

Related Documentation

- Script Bundle Management REST API Overview on page 11
- Get all Devices in Service Insight on page 23
- Get Device Information by Device ID in Service Insight on page 25
- Get all EOL Reports on page 29
- Export EOL Report on page 30
- Delete EOL Report on page 31
- Get EOL Report by ID on page 32

Get all EOL Reports

The Get All EOL Reports operation returns all available EOL reports from Service Insight.

URI

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

URI Parameters

None.

Produces

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

Response

Element	Description
reportCreator	Username of the person who created the report.
deviceList	Devices for which the report is generated.

Element	Description
mailStatus	Indicates whether mail has been sent.
reportName	User defined report name.

Response Status Code

Message	Description
204 No Content	No reports are available.

Output

Example XML Output

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

Example JSON Output

```
eolreports:{
    uri:'/api/juniper/serviceinsight/eolreport-management/eolreports',
    size:1,
    eolreport:{
        uri:'/api/juniper/serviceinsight/eolreport-management/eolreports/753665',
        reportcreator:'super',
        devicelist:'elmo,re1-sur01.mx960.77.49',
        mailstatus:'Mail not sent. SMTP server not configured for Service Insight',
        reportname:'SDKReport1'
    }
}
```

Related Documentation

Export EOL Report

The Export EOL Report operation exports a specific EOL report from Service Insight and saves it on your local file system in an Excel format. When you export EOL reports, you

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

URI

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

URI Parameters

id	ID of the report to export.

Produces

application/octet-stream

Response Status Code

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

Related Documentation

- Script Bundle Management REST API Overview on page 11

- Get all Devices in Service Insight on page 23

- Get Device Information by Device ID in Service Insight on page 25

- Generate EOL Report on page 27

- Get all EOL Reports on page 29

- Delete EOL Report on page 31

- Get EOL Report by ID on page 32

Delete EOL Report

The Delete EOL Report operation deletes the specified EOL report from Service Insight.

URI

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

URI Parameters

id	ID of the report to delete.

Produces

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

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

Response Status Code

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

Get EOL Report by ID

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

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

URI

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

URI Parameters

id	ID of the report to retrieve.

Produces

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

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

Output

Example XML Output

```
<eolreport uri="/api/juniper/serviceinsight/eolreport-management/eolreports/1769473">

   <reportCreator>super</reportCreator>
```

```
                            <deviceList>
                              MX80-SN-3, re1-sur01.mx960.77.49, ghulam, tsf-a, xabi, raman, nmft2-mx, banaswadi,
                            chelsea, betta, ektara, jotter
                             </deviceList>
                             <mailStatus>Email successfully sent</mailStatus>
                             <id>1769473</id>
                             <reportName>EOL</reportName>
                            </eolreport>
```

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

Related
Documentation

- Script Bundle Management REST API Overview on page 11

- Get all Devices in Service Insight on page 23

- Get Device Information by Device ID in Service Insight on page 25

- Generate EOL Report on page 27

- Get all EOL Reports on page 29

- Export EOL Report on page 30

CHAPTER 4

Device Management REST APIs

Device Management REST API Overview

Device Management REST API

The **/api/juniper/servicenow/device-management** resource is available under https://[host]/api/juniper/servicenow.

URI

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

Produces

- vnd.juniper.servicenow.device-management+xml;version=1

- vnd.juniper.servicenow.device-management+json;version=1

Output

Example XML Output

```
<servicenow-device-management>
 <collection href="/api/juniper/servicenow/device-management/devices"
rel="devices"/>
 <method href="/api/juniper/servicenow/device-management/devices/exportDevice"
rel="Export devices in excel or CSV format"/>
 <method href="/api/juniper/servicenow/device-management/devices/devicesToAdd"
rel="Get devices to be added in Service Now"/>
 <method href="/api/juniper/servicenow/device-management/devices/add" rel="Add
devices in Service Now"/>
 <method
href="/api/juniper/servicenow/device-management/devices/exportDeviceInventory"
rel="Export device inventory in excel or CSV format"/>
 <method
href="/api/juniper/servicenow/device-management/devices/createOnDemandIncident"
rel="Create On-Demand Incident"/>
 <method
href="/api/juniper/servicenow/device-management/devices/associateAddressGroup"
rel="Associate Devices to Address Group"/>
</servicenow-device-management>
```

Example JSON Output

```
{
 "servicenow-device-management": {
  "collection": {
   "@href": "/api/juniper/servicenow/device-management/devices",
   "@rel": "devices"
  },
  "method": [
   {
    "@href": "/api/juniper/servicenow/device-management/devices/exportDevice",
    "@rel": "Export devices in excel or CSV format"
   },
   {
    "@href": "/api/juniper/servicenow/device-management/devices/devicesToAdd",
    "@rel": "Get devices to be added in Service Now"
   },
   {
    "@href": "/api/juniper/servicenow/device-management/devices/add",
    "@rel": "Add devices in Service Now"
   },
   {
    "@href":
"/api/juniper/servicenow/device-management/devices/exportDeviceInventory",
    "@rel": "Export device inventory in excel or CSV format"
   },
   {
    "@href":
"/api/juniper/servicenow/device-management/devices/createOnDemandIncident",
    "@rel": "Create On-Demand Incident"
   },
   {
```

```
      "@href":
"/api/juniper/servicenow/device-management/devices/associateAddressGroup",
        "@rel": "Associate Devices to Address Group"
      }
    ]
  }
}
```

Device Group Management REST API

Device groups are used to group devices within an organization. By associating an organization with one or more device groups, you can maintain groups of devices with similar attributes or uses. One or more devices can be associated to every device group.

The **/api/juniper/servicenow/device-group-management/device-group** resource is available under https://[host]/api/juniper/servicenow/device-group-management.

URI

Produces

- vnd.juniper.servicenow.device-group-management+xml;version=1

- vnd.juniper.servicenow.device-group-management+json;version=1

Example XML Output

```
<servicenow-device-group-management>
  <collection href="/api/juniper/servicenow/device-group-management/deviceGroup"
 rel="device-groups"/>
</servicenow-device-group-management>
```

Example JSON Output

```
Servicenow-devicegroup-management:{
  collection:{
    href:'/api/juniper/servicenow/device-group-management/deviceGroup',
    rel:'device-groups'
  }
}
```

Get all Devices in Service Now

Use the Get all Devices in Service Now operation to retrieve information about all the devices in Service Now.

URI

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

URI Parameters

None

Produces

- vnd.juniper.servicenow.device-management.devices+xml;version=5

- vnd.juniper.servicenow.device-management.devices+json;version=5

Response

Element	Description
hostName	Hostname of the device
serialNumber	Serial number of the device
product	Product name of the device, such as SRX 650
softwareRelease	Release number of the software installed on the device
osPlatform	Operating system of the device, such as Junos OS
deviceFamily	Device family to which the device belongs, such as M Series
shipToAddress	Ship-to address of the device. For example, the address of the company to which the replacement part of a router should be shipped.
ipAddr	IP address of the device
organizationName	Name of the organization with which the device is associated

Element	Description
deviceGroupName	Name of the device group with which the device is associated
domain-id	ID of the Junos Space domain to which the device belongs
domain-name	Name of the Junos Space domain to which the device belongs
messages	Error messages generated on the device; for example, error while deleting JMB files from the device after copying the JMB files to Service Now

Response Status Code

Message	Description
204 No Content	No devices found

Output

Example XML Output

```
<devices uri="/api/juniper/servicenow/device-management/devices/" size="1">
  <device href="/api/juniper/servicenow/device-management/devices/4325412"
uri="/api/juniper/servicenow/device-management/devices/4325412" key="4325412">

    <hostName>mx-480-sn1</hostName>
    <serialNumber>JN11AFF42AFB</serialNumber>
    <product>MX480</product>
    <softwareRelease>13.2R2</softwareRelease>
    <osPlatform>junos</osPlatform>
    <deviceFamily>junos</deviceFamily>
    <ipAddr>192.0.2.125</ipAddr>
    <organizationName>test</organizationName>
    <deviceGroupName>Default for test</deviceGroupName>
    <domain-id>3</domain-id>
    <domain-name>Global</domain-name>
    <messages>
      <warningMessages>
        <warningMessage>
          <message>This device will be exposed to known issues with the selected Event
Profile to be installed. Click the link in Exposure column to view the Exposure.</message>

        </warningMessage>
        <warningMessage>
          <message>There is a mismatch of AI Scripts installed on 're1', 're0' of device
mx-480-sn1</message>
        </warningMessage>
        <warningMessage>
          <message>One or more files (JMB/Attachments/Logs) could not be deleted from
the device.</message>
        </warningMessage>
      </warningMessages>
    </messages>
```

```
        </device>
      </devices>
```

Example JSON Output

```
{
  "devices": {
    "@uri": "/api/juniper/servicenow/device-management/devices/",
    "@size": "1",
    "device": {
      "@href": "/api/juniper/servicenow/device-management/devices/4325412",
      "@uri": "/api/juniper/servicenow/device-management/devices/4325412",
      "@key": "4325412",
      "hostName": "mx-480-sn1",
      "serialNumber": "JN11AFF42AFB",
      "product": "MX480",
      "softwareRelease": "13.2R2",
      "osPlatform": "junos",
      "deviceFamily": "junos",
      "ipAddr": "192.0.2.125",
      "organizationName": "test",
      "deviceGroupName": "Default for test",
      "domain-id": 3,
      "domain-name": "Global",
      "messages": {
        "warningMessages": {
          "warningMessage": [
            {
              "message": "This device will be exposed to known issues with the selected Event
Profile to be installed. Click the link in Exposure column to view the Exposure."
            },
            {
              "message": "There is a mismatch of AI Scripts installed on 're1', 're0' of device
mx-480-sn1"
            },
            {
              "message": "One or more files (JMB/Attachments/Logs) could not be deleted
from the device."
            }
          ]
        }
      }
    }
  }
}
```

Related Documentation

Get Device Information According to Device ID

Use the Get Device Information According To Device ID operation to retrieve information about a specific device, such as its serial number, hostname, and organization with which the device is associated.

URI

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

URI Parameters

Parameter	Description
id	ID of the device

Produces

- vnd.juniper.servicenow.device-management.device+xml;version=5

- vnd.juniper.servicenow.device-management.device+json;version=5

Response

Element	Description
hostName	Hostname of the device
serialNumber	Serial number of the device
product	Product name of the device, such as SRX 650
softwareRelease	Release number of the software installed on the device
routingEngine	Routing Engine model used in the device
osPlatform	Operating system of the device, such as Junos OS

Element	Description
eventProfileInstalltionStatus	Name of the event profile that is installed on the device. For an end customer, **deviceeventProfileInstallationStatus** is set to **Not Applicable**.
connectionStatus	Connection status of the device to Juniper Support Systems (JSS). For an end customer, **connectionStatus** is set to **Not Applicable**.
ipAddr	IP address of the device.
deviceFamily	Device family to which the device belongs, such as M Series
domain-id	ID of the Junos Space domain to which the device belongs
domain-name	Name of the Junos Space domain to which the device belongs
organization	Organization to which the device belongs
deviceGroup	Device group to which the device belongs
id	ID of the device
message	Error messages generated on the device; for example, error in deleting JMB files from the device when copying the JMB files to Service Now
method	Methods applicable to the device

Response Status Code

Message	Description
204 No Content	No devices found

Output

Example XML Output

```
<device uri="/api/juniper/servicenow/device-management/devices/4325412">
  <hostName>mx-480-sn1</hostName>
  <serialNumber>JN11AFF42AFB</serialNumber>
  <product>MX480</product>
  <softwareRelease>13.2R2</softwareRelease>
  <routingEngine>Not Available</routingEngine>
  <eventProfileInstalltionStatus>Not Available</eventProfileInstalltionStatus>
  <connectionStatus>up</connectionStatus>
  <osPlatform>junos</osPlatform>
  <ipAddr>0.2.125</ipAddr>
  <deviceFamily>junos</deviceFamily>
  <domain-id>3</domain-id>
  <domain-name>Global</domain-name>
  <messages>
```

```
            <warningMessages>
              <warningMessage>
                <message>This device will be exposed to known issues with the selected Event
Profile to be installed. Click the link in Exposure column to view the Exposure.</message>

              </warningMessage>
              <warningMessage>
                <message>There is a mismatch of AI Scripts installed on 're1', 're0' of device
mx-480-sn1</message>
              </warningMessage>
              <warningMessage>
                <message>One or more files (JMB/Attachments/Logs) could not be deleted from
 the device.</message>
              </warningMessage>
            </warningMessages>
          </messages>
          <organization
href="/api/juniper/servicenow/organization-management/organization/198879">
            <id>198879</id>
            <name>test</name>
          </organization>
          <deviceGroup
href="/api/juniper/servicenow/device-group-management/deviceGroup/198880">
            <id>198880</id>
            <name>Default for test</name>
          </deviceGroup>
          <id>4325412</id>
          <method rel="Install Event Profile"
href="/api/juniper/servicenow/device-management/devices/4325412/installEventProfile"
 />
          <method rel="Uninstall Event Profile"
href="/api/juniper/servicenow/device-management/devices/4325412/uninstallEventProfile"
 />
          <method rel="Export device in excel or CSV format"
href="/api/juniper/servicenow/device-management/devices/4325412/exportDevice"
 />
          <method rel="Associate device to device group "
href="/api/juniper/servicenow/device-management/devices/4325412/associateDeviceGroup"
 />
          <method rel="Export Device Inventory"
href="/api/juniper/servicenow/device-management/devices/4325412/exportDeviceInventory"
 />
          <method rel="Request RMA Incident"
href="/api/juniper/servicenow/device-management/devices/4325412/requestRMAIncident"
 />
          <domain href="/api/space/domain-management/domains/3" />
        </device>
```

Example JSON Output	```
	{
	 "device": {
	 "@uri": "/api/juniper/servicenow/device-management/devices/4325412",
	 "hostName": "mx-480-sn1",
	 "serialNumber": "JN11AFF42AFB",
	 "product": "MX480",
	 "softwareRelease": "13.2R2",
	 "routingEngine": "Not Available",
	``

```
                            "eventProfileInstalltionStatus": "Not Available",
                            "connectionStatus": "up",
                            "osPlatform": "junos",
                            "ipAddr": "192.0.2.125",
                            "deviceFamily": "junos",
                            "domain-id": 3,
                            "domain-name": "Global",
                            "messages": {
                             "warningMessages": {
                              "warningMessage": [
                                {
                                  "message": "This device will be exposed to known issues with the selected Event
                         Profile to be installed. Click the link in Exposure column to view the Exposure."
                                },
                                {
                                  "message": "There is a mismatch of AI Scripts installed on 're1', 're0' of device
                         mx-480-sn1"
                                },
                                {
                                  "message": "One or more files (JMB/Attachments/Logs) could not be deleted from
                          the device."
                                }
                              ]
                             }
                            },
                            "organization": {
                            "@href": "/api/juniper/servicenow/organization-management/organization/198879",

                             "id": 198879,
                             "name": "test"
                            },
                            "deviceGroup": {
                            "@href": "/api/juniper/servicenow/device-group-management/deviceGroup/198880",

                             "id": 198880,
                             "name": "Default for test"
                            },
                            "id": 4325412,
                            "method": [
                             {
                              "@rel": "Install Event Profile",
                              "@href":
                         "/api/juniper/servicenow/device-management/devices/4325412/installEventProfile"
                             },
                             {
                              "@rel": "Uninstall Event Profile",
                              "@href":
                         "/api/juniper/servicenow/device-management/devices/4325412/uninstallEventProfile"

                             },
                             {
                              "@rel": "Export device in excel or CSV format",
                              "@href":
                         "/api/juniper/servicenow/device-management/devices/4325412/exportDevice"
                             },
                             {
```

```
        "@rel": "Associate device to device group ",
        "@href":
"/api/juniper/servicenow/device-management/devices/4325412/associateDeviceGroup"

      },
      {
        "@rel": "Export Device Inventory",
        "@href":
"/api/juniper/servicenow/device-management/devices/4325412/exportDeviceInventory"

      },
      {
        "@rel": "Request RMA Incident",
        "@href":
"/api/juniper/servicenow/device-management/devices/4325412/requestRMAIncident"

      }
    ],
    "domain": {
      "@href": "/api/space/domain-management/domains/3"
    }
  }
}
```

Related
Documentation

Export all Devices

The Export All Devices operation exports the device information, such as the hostname, serial number and so forth, managed through Junos Space to a Microsoft Excel or comma-separated view (CSV) file.

URI

https://[host]/api/juniper/servicenow/device-management/devices/exportDevice?type={type}
(HTTP method = POST)

URI Parameters

devices	Exports only the listed device information. If no devices are specified, exports all found devices.
type	Defines the output format. Valid options are: **excel** and **csv**. If type is not defined, the output is generated as a Microsoft Excel file.

In the following example only the two specified devices are exported.

Example input in XML format

```
<export>
  <devices>
    <device uri="/api/juniper/servicenow/device-management/devices/622592"/>
    <device uri="/api/juniper/servicenow/device-management/devices/622593"/>
  </devices>
</export>
```

Example input in JSON format

```
export:{
    devices:{
      device:[
        {
          uri:'/api/juniper/servicenow/device-management/devices/622592'
        },
        {
          uri:'/api/juniper/servicenow/device-management/devices/622593'
        }
      ]
    }
  }
```

Consumes

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

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

Produces

application/octet-stream

Response

The response is an Octet-Stream and the file is downloaded in either excel or csv format.

Response Status Code

Message	Description
404 Not Found	Invalid device ID.

Message	Description
400 Bad Request	Invalid type specified. The **type** parameter must **excel** or **csv**.

Export Device Inventory

The Export Device Inventory operation exports the device chassis information managed through Junos Space to a Microsoft Excel or comma-separated view (CSV) file.

URI

https://[host]/api/juniper/servicenow/device-management/devices/exportDeviceInventory?type={type} (HTTP method = POST)

URI Parameters

devices	Exports only the listed device information. If no devices are specified, exports all found devices.
type	Defines the output format. Valid options are: **excel** and **csv**. If type is not defined, the output is generated as a Microsoft Excel document.

In the following example (listed both as XML and JSON) only the two specified devices are exported.

```
<export>
  <devices>
    <device uri="/api/juniper/servicenow/device-management/devices/622592"/>
    <device uri="/api/juniper/servicenow/device-management/devices/622593"/>
  </devices>
</export>
export:{
  devices:{
    device:[
      {
        uri:'/api/juniper/servicenow/device-management/devices/622592'
      },
      {
        uri:'/api/juniper/servicenow/device-management/devices/622593'
      }
    ]
  }
}
```

Consumes

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

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

Produces

application/octet-stream

Response

The response is an Octet-Stream and the file is downloaded in either excel or csv format.

Response Status Code

Message	Description
404 Not Found	Invalid device ID.
400 Bad Request	Invalid type specified. The **type** parameter must **excel** or **cvs**.

Related
Documentation

Add a Device to Service Now

The Add Device to Service Now operation adds a platform device to Service Now.

URI

https://[host]/api/juniper/servicenow/device-management/devices/add (HTTP method = POST)

URI Parameters

None.

Consumes

- vnd.juniper.servicenow.device-management.adddevices+xml;version=1; charset=UTF-8

- vnd.juniper.servicenow.device-management.adddevices+json;version=1; charset=UTF-8

Produces

- vnd.juniper.servicenow.device-management.servicenowmsg+xml;version=2

- vnd.juniper.servicenow.device-management.servicenowmsg+json;version=2

Sample XML Input

```
<adddevices>
    <devices>
        <device href="/api/space/device-management/devices/262256"/>
        <device href="/api/space/device-management/devices/100"/>
        <device href="/api/space/device-management/devices/262220"/>
    </devices>
</adddevices>
```

Sample JSON Input

```
adddevices:{
    devices:{
      device:[
        {
          href:'/api/space/device-management/devices/262256'
        },
        {
          href:'/api/space/device-management/devices/100'
        },
        {
          href:'/api/space/device-management/devices/262220'
```

```
            }
          ]
        }
      }
```

Response

Element	Description
severity	Severity of the operation. Values are: • WARN • ERROR
code	Service Now-specific error code.
desc	Description of the operation.
key	Value of the ID passed as an input.

Response Status Code

Message	Description
500 Internal Server Error	Service Now is in demo mode, specified device ID does not exist, or error while adding device to Service Now.

Output

Example XML Output

```
<servicenowmsg>
    <deviceStatus>
        <desc>Devices successfully added</desc>
        <keys>
            <key>262256</key>
        </keys>
    </deviceStatus>
    <exceptions>
        <exception>
            <severity>ERROR</severity>
            <code>SN-1000</code>
            <desc>Invalid devices</desc>
            < keys >
                <key>100</key>
            </ keys >
        </exception>
        <exception>
            <severity>WARN</severity>
            <code>SN-1001</code>
            <desc> Devices already added/present in Service Now </desc>
            <keys>
                <key>262220</key>
            </keys>
        </exception>
```

```
                            </exceptions>
                          </servicenowmsg>

Example JSON Output          servicenowmsg:{
                              devicestatus:{
                                desc:'Device Successfully Added to Service Now',
                                keys:{
                                   key: 262256
                                }
                              },
                              exceptions:{
                                exception:[
                                  {
                                     severity:'WARN',
                                     code:'SN-1001',
                                     desc:'Devices already added/present in Service Now ',
                                     keys:{
                                        key: 262220
                                     }
                                  },
                                  {
                                     severity:'ERROR',
                                     code:'SN-1000',
                                     desc:'Invalid Devices',
                                     keys:{
                                        key:100
                                     }
                                  }
                                ]
                              }
                          }
```

Related Documentation

Create Device Group

The create Device Group operation creates a device group in Service Now.

URI

https://[host]/api/juniper/servicenow/device-group-management/deviceGroup/createDeviceGroup
(HTTP method = POST)

URI Parameters

None

Consumes

- vnd.juniper.servicenow.device-group-management.createdevicegroup+xml;version=1;charset=UTF-8

- vnd.juniper.servicenow.device-group-management.createdevicegroup+json;version=1;charset=UTF-8

Produces

- vnd.juniper.servicenow.device-group-management.createdevicegroup.servicenowmsg+xml;version=1

- vnd.juniper.servicenow.device-group-management.createdevicegroup.servicenowmsg+json;version=1

Input

Example XML Input

```
<createDeviceGroup>
<deviceGroupName>Juniper Device Group</deviceGroupName>
<defaultDeviceGroup>true</defaultDeviceGroup>
<organization href =
"/api/juniper/servicenow/organization-management/organization/229380"/>
<devices>
  <device href= "/api/juniper/servicenow/device-management/devices/229382"/>
  <device href= "/api/juniper/servicenow/device-management/devices/229385"/>
  <device href= "/api/juniper/servicenow/device-management/devices/100"/>
</devices>
</createDeviceGroup>
```

Example JSON Input

```
{
  "createDeviceGroup":{
    "deviceGroupName":"Juniper Device Group",
    "defaultDeviceGroup":"true",
    "organization":{
    "@href":"/api/juniper/servicenow/organization-management/organization/229380"

    },
    "devices":{
     "device":[
       {
         "@href":"/api/juniper/servicenow/device-management/devices/229382"
       },
       {
         "@href":"/api/juniper/servicenow/device-management/devices/229385"
       },
```

```
        {
          "@href":"/api/juniper/servicenow/device-management/devices/100"
        }
      ]
    }
  }
}
```

> **NOTE:**
> - **deviceGroupName** is mandatory
> - **organization** is mandatory
> - If **defaultDeviceGroup** is not specified, then Service Now will create a non-default device group.
> - If **devices** are specified, then Service Now will associate the devices to its corresponding device groups.

Response Status Code

Message	Description
SN-1000	Invalid device ID, device not found
404 Not Found	Invalid organization ID, organization not found
400 Bad Request	One of the following: • Invalid device group name is specified, device group name cannot be null or empty. • Invalid organization name, organization name cannot be null or empty.

Output

Example XML Output

```
<servicenowmsg>
    <status>
     <desc>
        Device group successfully created and devices are successfully associated
with this device group.
     </desc>
     <keys>
  <key>229385</key>
  <key>229382</key>
     </keys>
    </status>
  <exceptions>
  <exception>
  <severity>ERROR</severity>
  <code>SN-1000</code>
  <desc>Invalid Devices</desc>
  <keys>
```

```
        <key>100</key>
        </keys>
        </exception>
        </exceptions>
            </servicenowmsg>
```

Example JSON Output

```json
{
 "servicenowmsg": {
  "status": {
   "desc": "Device group successfully created. and Devices are successfully associated
  with this device group",
    "keys": {
     "key": [
      229385,
      229382
     ]
    }
   }
  },
  "exceptions": {
   "exception": {
    "severity": "ERROR",
    "code": "SN-1000",
    "desc": "Invalid Devices",
    "keys": {
     "key": 100
    }
   }
  }
 }
}
```

Related
Documentation

- Uninstall Event Profiles on page 74

Associate a Device to a Device Group

Device groups let you group devices within an organization. Use the Associate a Device to a Device group operation to associate multiple devices to a device group.

URI

https://[host]/api/juniper/servicenow/device-management/devices/{id}/associateDeviceGroup
(HTTP method = POST)

URI Parameters

id	Unique ID of the device to add to the group.

In the following examples, devices are added to the device group identified as 327680.

Example XML Input
```
<associatedevicegroup>
  <devicegroup href
="/api/juniper/servicenow/device-group-management/deviceGroup/327680"/>
</associatedevicegroup>
```

Example JSON Input
```
associatedevicegroup:{
   devicegroup:{
      href:'/api/juniper/servicenow/device-group-management/deviceGroup/327680'

   }
  }
```

Consumes

- vnd.juniper.servicenow.device-management.associatedevicegroup+xml;version=1;charset=UTF-8

- vnd.juniper.servicenow.device-management.associatedevicegroup+json;version=1;charset=UTF-8

Produces

- vnd.juniper.servicenow.device-management.servicenowmsg+xml;version=1

- vnd.juniper.servicenow.device-management.servicenowmsg+json;version=1

Response

If successful, the following XML response is returned.

```
<servicenowmsg>
  <msg>Device added successfully to device group</msg>
</servicenowmsg>
```

If successful, the following JSON response is returned.

```
servicenowmsg:{
    msg:'Device added successfully to device group'
}
```

Response Status Code

Message	Description
404 Not Found	Invalid device ID or device group ID.

Create On-Demand Incident

The Create On Demand incident operation lets you submit on-demand incidents for specific devices so that Juniper Message Bundles (JMBs) without having to wait for eventto generate them. These JMBs are called on-demand incident JMBs. When you submit an on-demand incident, Service Now generate the JMBs.

This operation creates and submits the on-demand incidents automatically to JSS if the **createcase** attribute is set to true.

URI

https://[host]/api/juniper/servicenow/device-management/devices/createOnDemandIncident ?queue=http://[host]/api/hornet-q/queues/jms.queue.[QueueName] (HTTP method = POST)

Example Input

Example XML Input

```
<ondemandincident>
   <devices>
      <device uri="/api/juniper/servicenow/device-management/devices/622592"/>
      <device uri="/api/juniper/servicenow/device-management/devices/622593"/>
   </devices>
   <followUpMethod>Email Full Text Update</followUpMethod>
   <caseCCList>
      <email>user1@example.com</email>
   <email>user2@example.com</email
   </caseCCList>
   <priority>Critical</priority>
   <synopsisComments>
      These are my synopsis comments here
   </synopsisComments>
   <customerComments>
      These are my customer comments here
   </customerComments>
   <createCase>true</createCase></ondemandincident>
```

Example JSON Input

```
{
  "ondemandincident":{
   "devices":{
    "device":[
      {
        "@uri":"/api/juniper/servicenow/device-management/devices/262144"
      },
      {
        "@uri":"/api/juniper/servicenow/device-management/devices/262176"
      }
     ]
   },
   "followUpMethod":"Email Full Text Update",
   "caseCCList":{
    "email":[
      "user1@example.com",
     "user2@example.com""
     ]
   },
   "priority":"Critical",
   "synopsisComments":"These are my synopsis comments here",
   "customerComments":"These are my customer comments here"
   "createCase": true
  }
}
```

Consumes

- vnd.juniper.servicenow.device-management.ondemandincident+xml;version=3

- vnd.juniper.servicenow.device-management.ondemandincident+json;version=3

Additional Information

Please note the following when providing input to create on demand incident.

- Set **useOffBoxJMBProcessing** to **true** to trigger on-demand incident creation using an off-box mechanism. If **useOffBoxJMBProcessing** is false, AIScript will be triggered to collect the on-demand JMB.

- Valid values for **followUpMethod**::

  - Service ow operating in **Partner Mode** or **Direct Mode**, the values are:

    - **Email Full Text Update**

    - **Email Secure Web Link**

    - **Phone Call**

  - For Service Now operating in **Mode**, **followUpMethod** is not required and is discarded if provided as input.

- The valid values for **priority** are:

  - **Critical**

  - **High**

  - **Medium**

  - **Low**

Response Status Code

Message	Description
400 Bad Request	One of the following: - Cannot Create On-Demand Incident as more than five devices have been selected - Is not associated with any Device Group - Is a Connected Member Device - Is a Fabric Node (TOR) - Is a DCF device - Invalid Follow Up Method - Invalid priority - Not a valid -mail ID
404 Not Found	Not a valid Service Now device

Output

Example XML Output

```
<task href="/api/juniper/job-management/jobs/3801101">
  <id>3801101</id>
</task>
```

Example JSON Output

```
{
  "task":{
    "@href":"/api/space/job-management/jobs/3801101",
```

```
        "id":3801101
    }
  }
```

Get All Device Groups

The Get All Device Groups operation returns information, such as name and organization, of all available device groups. This operation does not display devices within the device group.

URI

https://[host]/api/juniper/servicenow/device-group-management/deviceGroup (HTTP method = GET)

URI Parameters

None.

Produces

- vnd.juniper.servicenow.device-group-management.devicegroups+xml;version=2

- vnd.juniper.servicenow.device-group-management.devicegroups+json;version=2

Response

Element	Description
size	Number of device groups found.
key	Unique key to identify this device group.
uri	Device group resource identifier.
deviceGroupName	Device group name.
isDefault	Identifies whether this is the default group. Values are **true** and **false**. This element is valid only when Service Now is running in Proxy mode. You cannot delete a default device group until another device group is set as the default.
organizationName	Organization to which this device group is associated with.

Response Status Code

Message	Description
204 No Content	No device groups found.

Output

Example XML Output

```
<devicegroups size="1"
uri="/api/juniper/servicenow/device-group-management/deviceGroup">
    <devicegroup key="327680"
uri="/api/juniper/servicenow/device-group-management/deviceGroup/327680"
href="/api/juniper/servicenow/device-group-management/deviceGroup/327680">
        <deviceGroupName>test</deviceGroupName>
        <isDefault>true</isDefault>
        <organizationName>testdg</organizationName>
    </devicegroup>
</devicegroups>
```

Example JSON Output

```
devicegroups:{
    size:1,
    uri:'/api/juniper/servicenow/device-group-management/deviceGroup',
    devicegroup:{
      key:327680,
      uri:'/api/juniper/servicenow/device-group-management/deviceGroup/327680',
      href:'/api/juniper/servicenow/device-group-management/deviceGroup/327680',

      devicegroupname:'test',
    isDefault:'true'
      organizationname:'testdg'
    }
  }
```

Get Device Group by ID

The Get Device Group By ID operation returns information about a specific device group, including which devices are part of that device group.

URI

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

URI Parameters

Parameter	Description
id	Unique identifier of the device group you want to query.

Produces

- vnd.juniper.servicenow.device-group-management.devicegroup+xml;version=2

- vnd.juniper.servicenow.device-group-management.devicegroup+json;version=2

Response

Element	Description
uri	Device group resource identifier.

Element	Description
deviceGroupName	Device group name.
href	Path to the organization, device or method.
id	Organization unique identifer.
deviceGroupId	Device group unique identifier.
name	Organization name.
size	Number of devices in the device group.
key	Device unique identifier.
hostName	Device DNS hostname.
rel	Description of an operation that can be performed on this resource.

Response Status Code

Message	Description
404 Not Found	Invalid device group identifier specified. No device group found.

Output

Example XML Output

```
<deviceGroup
uri="/api/juniper/servicenow/device-group-management/deviceGroup/327680">
    <deviceGroupName>test</deviceGroupName>
     <organization
href="/api/juniper/servicenow/organization-management/organization/229377">
        <id>229377</id>
        <deviceGroupId>327680</deviceGroupId>
        <name>testdg</name>
    </organization>
    <devices size="2" href="/api/juniper/servicenow/device-management/devices">

        <device key="99503"
href="/api/juniper/servicenow/device-management/devices/99503">
        <hostName>SRX1400-b</hostName>
    </device>
        <device key="99504"
href="/api/juniper/servicenow/device-management/devices/99504">
        <hostName>SRX1400-a</hostName>
    </device>
    </devices>
    <id>327680</id>
    <method
```

```
                             href="/api/juniper/servicenow/device-group-management/deviceGroup/327680/associateDevices"
                              rel="Associate devices to device group"/>
                             </deviceGroup>
```

Example XML Output

```
devicegroup:{
    uri:'/api/juniper/servicenow/device-group- management/deviceGroup/327680',
    devicegroupname:'test',
    organization:{
      href:'/api/juniper/servicenow/organization-management/organization/229377',
      id:229377,
      devicegroupid:327680,
      name:'testdg'
    },
    devices:{
      size:2,
      href:'/api/juniper/servicenow/device-management/devices',
      device:[
        {
          key:99503,
          href:'/api/juniper/servicenow/device-management/devices/99503',
          hostname:'SRX1400-b'
        },
        {
          key:99504,
          href:'/api/juniper/servicenow/device-management/devices/99504',
          hostname:'SRX1400-a'
        }
      ]
    },
    id:327680,
    method:{

      href:'/api/juniper/servicenow/device-group-management/deviceGroup/327680/associateDevices',

        rel:'Associate devices to device group'
    }
  }
```

Related Documentation

Associate Device to a Device Group

The Associate Device to Device Group operation adds devices to a device group.

URI

https://[host]/api/juniper/servicenow/device-group-management/deviceGroup/{id}/associateDevices (HTTP method = POST)

URI Parameters

Parameter	Description
id	Unique identifier of the device to associate with the device group.

Example XML Input

```
<associatedevices>
    <devices>
        <device href ="/api/juniper/servicenow/device-management/devices/99503"/>

        <device href ="/api/juniper/servicenow/device-management/devices/99505"/>

        <device href ="/api/juniper/servicenow/device-management/devices/100"/>
    </devices>
</associatedevices>
```

Example JSON Input

```
associatedevices:{
    devices:{
      device:[
        {
          href:'/api/juniper/servicenow/device-management/devices/99503'
        },
        {
          href:'/api/juniper/servicenow/device-management/devices/99505'
        },
        {
          href:'/api/juniper/servicenow/device-management/devices/100
        }
      ]
    }
  }
```

Consumes

- vnd.juniper.servicenow.device-group-management.associatedevices+xml;version=1; charset=UTF-8

- vnd.juniper.servicenow.device-group-management.associatedevices+json;version=1
;charset=UTF-8

Produces

- vnd.juniper.servicenow.device-group-management.servicenowmsg+json;version=2

- vnd.juniper.servicenow.device-group-management.servicenowmsg+json;version=2

Response

Element	Description
key	Device unique identifier.

Response Status Code

Message	Description
404 Not Found	Invalid device ID or invalid device group ID specified.

Output

Example XML Output

```
<servicenowmsg>
    <deviceStatus>
        <desc>
            Device successfully associated with device group
        </desc>
        <keys>
            <key>99503</key>
            <key>99505</key>
        </keys>
    </deviceStatus>
    <exceptions>
        <exception>
            <severity>ERROR</severity>
            <code>SN-1000</code>
            <desc>Invalid devices</desc>
            < keys >
                <key>100</key>
            </ keys >
        </exception>
    </exceptions>
</servicenowmsg>
```

Example JSON Output

```
servicenowmsg:{
    devicestatus:{
        desc:'Device successfully associated with device group',
        keys:{
            key:[
                99503,
                99505
            ]
        }
```

```
    },
    exceptions:{
      exception:{
        severity:'ERROR',
        code:'SN-1000',
        desc:'Invalid Devices',
        keys:{
          key:100
        }
      }
    }
  }
```

Related
Documentation

Delete Device Group

The Delete Device Group operation deletes the specified device group from Service Now.

URI

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

URI Parameters

Parameter	Description
id	Unique identifier of the device group to remove.

Produces

- vnd.juniper.servicenow.device-group-management.servicenowmsg+xml;version=1

- vnd.juniper.servicenow.device-group-management.servicenowmsg+json;version=1

Response Status Code

Message	Description
404 Not Found	Invalid device group ID specified.

Output

Example XML Output

```
<servicenowmsg>
    <msg>
        Device group successfully deleted
    </msg>
</servicenowmsg>
```

Example JSON Output

```
servicenowmsg:{
    msg:'Device group successfully deleted'
  }
```

Related Documentation

Delete Device by Device ID

The Delete Device by Device ID API deletes a specific device.

URI

https://[host]/api/juniper/servicenow/device-anagement/devices/{id} (HTTP method = DELETE))

URI Parameters

Parameter	Description
ID	Unique identifier of the device you want to delete

Produces

- vnd.juniper.servicenow.device-management.servicenowmsg+json;version=1;

- vnd.juniper.servicenow.device-management.servicenowmsg+xml;version=1;

Response Status Code

Message	Description
404 Not Found	No device with the specified identifier was found

Output

Example XML Output

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

Example JSON Output

```
{
  "servicenowmsg":{
    "msg":"Device successfully deleted"
  }
}
```

Related Documentation

Associate Devices to Address Group

The Associate Device to Address Group operation adds devices to an address group.

URI

https://[host]/api/juniper/servicenow/device-management/devices/associateAddressGroup
(HTTP method = POST)

URI Parameters

None.

Example XML Input

```
<devices>
<device href="/api/juniper/servicenow/device-management/devices/1671168">
 <addressType>1</addressType>
</device>
<device href="/api/juniper/servicenow/device-management/devices/1671181">
 <addressType>2</addressType>
</device>
<device href="/api/juniper/servicenow/device-management/devices/1671197">
 <addressType>0</addressType>
</device>
<device href="/api/juniper/servicenow/device-management/devices/1234">
 <addressType>1</addressType>
</device>
<device href="/api/juniper/servicenow/device-management/devices/1671208">
 <addressType>4</addressType>
</device>
</devices>
```

Example JSON Input

```
{
  "devices": {
    "device": [
      {
        "@href": "/api/juniper/servicenow/device-management/devices/1671168",
        "addressType": "0"
      },
      {
        "@href": "/api/juniper/servicenow/device-management/devices/1671181",
        "addressType": "1"
      },
      {
        "@href": "/api/juniper/servicenow/device-management/devices/1671197",
        "addressType": "2"
      },
      {
        "@href": "/api/juniper/servicenow/device-management/devices/1234",
        "addressType": "2"
```

```
        },
        {
          "@href": "/api/juniper/servicenow/device-management/devices/1671208",
          "addressType": "4"
        }
      ]
    }
  }
}
```

Consumes

- vnd.juniper.servicenow.address-group-management.devices+xml;version=1;charset=UTF-8

- vnd.juniper.servicenow.address-group-management.devices+json;version=1; charset=UTF-8

Produces

- vnd.juniper.servicenow.address-group-management.adddevicesmsg+xml;version=1

- vnd.juniper.servicenow.address-group-management.adddevicesmsg+json;version=1

Additional Information

The addressType field is mandatory. The following are the valid values for addressType:

- 0 – Address is a location address

- 1 – Address is a ship-to address

- 2 – Address applies to both the location and ship-to addresses

Response

Element	Description
key	Device unique identifier.

Response Status Code

Message	Description
404 Not Found	Invalid address group ID.
SN-1007	Address type is not valid.
SN-1000	Invalid devices.

Output

Example XML Output

```
<servicenowmsg>
 <status>
  <desc>Devices successfully associated with address group</desc>
  <keys>
   <key>1671168</key>
```

```
            <key>1671181</key>
            <key>1671197</key>
          </keys>
        </status>
        <exceptions>
         <exception>
          <severity>ERROR</severity>
          <code>SN-1000</code>
          <desc>Invalid Devices</desc>
          <keys>
           <key>1234</key>
          </keys>
         </exception>
         <exception>
          <severity>ERROR</severity>
          <code>SN-1007</code>
          <desc>Address Type is not valid</desc>
          <keys>
           <key>1671208</key>
          </keys>
         </exception>
        </exceptions>
       </servicenowmsg>
```

Example JSON Output

```
{
  "servicenowmsg": {
   "status": {
    "desc": "Devices successfully associated with address group",
    "keys": {
     "key": [
       1671168,
       1671181,
       1671197
      ]
     }
    },
    "exceptions": {
     "exception": [
       {
        "severity": "ERROR",
        "code": "SN-1000",
        "desc": "Invalid Devices",
        "keys": {
         "key": 1234
        }
       },
       {
        "severity": "ERROR",
        "code": "SN-1007",
        "desc": "Address Type is not valid",
        "keys": {
         "key": 1671208
        }
       }
      ]
     }
```

```
      }
    }
```

Install Event Profile

An event profile is a set of event scripts that are selected from an AI-Script bundle. When you install an event profile on Juniper Networks devices, the event scripts are installed on the devices and provide the information needed to automatically detect and report problem (incident) and information events, thus ensuring maximum network uptime. Service Now uses Device Management Interface (DMI) to install and uninstall AI-Scripts on devices. DMI is an extension to the NETCONF network management protocol.

Use the Install Event Profile method to install an event profile on a device.

URI

https://[host] /api/juniper/servicenow/device-management/devices/ {id} /installEventProfile?queue=http://[host]/api/hornet-q/queues/jms.queue.[QueueName] (HTTP method = POST)

Example XML Input
```
<installeventprofile>
   <eventprofile
href="/api/juniper/servicenow/event-profile-management/eventProfiles/163857" />
   <neverStoreScriptBundle>false</neverStoreScriptBundle>
   <removeScriptBundle>false</removeScriptBundle>
</installeventprofile>
```

Example JSON Input
```
{
  "installeventprofile": {
   "eventprofile": { "-href":
"/api/juniper/servicenow/event-profile-management/eventProfiles/163857" },
```

```
    "neverStoreScriptBundle": "false",
    "removeScriptBundle": "false"
  }
}
```

Consumes

- vnd.juniper.servicenow.device-management.installeventprofile+xml;version=1;charset=UTF-8 for XML request

- vnd.juniper.servicenow.device-management.installeventprofile+json;version=1;charset=UTF-8 for JSON request

Produces

- vnd.juniper.servicenow.device-management.device+xml;version=1 for XML requests

- vnd.juniper.servicenow.device-management.device+json;version=1 for JSON requests

Response

Element	Description
id	Device unique identifier.

Response Status Code

Message	Description
404 Not Found	Invalid address group ID.
SN-1007	Address type is not valid.
SN-1000	Invalid devices.

Output

Example XML Output

```
< task href= "/api/juniper/job-management/jobs/2130040" >
 < id >2130040< /id >
< /task >
```

Example JSON Output

```
{
 "task": {
  "href": "/api/juniper/job-management/jobs/2130040",
  "id": "2130040"
 }
}
```

Related Documentation

- Get all Devices in Service Now on page 38

- Get Device Information According to Device ID on page 41

- Export all Devices on page 45

Uninstall Event Profiles

Use the Uninstall Event Profiles operation to remove all event profiles installed on a device.

URI

/api/juniper/servicenow/device-management/devices/ {id}
/uninstallEventProfile?queue=https://[host]/api/hornet-q/queues/jms.queue.[QueueName]
(HTTP method = POST)

URI Parameters

id	Device unique identifier.

Produces

- vnd.juniper.servicenow.device-management.installeventprofile+xml;version=1;
charset=UTF-8

- vnd.juniper.servicenow.device-management.installeventprofile+json;version=1;
charset=UTF-8

Output

Example XML Output
```
< task href="/api/juniper/job-management/jobs/2130040" >
 < id >2130040< /id  >
< /task >
```

Example JSON Output
```
{
 "task": {
  "-href": "/api/juniper/job-management/jobs/2130040",
  "id": "2130040"
 }
}
```

Request RMA Incident

The Request RMA incident operation lets you generate Re Material Authorization (RMA) incidents for devices and submit the cases for the RMA incidents to Juniper Support Systems (JSS).

This operation creates and submits RMA incidents to JSS automatically if the **createcase** attribute is set to true.

URI

https://[host]/api/juniper/servicenow/device-management/devices/{id}/requestRMAIncident ?queue=https://[host]/api/hornet-q/queues/jms.queue.[QueueName] (HTTP method = POST)

Example Input

Example XML Input

```
<requestrmaincident>
<followUpMethod>Email Full Text Update</followUpMethod>

<caseCCList>
 <email>user1@example.com</email>
 <email>user2@example.com</email>
</caseCCList>

<priority>Critical</priority>

<synopsisComments>
These are my synopsis comments here
</synopsisComments>
```

```
<customerComments>
These are my customer comments here
</customerComments>

<createCase>true</createCase>

<requestRMAParts> Routing Engine 0 Model Number: EX2200-24T-4G
Routing Engine 0 Part Number: 750-026468 (REV 13)
Routing Engine 0 SerialNumber: CW0210402769 CW0210402769
Routing Engine 0 Description: EX2200-24T-4G

FPC 0 Model Number: EX2200-24T-4G
FPC 0 Part Number: 750-026468 (REV 13)
FPC 0 SerialNumber: CW0210402769
FPC 0 Description: EX2200-24T-4G
</requestRMAParts>

</requestrmaincident>
```

Example JSON Input

```
{
  "requestrmaincident":{

    "followUpMethod":"Email Full Text Update",
    "caseCCList":{
      "email":[
        "user1@example.com",
      "user2@example.com""
       ]
     },
    "priority":"Critical",
    "synopsisComments":"These are my synopsis comments here",
    "customerComments":"These are my customer comments here",
    "createCase":"true",
    "requestRMAParts":"Routing Engine 0 Model Number: EX2200-24T-4G"
  }
}
```

Consumes

- vnd.juniper.servicenow.device-management.requestrmaincident+xml;version=3

- vnd.juniper.servicenow.device-management.requestrmaincident+json;version=3

Additional Information

Note the following when providing input to create on-demand RMA incident.

- Valid values for **followUpMethod**:

  - In **Partner Mode** or **Direct Mode**, the values are:

    - **Email Full Text Update**

    - **Email Secure Web Link**

    - **Phone Call**

- For **End Customer Mode**, **followUpMethod** is not required and is discarded if provided as input.

- The valid values for **priority** are:

  - **Critical**

  - **High**

  - **Medium**

  - **Low**

Response Status Code

Message	Description
400 Bad Request	One of the following: • Is not associated with any Device Group • Is a Connected Member Device • Is a Fabric Node (TOR) • Is a DCF device • Invalid Follow Up Method • Invalid priority • Not a valid -mail ID
404 Not Found	Not a valid Service Now device

Output

Example XML Output

```
<task href="/api/juniper/job-management/jobs/3801101">
 <id>3801101</id>
</task>
```

Example JSON Output

```
{
  "task":{
    "@href":"/api/space/job-management/jobs/3801101",
    "id":3801101
  }
}
```

Related Documentation

- Device Management REST API Overview on page 35

- Get all Devices in Service Now on page 38

- Get Device Information According to Device ID on page 41

- Export all Devices on page 45

- Export Device Inventory on page 47

- Add a Device to Service Now on page 49

Event Profile Management REST APIs

Event Profile Management REST API Overview

An event profile is a set of event scripts that are selected from an AI-Script bundle. When you install an event profile on Juniper Networks devices, the event scripts are installed on the devices and provide the information needed to automatically detect and report problem (incident) and information events, thus ensuring maximum network uptime.

The **api/juniper/servicenow/event-profile-management** resource is available under https://[host]/api/juniper/servicenow.

URI

https://[host]/api/juniper/servicenow/event-profile-management

Produces

- vnd.juniper.servicenow.event-profile-management+xml;version=1
- vnd.juniper.servicenow.event-profile-management+json;version=1

Output

Example XML Output	`<servicenow-event-profile-management>`
	`  <collection href="/api/juniper/servicenow/event-profile-management/eventProfiles"`
	`  rel="event-profiles"/>`
	`</servicenow-event-profile-management>`

Example JSON Output	`servicenow-event-profile-management:{`
	`servicenow-event-profile-management:{`
	`   collection:{`
	`     href:'/api/juniper/servicenow/event-profile-management/eventProfiles',`
	`     rel:'event-profiles'`
	`   }`

```
        }
    collection:{
        href:'/api/juniper/servicenow/event-profile-management/eventProfiles',
        rel:'event-profiles'
    }
    }
```

Get All Event Profiles

The Get All Event Profiles operation lists all event profiles in Service Now, including their name, description, the AI-Script bundle that it is associated with, and the event scripts that it consists of.

URI

https://[host]/api/juniper/servicenow/event-profile-management/eventProfiles (HTTP method = GET)

Produces

- vnd.juniper.servicenow.event-profile-management.eventprofiles+xml;version=1;

- vnd.juniper.servicenow.event-profile-management.eventprofiles+json;version=1

Response

Element	Description
key	Event profile unique identifier.
profileName	Event profile name.
scriptsEnabledCount	Number of events selected for the event profile.
scriptsDisabledCount	Number of disabled scripts associated with the event profile.
createdBy	Username of person that created this event profile. If the event profile is auto-generated, createdby is set to **Service Now**.
description	Brief description of the event profile.
isDefault	If **true**, then this is the default event profile in Service Now.

Response Status Code

Message	Description
404 Not Found	Invalid device group ID specified.

Output

Example XML Output

```
<eventprofiles size="2"
uri="/api/juniper/servicenow/event-profile-management/eventProfiles">
    <eventProfile
href="/api/juniper/servicenow/event-profile-management/eventProfiles/99066"
    uri="/api/juniper/servicenow/event-profile-management/eventProfiles/99066"
key="99066">
        <profileName>Base_Profile_3_1R1_1</profileName>
        <scriptsEnabledCount>380</scriptsEnabledCount>
        <scriptsDisabledCount>0</scriptsDisabledCount>
        <createdBy>Service Now</createdBy>
        <description>
            Base Profile for Bundle Version: 3.1R1.1
        </description>
        <isDefault>true</isDefault>
    </eventProfile>
    <eventProfile
href="/api/juniper/servicenow/event-profile-management/eventProfiles/163857"
    uri="/api/juniper/servicenow/event-profile-management/eventProfiles/163857"
key="163857">
        <profileName>testProfile</profileName>
        <scriptsEnabledCount>5</scriptsEnabledCount>
        <scriptsDisabledCount>375</scriptsDisabledCount>
        <createdBy>super</createdBy>
        <isDefault>false</isDefault>
    </eventProfile>
</eventprofiles>
```

Example JSON Output

```
eventprofiles:{
    size:2,
    uri:'/api/juniper/servicenow/event-profile-management/eventProfiles',
    eventprofile:[
      {
        href:'/api/juniper/servicenow/event-profile-management/eventProfiles/99066"
 uri="/api/juniper/servicenow/event-profile-management/eventProfiles/99066',
        key:99066,
        profilename:'Base_Profile_3_1R1_1',
        scriptsenabledcount:380,
        scriptsdisabledcount:0,
        createdby:'Service Now',
        description:'Base Profile for Bundle Version: 3.1R1.1',
        isdefault:'true'
      },
      {
        href:'/api/juniper/servicenow/event-profile-management/eventProfiles/163857
"uri="/api/juniper/servicenow/event-profile-management/eventProfiles/163857',
        key:163857,
        profilename:'testProfile',
```

```
                              scriptsenabledcount:5,
                              scriptsdisabledcount:375,
                              createdby:'super',
                              isdefault:'false'
                          }
                      ]
                  }
```

Get Event Profile by Profile ID

The Get Profile By Profile ID operation returns the details of the specified event profile.

URI

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

URI Parameters

Parameter	Description
id	Unique identifier of the event profile to retrieve information from.

Produces

- vnd.juniper.servicenow.event-profile-management.eventprofile+xml;version=3

- vnd.juniper.servicenow.event-profile-management.eventprofile+json;version=3

Response

Element	Description
profileName	Event profile name.
scriptBundleName	Name of the script bundle from which this profile is created.
scriptBundleVersion	Version number of the script bundle.
id	Unique ID of this event profile.
profileId	Unique ID of this event profile (same as the id element).
hostName	Hostname of the device on which this profile is installed.

Element	Description
size	Number of events in this profile.
name	Name of each event in this profile.
category	Category of each event in this profile.
type	Event type of each event in this profile.
subType	Subtype of each event in this profile.
priority	Event priority.
KBArticle	Link to related KB article for that event.
briefDescription	Terse description of the event.
eventDescription	Detailed description of the event.

Response Status Code

Message	Description
404 Not Found	Invalid device group ID specified.

Output

Example XML Output

```
<eventprofile
uri="/api/juniper/servicenow/event-profile-management/eventProfiles/163857">
    <id>163857</id>
    <profileName>testProfile</profileName>
    <scriptBundleName>jais-3.1R1.1-signed.tgz</scriptBundleName>
    <scriptBundleVersion>3.1R1.1</scriptBundleVersion>
    <method
href="/api/juniper/servicenow/event-profile-management/eventProfiles/163857/installEventProfile"

    rel="Install Profile on Devices"/>
    <installed-devices
uri="/api/juniper/servicenow/event-profile-management/eventProfiles/163857/installedDevices">

        <device href="/api/juniper/servicenow/device-management/devices/163840">

            <id>163840</id>
            <profileId>163857</profileId>
            <hostName>mx480-2-re0</hostName>
        </device>
        <device href="/api/juniper/servicenow/device-management/devices/163841">

            <id>163841</id>
            <profileId>163857</profileId>
            <hostName>ex-4200.50.182</hostName>
```

```
            </device>
            <device href="/api/juniper/servicenow/device-management/devices/163842">

                <id>163842</id>
                <profileId>163857</profileId>
                <hostName>mx480_ais_1.re0</hostName>
            </device>
            <device href="/api/juniper/servicenow/device-management/devices/163843">

                <id>163843</id>
                <profileId>163857</profileId>
                <hostName>SN-SRX1400test</hostName>
            </device>
        </installed-devices>
        <events size="4"
uri="/api/juniper/servicenow/event-profile-management/eventProfiles/163857/events">

            <event>
                <name>ACCT_XFER_POPEN_FAIL</name>
                <category>ACCT</category>
                <type>Software Failure</type>
                <subType>Communication Error</subType>
                <priority>MED</priority>
                <KBArticle>

http://kb.juniper.net/InfoCenter/index?page=content&actp=SN&id=KB18778
                </KBArticle>
                <briefDescription>
                    ACCT_XFER_POPEN_FAIL
                </briefDescription>
                <eventDescription>
                    A call to the popen( ) function failed when the accounting statistics process
invoked the indicated command to transfer the indicated file.
                </eventDescription>
            </event>
            <event>
                <name>CONNECTION_CHASSISD_FAIL</name>
                <category>ALARMD</category>
                <type>Software Failure</type>
                <subType>Initialization failure</subType>
                <priority>HIGH</priority>
                <KBArticle>

http://kb.juniper.net/InfoCenter/index?page=content&actp=SN&id=KB18779
                </KBArticle>
                <briefDescription>
                    CONNECTION_CHASSISD_FAIL
                </briefDescription>
                <eventDescription>
                    The alarm process (alarmd) was unable to connect to the chassis process
(chassisd).
                </eventDescription>
            </event>
        </events>
</eventprofile>
```

Example JSON Output

```
eventprofile:{
    uri:'/api/juniper/servicenow/event-profile-management/eventProfiles/163857',
    id:163857,
    profilename:'testProfile',
    scriptbundlename:'jais-3.1R1.1-signed.tgz',
    scriptbundleversion:'3.1R1.1',
    method:{

href:'/api/juniper/servicenow/event-profile-management/eventProfiles/163857/installEventProfile',

        rel:'Install Profile on Devices'
    },
    installed-devices:{

uri:'/api/juniper/servicenow/event-profile-management/eventProfiles/163857/installedDevices',

        device:[
          {
            href:'/api/juniper/servicenow/device-management/devices/163840',
            id:163840,
            profileid:163857,
            hostname:'mx480-2-re0'
          },
          {
            href:'/api/juniper/servicenow/device-management/devices/163841',
            id:163841,
            profileid:163857,
            hostname:'ex-4200.50.182'
          },
          {
            href:'/api/juniper/servicenow/device-management/devices/163842',
            id:163842,
            profileid:163857,
            hostname:'mx480_ais_1.re0'
          },
          {
            href:'/api/juniper/servicenow/device-management/devices/163843',
            id:163843,
            profileid:163857,
            hostname:'SN-SRX1400test'
          }
        ]
    },
    events:{
      size:4,

uri:'/api/juniper/servicenow/event-profile-management/eventProfiles/163857/events',

        event:[
          {
            name:'ACCT_XFER_POPEN_FAIL',
            category:'ACCT',
            type:'Software Failure',
            subtype:'Communication Error',
            priority:'MED',
```

Install Event Profile on Devices

The Install Event Profile On Devices operation installs an event profile on a Juniper Networks device. The event scripts are installed on the devices and provide the information needed to automatically detect and report problem (incident) and information events, thus ensuring maximum network uptime.

An event profile is a set of event scripts that are selected from an AI-Script bundle. When you install an event profile on Juniper Networks devices, the event scripts are installed on the devices and provide the information needed to automatically detect and report problem (incident) and information events, thus ensuring maximum network uptime. Service Now uses Device Management Interface (DMI) to install and uninstall AI-Scripts on devices. DMI is an extension to the NETCONF network management protocol.

URI

https://[host]/api/juniper/servicenow/event-profile-management/eventProfiles/{id}/installEventProfile?
queue=https://[host]/api/hornet-q/queues/jms.queue.[QueueName] (HTTP method
= POST)

URI Parameters

Parameter	Description
id	Unique identifier of the event profile.

Example Input

Example XML Input
```
<installeventprofile>
        <devices>
    <device href="/api/juniper/servicenow/device-management/devices/163840"/>
    <device href="/api/juniper/servicenow/device-management/devices/163841"/>
  </devices>
  <neverStoreScriptBundle>false</neverStoreScriptBundle>
   <removeScriptBundle>false</removeScriptBundle>
</installeventprofile>
```

Example JSON Input
```
installeventprofile:{
   devices:{
     device:[
       {
         href:'/api/juniper/servicenow/device-management/devices/163840'
       },
       {
         href:'/api/juniper/servicenow/device-management/devices/163841'
```

```
        }
      ]
    },
    neverstorescriptbundle:'false',
    removescriptbundle:'false'
}
```

Input Parameters

Message	Description
neverstorescriptbundle	Defines whether to store the script bundle on the device. Valid values are **true** or **false**.
removescriptbundle	Defines whether to remove the script bundle files after a successful install. Valid values are **true** or **false**.

Consumes

- vnd.juniper.servicenow.event-profile-management.installeventprofile+xml;version=1;charset=UTF-8 for XML request

- vnd.juniper.servicenow.event-profile-management.installeventprofile+json;version=1;charset=UTF-8 for JSON request

Produces

- vnd.juniper.servicenow.event-profile-management.eventprofiles+xml;version=1 for XML requests

- vnd.juniper.servicenow.event-profile-management.eventprofiles+json;version=1 for JSON requests

Response Status Code

Message	Description
404 Not Found	Invalid device ID or the event profile does not exist.
500 Internal Server Error	Device not associated with any device group, tried to install event profile on a connected member device, or tried to install event profile on a fabric node.

Output

Example XML Output
```
<task href="/api/juniper/job-management/jobs/2129990">
  <id>2129990</id>
</task>
```

Example JSON Output
```
task:{
    href:'/api/juniper/job-management/jobs/2129990',
    id:2129990
  }
```

Delete Event Profile by Event Profile ID

The Delete Event Profile by Event Profile ID deletes a specific event profile.

URI

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

URI Parameters

Parameter	Description
ID	Unique identifier of the event profile you want to delete

Produces

- vnd.juniper.servicenow.event-profile-management.servicenowmsg+json;version=1;

- vnd.juniper.servicenow.event-profile-management.servicenowmsg+xml;version=1;

Response Status Code

Message	Description
404 Not Found	No event profile with the specified identifier was found

Output

Example XML Output

```
<servicenowmsg>
 <msg>Event Profile successfully deleted</msg>
</servicenowmsg>
```

Example JSON Output

```
{
  "servicenowmsg":{
    "msg":"Event Profile successfully deleted"
  }
}
```

Incident Management REST APIs

Incident Management Overview

In Service Now, incidents are problem events that are detected on a device. When an incident, such as a process crash, an ASIC error, or a fan failure, occurs on an AI-Scripts-enabled device, the AI-Script builds a JMB file with the incident data and forwards it to the Junos Space server. AI-Scripts create files called Juniper Message Bundles (JMBs). A JMB file is an XML file that contains diagnostic information about the device and other information specific to the condition that triggered the event message. The incident contains information such as hostname, time stamp of the incident, synopsis, description, chassis serial number of the device, and the severity and priority of the incident.

Using the incident management REST APIs, you can:

- Retrieve all incidents reported in Service Now

- Retrieve information about a specific incident

- Delete incidents

- Retrieve technical support cases

The **/api/juniper/servicenow/incident-management** resource is available under https://[host]/api/juniper/servicenow.

URI

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

Produces

- vnd.juniper.servicenow.incident-management+xml;version=1

- vnd.juniper.servicenow.incident-management+json;version=

Output

Example XML Output

```
<servicenow-incident-management>
    <collection href="/api/juniper/servicenow/incident-management/incidents"
rel="incidents"/>
</servicenow-incident-management>
```

Example JSON Output

```
{
  "servicenow-incident-management":{
    "collection":{
      "@href":"/api/juniper/servicenow/incident-management/incidents",
      "@rel":"incidents"
    }
  }
}
```

Related Documentation

Get All Incidents in Service Now

The Get All Incidents in Service Now operation retrieves all incidents chronologically by organization name and device group.

URI

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

URI Parameters

None.

Produces

- vnd.juniper.servicenow.incident-management.incidents+xml;version=2

- vnd.juniper.servicenow.incident-management.incidents+json;version=2

Response

Element	Description
key	Unique key to identify the incident.
organizationName	Name of the organization to which this incident is assigned.
organizationID	Organizaiton ID
deviceGroupName	Name of the device group to which this incident is assigned.
deviceGroupID	Device group ID
priority	Incident priority.
defectType	Type of defect on the event that triggered this incident.
incidentType	Incident type. Values are: • Event • On-demand
hostName	Device hostname.
deviceId	Device ID
product	Product of the device on which this incident occurred
status	Status of this incident.
customerTrackingNumber	Unique number provided when creating a case or submitting a case.
occurred	Date the incident was reported
prbIdentifier	ID of the event on the device

Response Status Code

Message	Description
204 No Content	No incidents found.

Output

Example XML Output

```
<incidents uri="/api/juniper/servicenow/incident-management/incidents/" size="8">
  <incident href="/api/juniper/servicenow/incident-management/incidents/6914085"
 uri="/api/juniper/servicenow/incident-management/incidents/6914085"
key="6914085">
    <organizationName>test</organizationName>
```

```
      <organizationId>198879</organizationId>
      <deviceGroupName>Default for test</deviceGroupName>
      <deviceGroupId>4325412</deviceGroupId>
      <priority>Low</priority>
      <defectType>Process error</defectType>
      <incidentType>Event</incidentType>
      <hostName>mx-480-sn1</hostName>
      <deviceId>4325412</deviceId>
      <product>MX480</product>
      <status>Created, 2014-0505-4613</status>
      <prbIdentifier>mx-480-sn1-305-20140505-030056-305</prbIdentifier>
      <occured>2014-05-05 15:30:56 IST</occured>
   </incident>
   <incident href="/api/juniper/servicenow/incident-management/incidents/6357012"
 uri="/api/juniper/servicenow/incident-management/incidents/6357012"
key="6357012">
      <organizationName>test</organizationName>
      <organizationId>198879</organizationId>
      <deviceGroupName>Default for test</deviceGroupName>
      <deviceGroupId>4325412</deviceGroupId>
      <priority>Low</priority>
      <defectType>FRU error</defectType>
      <incidentType>Event</incidentType>
      <hostName>mx-480-sn1</hostName>
      <deviceId>4325412</deviceId>
      <product>MX480</product>
      <status>Created, 2014-0430-4576</status>
      <prbIdentifier>mx-480-sn1-394-20140430-025529-394</prbIdentifier>
      <occured>2014-04-30 15:25:29 IST</occured>
   </incident>
   <incident href="/api/juniper/servicenow/incident-management/incidents/6325115"
uri="/api/juniper/servicenow/incident-management/incidents/6325115" key="6325115">

      <organizationName>test</organizationName>
      <organizationId>198879</organizationId>
      <deviceGroupName>Default for test</deviceGroupName>
      <deviceGroupId>4325412</deviceGroupId>
      <priority>Low</priority>
      <defectType />
      <incidentType>On-demand</incidentType>
      <hostName>mx-480-sn1</hostName>
      <deviceId>4325412</deviceId>
      <product>MX480</product>
      <status>Initial</status>
      <prbIdentifier>mx-480-sn1-999-20140429-144015-999</prbIdentifier>
      <occured>2014-04-30 03:10:15 IST</occured>
   </incident>
   <incident href="/api/juniper/servicenow/incident-management/incidents/4620337"
 uri="/api/juniper/servicenow/incident-management/incidents/4620337"
key="4620337">
      <organizationName>test</organizationName>
      <organizationId>198879</organizationId>
      <deviceGroupName>Default for test</deviceGroupName>
      <deviceGroupId>4325412</deviceGroupId>
      <priority>Low</priority>
      <defectType />
```

```
            <incidentType>On-demand</incidentType>
            <hostName>mx-480-sn1</hostName>
            <deviceId>4325412</deviceId>
            <product>MX480</product>
            <status>Submitted</status>
            <prbIdentifier>mx-480-sn1-999-20140423-230239-999</prbIdentifier>
            <messages>
              <errorMessages>
                <errorMessage>
                  <message>Error from JSS</message>
                </errorMessage>
              </errorMessages>
            </messages>
            <occured>2014-04-24 11:32:39 IST</occured>
          </incident>
        </incidents>
```

Example JSON Output

```json
{
 "incidents": {
  "@uri": "/api/juniper/servicenow/incident-management/incidents/",
  "@size": "8",
  "incident": [
   {
    "@href": "/api/juniper/servicenow/incident-management/incidents/6914085",
    "@uri": "/api/juniper/servicenow/incident-management/incidents/6914085",
    "@key": "6914085",
    "organizationName": "test",
    "organizationId": 198879,
    "deviceGroupName": "Default for test",
    "deviceGroupId": 4325412,
    "priority": "Low",
    "defectType": "Process error",
    "incidentType": "Event",
    "hostName": "mx-480-sn1",
    "deviceId": 4325412,
    "product": "MX480",
    "status": "Created, 2014-0505-4613",
    "prbIdentifier": "mx-480-sn1-305-20140505-030056-305",
    "occured": "2014-05-05 15:30:56 IST"
   },
   {
    "@href": "/api/juniper/servicenow/incident-management/incidents/4620337",
    "@uri": "/api/juniper/servicenow/incident-management/incidents/4620337",
    "@key": "4620337",
    "organizationName": "test",
    "organizationId": 198879,
    "deviceGroupName": "Default for test",
    "deviceGroupId": 4325412,
    "priority": "Low",
    "defectType": "",
    "incidentType": "On-demand",
    "hostName": "mx-480-sn1",
    "deviceId": 4325412,
    "product": "MX480",
    "status": "Submitted",
    "prbIdentifier": "mx-480-sn1-999-20140423-230239-999",
```

```
            "messages": {
             "errorMessages": {
              "errorMessage": {
               "message": "Error from JSS"
              }
             }
            },
            "occured": "2014-04-24 11:32:39 IST"
          }
         ]
        }
       }
```

-

-

-

-

-

-

-

Get Incident by Incident ID

The Get Incident by Incident ID operation retrieves information about the specified incident.

URI

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

URI Parameters

Parameter	Description
id	Incident unique identifier number

Produces

- vnd.juniper.servicenow.incident-management.incident+xml;version=2

- vnd.juniper.servicenow.incident-management.incident+json;version=2

Response

Element	Description
id	Unique key to identify the incident

Element	Description
status	Incident status
eventType	Type of event
defectType	Type of defect on the event that triggered this incident
problemSynopsis	Brief description of the incident
caseCreationUserName	Username of the person who submitted this case
siteId	JSS site identifier number
incidentType	Type of incident
priority	Priority of the case created for the incident
severity	Severity of the case created for the incident
policy	Autosubmit policy used to submit the incident.
autoSubmitted	Specifies whether the incident was submitted automatically to JSS for creating a case
filterLevel	JMB filter level
problemDescription	Description of the incident
occurred	Date and time the incident occurred
prbIdentifier	ID of the event on the device
KBArticle	Link to the Knowledge Base (KB) article for the incident
messages	Error messages generated on the device; for example, error in deleting JMB files from the device when copying the JMB files to Service Now
device	Information, such as ID, serial number, platform, hostname, about the device for which the incident is created
organization	Organization to which the device on which the incident occurred belongs
deviceGroup	Information, such as ID and name, about the device group to which the device on which the incident occurred belongs
method	Methods applicable to the incident
followUpMethod	Indicates how the case is to be followed

Response Status Code

Message	Description
404 Not Found	Invalid incident ID, incident not found

Output

Example XML Output

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<incident uri="/api/juniper/servicenow/incident-management/incidents/4620337">
  <id>4620337</id>
  <status>Submitted</status>
  <eventType />
  <defectType />
  <problemSynopsis>Service Now on-demand case</problemSynopsis>
  <caseCreationUserName>user@example.com</caseCreationUserName>
  <siteId>1-1EFAVIA</siteId>
  <incidentType>On-demand</incidentType>
  <priority>Low</priority>
  <severity>Low</severity>
  <policy>None</policy>
  <autoSubmitted>NO</autoSubmitted>
  <filterLevel>None</filterLevel>
  <problemDescription>Service Now on-demand case</problemDescription>
  <occurred>2014-04-24 11:32:39 IST</occurred>
  <prbIdentifier>mx-480-sn1-999-20140423-230239-999</prbIdentifier>
  <KBArticle>None</KBArticle>
  <messages>
    <errorMessages>
      <errorMessage>
        <message>Error from JSS</message>
      </errorMessage>
    </errorMessages>
  </messages>
  <device href="/api/juniper/servicenow/device-management/devices/4325412">
    <id>4325412</id>
    <serialNumber>JN11AFF42AFB</serialNumber>
    <ipAddr>192.0.2.125</ipAddr>
    <product>MX480</product>
    <platform>junos</platform>
    <hostName>mx-480-sn1</hostName>
    <release>13.2R2</release>
    <version>R2</version>
  </device>
  <organization
href="/api/juniper/servicenow/organization-management/organization/198879">
    <id>198879</id>
    <name>test</name>
  </organization>
  <deviceGroup
href="/api/juniper/servicenow/device-group-management/deviceGroup/198880">
    <id>198880</id>
    <name>Default for test</name>
  </deviceGroup>
  <method rel="Save case"
```

```
                              href="/api/juniper/servicenow/incident-management/incidents/4620337/saveCase"
                              />
                                <method rel="Submit case"
                              href="/api/juniper/servicenow/incident-management/incidents/4620337/submitCase"
                              />
                                <method rel="Export JMB to HTML or XML"
                              href="/api/juniper/servicenow/incident-management/incidents/4620337/exportJMB"
                              />
                              </incident>
```

Example JSON Output

```
{
 "incident": {
  "@uri": "/api/juniper/servicenow/incident-management/incidents/4620337",
  "id": 4620337,
  "status": "Submitted",
  "eventType": "",
  "defectType": "",
  "problemSynopsis": "Service Now on-demand case",
  "caseCreationUserName": "user@example.com",
  "siteId": "1-1EFAVIA",
  "incidentType": "On-demand",
  "priority": "Low",
  "severity": "Low",
  "policy": "None",
  "autoSubmitted": "NO",
  "filterLevel": "None",
  "problemDescription": "Service Now on-demand case",
  "occurred": "2014-04-24 11:32:39 IST",
  "prbIdentifier": "mx-480-sn1-999-20140423-230239-999",
  "KBArticle": "None",
  "messages": {
   "errorMessages": {
    "errorMessage": {
     "message": "Error from JSS"
    }
   }
  },
  "device": {
   "@href": "/api/juniper/servicenow/device-management/devices/4325412",
   "id": 4325412,
   "serialNumber": "JN11AFF42AFB",
   "ipAddr": "192.0.2.125",
   "product": "MX480",
   "platform": "junos",
   "hostName": "mx-480-sn1",
   "release": "13.2R2",
   "version": "R2"
  },
  "organization": {
  "@href": "/api/juniper/servicenow/organization-management/organization/198879",

   "id": 198879,
   "name": "test"
  },
  "deviceGroup": {
   "@href": "/api/juniper/servicenow/device-group-management/deviceGroup/198880",
```

```
    "id": 198880,
    "name": "Default for test"
  },
  "method": [
   {
    "@rel": "Save case",
    "@href":
"/api/juniper/servicenow/incident-management/incidents/4620337/saveCase"
   },
   {
    "@rel": "Submit case",
    "@href":
"/api/juniper/servicenow/incident-management/incidents/4620337/submitCase"
   },
   {
    "@rel": "Export JMB to HTML or XML",
    "@href":
"/api/juniper/servicenow/incident-management/incidents/4620337/exportJMB"
   }
  ]
 }
}
```

Related
Documentation

Get Incident by Customer Tracking Number

Incidents are problem events that are detected in a device and deposited into an archive location on the Junos Space platform. You can retrieve incidents by specifying the customer tracking number.

URI

https://[host]/api/juniper/servicenow/incident-management/incidents?
filter=(customerTrackingNumber eq [ctn]) (HTTP method = GET)

URI Parameters

Parameter	Description
ctn	customer unique identifier number.

Example URL

https://[host]/api/juniper/servicenow/incident-management/incidents?
filter=(customerTrackingNumber eq 'abcdef1234')

Produces

- vnd.juniper.servicenow.incident-management.incidents+xml;version=1

- vnd.juniper.servicenow.incident-management.incidents+json;version=1

Response

Element	Description
organizationName	Organization to which this incident is associated with.
deviceGroupName	Device group name.
priority	Incident priority.
defectType	Type of event defect that triggered this incident.
incidentType	Incident type. Values are: • Event • On-demand
hostName	Device hostname.
product	Product of the device on which this incident occurred.
status	Status of this incident.
customerTrackingNumber	Unique number provided when creating a case or submitting a case.
occurred	Date the incident was reported.

Response Status Code

Message	Description
404 Not Found	Invalid customer number, customer information not found.

Output

Example XML Output

```
<incidents size="1" uri="/api/juniper/servicenow/incident-management/incidents">
    <incident key="589897"
uri="/api/juniper/servicenow/incident-management/incidents/589897"
href="/api/juniper/servicenow/incident-management/incidents/589897">
        <organizationName>TestOrg</organizationName>
```

```
                          <deviceGroupName>TestDG</deviceGroupName>
                          <priority>High</priority>
                          <defectType>Invalid slot</defectType>
                          <incidentType>Event</incidentType>
                          <hostName>SRX1400-a</hostName>
                          <product>SRX1400</product>
                          <status>Closed, 2012-0326-0334</status>
                          <customerTrackingNumber>abcdef1234</customerTrackingNumber>
                          <occured>2012-03-06 16:41:13 IST</occured>
                       </incident>
                    </incidents>
```

Example JSON Output

```
{
  "incidents":{
    "@size":"1",
    "@uri":"/api/juniper/servicenow/incident-management/incidents",
    "incident":{
      "@key":"589897",
      "@uri":"/api/juniper/servicenow/incident-management/incidents/589897",
      "@href":"/api/juniper/servicenow/incident-management/incidents/589897",
      "organizationName":"TestOrg",
      "deviceGroupName":"TestDG",
      "priority":"High",
      "defectType":"Invalid slot",
      "incidentType":"Event",
      "hostName":"SRX1400-a",
      "product":"SRX1400",
      "status":"Closed, 2012-0326-0334",
      "customerTrackingNumber":"abcdef1234",
      "occured":"2012-03-06 16:41:13 IST"
    }
  }
}
```

Related Documentation

Delete Incident by Incident ID

After reviewing the incident information, you can use the Delete Incident by Incident ID operation to delete incidents from Service Now. This action deletes the incident both from the Service Now database and from the Incidents table.

URI

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

URI Parameters

Parameter	Description
id	Incident unique identifier number.

Produces

- vnd.juniper.servicenow.incident-management.servicenowmsg+xml;version=1

- vnd.juniper.servicenow.incident-management.servicenowmsg+json;version=1

Response Status Code

Message	Description
404 Not Found	Invalid incident number, incident not found.

Example XML Output

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

Example JSON Output

```
{
  "servicenowmsg":{
    "msg":" Incident successfully deleted"
  }
}
```

Related Documentation

- Incident Management Overview on page 91

- Get All Incidents in Service Now on page 92

- Get Incident by Incident ID on page 96

- Get Incident by Customer Tracking Number on page 100

- Export JMB on page 103

- Save a Case on page 104

- Submit a Case on page 109

Export JMB

You can export incident data into HTML and XML file formats and share it on your local file system.

URI

https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/exportJMB?type={type}
&content={content} (HTTP method = GET)

URI Parameters

Parameter	Description
id	Incident unique identifier.
type	Valid values are: • xml • html If type is not specified, JMB is exported in XML format.
content	Valid values are: • original • filtered If content is not specified, JMB is exported with the original unfiltered content.

Produces

application/octet-stream

Response Status Code

Message	Description
404 Not Found	Invalid incident ID, incident not found.

Related
Documentation

Save a Case

For any incident in Service Now, you can modify submit case settings such as the case
priority and the e-mail list associated with a case. Once modified, use the Save a Case
API to save the case to the Case Manager.

URI

https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/saveCase
(HTTP method = POST)

URI Parameters

Parameter	Description
id	Customer case unique identifier number.

Example XML Input

```
<incident>
  <siteId>CJ18841</siteId>
  <caseCreationUserName>user@example.com</caseCreationUserName>
  <caseCreationPassword>password</caseCreationPassword>
  <customerTrackingNumber>ck23b274</customerTrackingNumber>
  <priority>Critical</priority>
  <followUpMethod>Email Full Text Update</followUpMethod>
  <synopsisComments>
    These are my synopsis comments here
  </synopsisComments>
  <customerComments>
    These are my customer comments here
  </customerComments>
  <caseCCList>
    <email>biruk@mycompany.com</email>
    <email>apathodia@mycompany.com</email>
  </caseCCList>
<addressGroup
href="/api/juniper/servicenow/address-group-management/addressGroups/11501570"/>
<coreFiles>
  <coreFile>
  <fileName>/var/tmp/snmpd.core-tarball.1.tgz</filename>
  </coreFile>
</coreFiles>
<deleteCoreFiles>true</deleteCoreFiles>
</incident>
```

Sample XML Input(End Customer Address Group in input)

```
<incident>
  <siteId>CJ18841</siteId>
  <caseCreationUserName>user@example.com</caseCreationUserName>
  <caseCreationPassword>password</caseCreationPassword>
  <customerTrackingNumber>ck23b274</customerTrackingNumber>
  <priority>Critical</priority>
  <followUpMethod>Email Full Text Update</followUpMethod>
  <synopsisComments>
   These are my synopsis comments here
  </synopsisComments>
  <customerComments>
   These are my customer comments here
  </customerComments>
  <caseCCList>
   <email>user1@example.com</email>
   <email>user2@example.com</email>
```

```
  </caseCCList>
  <endCustomerAddressGroup
href="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/
  20000002"/>
  </incident>
```

Example JSON Input

```
{
 "incident":{
   "siteId":"CJ18841",
   "caseCreationUserName":"user@example.com",
   "caseCreationPassword":"password",,
   "customerTrackingNumber":"ck23b274",
   "priority":"Critical",
   "followUpMethod":"Email Full Text Update",
   "synopsisComments":"These are my synopsis comments here",
   "customerComments":"These are my customer comments here",
   "caseCCList":{
    "email":[
      "user1@example.com",
     "user2@example.com"
     ]
    }
 "addressGroup": { "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/11501570" }
  }
}
```

Sample JSON Input
(End Customer
Address Group in
input)

```
{
 "incident": {
   "siteId": "CJ18841",
   "caseCreationUserName": "user@example.com",
   "caseCreationPassword": "password",
   "customerTrackingNumber": "ck23b274",
   "priority": "Critical",
   "followUpMethod": "Email Full Text Update",
   "synopsisComments": "These are my synopsis comments here",
   "customerComments": "These are my customer comments here",
   "caseCCList": {
    "email": [
      "user1@example.com",
      "user2@example.com"
    ]
   },
   "endCustomeraddressGroup": { "@href":
"/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/11501570"
  }
  }
}
```

Consumes

- vnd.juniper.servicenow.incident-management.incident+xml;version=3;charset=UTF-8

- vnd.juniper.servicenow.incident-management.incident+json;version=3;charset=UTF-8

Produces

- application/vnd.juniper.servicenow.incident-management.servicenowmsg+xml;version=3

- application/vnd.juniper.servicenow.incident-management.servicenowmsg+json;version=3

Additional Information

Please note the following when providing input to save a case or submit a case.

- If Service Now is in **Partner Mode** or **Direct Mode**:

  - The **siteId** field is mandatory.

  - If **caseCreationUserName** is provided as an input then **caseCreationPassword** is mandatory.

  - If **caseCreationPassword** is provided as an input then **caseCreationUserName** is mandatory.

  - If **caseCreationPassword** is provided as an input then it should be **Base64** encrypted.

  - If **customerTrackingNumber** is provided as an input then it should be unique.

  - If **followUpMethod** is provided as an input then the following information must also be provided:

    - **Email Full Text Update**

    - **Email Secure Web Link**

    - **Phone Call**

- If Service Now is in **End Customer Mode**:

  - **siteId** is not required and will be discarded if provided as an input.

  - **caseCreationUserName** is not required and will be discarded if provided as an input.

  - **caseCreationPassword** is not required and will be discarded if provided as an input.

  - **customerTrackingNumber** is not required and will be discarded if provided as an input.

  - **followUpMethod** is not required and will be discarded if provided as an input.

- For **RMA** Incidents:

  - Address group is optional

  - If Service Now is running in Partner Mode:

    - The partner can override the address group specified.

    - You can specify an end customer address group, only if the device is associated to that address group.

- If provided as an input, the valid **priority** values (case insensitive) are:

  - **Critical**

  - **High**

- Medium

- Low

Response Status Code

Message	Description
500 Internal Server Error	One of the following: • Cases cannot be saved or submitted because Service Now is in offline mode • An incident with the same customer tracking number already exists.
404 Not Found	Invalid incident ID, incident not found
400 Bad Request	One of the following: • The case cannot be saved because the case has already been submitted or closed. • Site ID is mandatory and has not been specified. • Username and password both are required. • Invalid followUpMethod. • Invalid priority. • Invalid email address. • Device is not associated to the end customer address group

Output

Example XML Output

```
<servicenowmsg>
 <msg Case saved successfully</msg>
</servicenowmsg>
```

Example JSON Output

```
{
  "servicenowmsg":{
    "msg":" Case saved successfully"
  }
}
```

Related Documentation

Submit a Case

After reviewing an incident, you can use the Submit a Case operation to submit an incident case to the Juniper Support Systems (JSS) to create a Juniper Technical Assistance Center (JTAC) case.

URI

https://[host]/api/juniper/servicenow/incident-management/incidents/{id}/submitCase (HTTP method = POST)

URI Parameters

Parameter	Description
id	Incident unique identifier number.

Example XML Input Using Address Group

```
<incident>
  <siteId>CJ18841</siteId>
  <caseCreationUserName>user@example.com</caseCreationUserName>
  <caseCreationPassword>password=</caseCreationPassword>
  <customerTrackingNumber>ck23b274</customerTrackingNumber>
  <priority>Critical</priority>
  <followUpMethod>Email Full Text Update</followUpMethod>
  <synopsisComments>
    These are my synopsis comments here
  </synopsisComments>
  <customerComments>
    These are my customer comments here
  </customerComments>
  <caseCCList>
    <email>user1@example.com</email>
  <email>user2@example.com</email>
  </caseCCList>
  <addressGroup
href="/api/juniper/servicenow/address-group-management/addressGroups/11501570"/>
<coreFiles>
 <coreFile>
 <fileName>/var/tmp/snmpd.core-tarball.1.tgz</fileName>
 </coreFile>
</coreFiles>
<deleteCoreFiles>true</deleteCoreFiles>
</incident>
```

Example XML Input Using End-Customer Address Group

```
<incident>
  <siteId>CJ18841</siteId>
  <caseCreationUserName>user@example.comt</caseCreationUserName>
  <caseCreationPassword>password=</caseCreationPassword>
  <customerTrackingNumber>ck23b274</customerTrackingNumber>
  <priority>Critical</priority>
  <followUpMethod>Email Full Text Update</followUpMethod>
  <synopsisComments>
    These are my synopsis comments here
```

```
          </synopsisComments>
          <customerComments>
             These are my customer comments here
          </customerComments>
          <caseCCList>
             <email>user1@example.com</email>
           <email>user2@example.com</email>
          </caseCCList>
          <endCustomerAddressGroup
href="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/
20000002"/>
        </incident>
```

Example JSON Input Using Address Group

```
{
 "incident": {
  "siteId": "CJ18841",
  "caseCreationUserName": "user@example.com",
  "caseCreationPassword": "password",
  "customerTrackingNumber": "ck23b274",
  "priority": "Critical",
  "followUpMethod": "Email Full Text Update",
  "synopsisComments": "These are my synopsis comments here",
  "customerComments": "These are my customer comments here",
  "caseCCList": {
   "email": [
     "user1@example.com",
     "user2@example.com"
   ]
  },
  "addressGroup": { "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/11501570" }
 }
 "coreFiles": {
   "coreFile": [
    {
     "fileName": "/var/tmp/snmpd.core-tarball.1.tgz"
    }
   ]
 }
}
```

Example JSON Input Using End-Customer Address Group

```
{
 "incident": {
  "siteId": "CJ18841",
  "caseCreationUserName": "user@example.com",
  "caseCreationPassword": "password",
  "customerTrackingNumber": "ck23b274",
  "priority": "Critical",
  "followUpMethod": "Email Full Text Update",
  "synopsisComments": "These are my synopsis comments here",
  "customerComments": "These are my customer comments here",
  "caseCCList": {
   "email": [
     "user1@example.com",
     "user2@example.com"
```

```
      ]
    },
    "endCustomeraddressGroup": { "@href":
"/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/11501570"
    }
   }
  }
```

Consumes

- vnd.juniper.servicenow.incident-management.incident+xml;version=3;charset=UTF-8

- vnd.juniper.servicenow.incident-management.incident+json;version=3;charset=UTF-8

Produces

- vnd.juniper.servicenow.incident-management.submitcase.servicenowmsg+xml;version=3

- vnd.juniper.servicenow.incident-management.submitcase.servicenowmsg+json;version=3

Additional Information

Please note the following when providing input to save a case or submit a case.

- If Service Now is in **Partner Mode** or **Direct Mode**:

  - The **siteId** field is mandatory.

  - If **caseCreationUserName** is provided as an input then **caseCreationPassword** is mandatory. **caseCreationPassword** should be base 64 encoded.

  - If **caseCreationPassword** is provided as an input then **caseCreationUserName** is mandatory. **caseCreationPassword** should be base 64 encoded.

  - If **customerTrackingNumber** is provided as an input then it should be unique.

  - If **followUpMethod** is provided as an input the following information must also be provided:

    - **Email Full Text Update**

    - **Email Secure Web Link**

    - **Phone Call**

- If Service Now is in **End Customer Mode**:

  - **siteId** is not required and will be discarded if provided as an input.

  - **caseCreationUserName** is not required and will be discarded if provided as an input.

  - **caseCreationPassword** is not required and will be discarded if provided as an input.

  - **customerTrackingNumber** is not required and will be discarded if provided as an input.

  - **followUpMethod** is not required and will be discarded if provided as an input.

- For RMA incidents:

  - Address group is not required.

- When Service Now is running in partner mode:

  - The partner can override the address group specified.

  - You can specify an end-customer address group only if the device is associated to that address group

- If provided as an input, the valid **priority** values (case insensitive) are:

  - **Critical**

  - **High**

  - **Medium**

  - **Low**

Response

Element	Description
key	Case unique identifier number.

Response Status Code

Message	Description
404 Not Found	Invalid incident ID.
400 Bad Request	One of the following: • The case cannot be submitted because the case have already been submitted or closed. • Site ID is required but is not specified. • Username and password are both required. One or both is not specified. • Invalid follow-up method. • Invalid priority. • Invalid email ID. • The device is not associated to the end customer address group.
500 Internal Server Error	One of the following: • The case cannot be submitted because Service Now is Demo mode. • The case cannot be saved or submitted because Service Now is in offline mode. • An incident with the same customer tracking number exists.

Output

Example XML Output

```
<servicenowmsg>
 <status>
  <desc>Case submitted successfully</desc>
  <keys>
```

```
                           <key>2588673</key>
                          </keys>
                        </status>
                      </servicenowmsg>
                      <servicenowmsg>
                       <exceptions>
                         <exception>
                            <severity>WARN</severity>
                      <code>1210</code>
                         <desc> "Duplicate message found." </desc>
                          <keys>
                             <key>2588673</key>
                            </keys>
                         </exception>
                         </exceptions>
                      </servicenowmsg>
```

Example JSON Output
```
                      {
                        "servicenowmsg":{
                         "status":{
                           "desc":"Case submitted successfully",
                           "keys":{
                             "key":2588673
                            }
                          }
                        }
                      }
                      {
                        "servicenowmsg":{
                         "exceptions":{
                         "exception":{
                           "severity":"WARN",
                           "code":"1210",
                           "desc":"Duplicate message found.",
                           "keys":{
                             "key":"2588673"
                            }
                          }
                         }
                        }
                      }
```

Related
Documentation

Technical Support Case Management REST APIs

Service Now Tech Support Case Management REST API Overview

The **/api/juniper/servicenow/case-management** resource is available under https://[host]/api/juniper/servicenow.

Technical support cases fetch all cases for all site IDs present in Service Now. Information is via JSS through internal calls.

URI

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

Produces

- vnd.juniper.servicenow.case-management+xml;version=1
- vnd.juniper.servicenow.case-management+json;version=1

Output

Example XML Output

```
<servicenow-case-management>
  <collection href="/api/juniper/servicenow/case-management/cases" rel="cases"/>
</servicenow-case-management>
```

Example JSON Output

```
{
  "servicenow-case-management":{
    "collection":{
      "@href":"/api/juniper/servicenow/case-management/cases",
      "@rel":"cases"
    }
  }
}
```

Get All Tech Support Cases

Use the Get All Tech Support Cases operation to retrieve all available technical support cases from Service Now.

URI

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

URI Parameters

None.

Produces

- vnd.juniper.servicenow.case-management.cases+xml;version=1

- vnd.juniper.servicenow.case-management.cases+json;version=1

Response

Element	Description
key	Case unique identifier number.
organization	Organization name under which this case is created.
caseId	JTAC case ID.
deviceSerialNumber	Serial number of the device for which this case is created.
synopsis	Brief description of the event.
priority	Priority of the incident that led to the case being created.
status	Case status.
createTime	Case creation time.

Response Status Code

Message	Description
204 No Content	No cases found.

Output

Example XML Output

```
<cases size="2" uri="/api/juniper/servicenow/case-management/cases">
 <case key="2949120" uri="/api/juniper/servicenow/case-management/cases/2949120"
 href="/api/juniper/servicenow/case-management/cases/2949120">
  <organization>TestOrg</organization>
  <caseId>2012-0328-0560</caseId>
  <deviceSerialNumber>BH4710AA0012</deviceSerialNumber>
  <synopsis>
    [AIS] Service Now on-demand case
    Customer Comments: These are my synopsis comments here
  </synopsis>
  <priority>3 - Medium</priority>
  <status>Open-Customer Action Required</status>
  <createTime>2012-03-28 19:31:16 IST</createTime>
 </case>
 <case key="2490373"
uri="/api/juniper/servicenow/case-management/cases/2490373"
href="/api/juniper/servicenow/case-management/cases/2490373">
  <organization>TestOrg</organization>
  <caseId>2012-0326-0375</caseId>
  <deviceSerialNumber>BH4610AA0024</deviceSerialNumber>
  <synopsis>[AIS] AV_PATTERN_TOO_BIG</synopsis>
  <priority>2 - High</priority>
  <status>Open-Customer Action Required</status>
  <createTime>2012-03-26 17:04:25 IST</createTime>
 </case>
</cases>
```

Example JSON Output

```
{
 "cases":{
  "@size":"2",
  "@uri":"/api/juniper/servicenow/case-management/cases",
  "case":[
   {
    "@key":"2949120",
    "@uri":"/api/juniper/servicenow/case-management/cases/2949120",
    "@href":"/api/juniper/servicenow/case-management/cases/2949120",
    "organization":"TestOrg",
    "caseId":"2012-0328-0560",
    "deviceSerialNumber":"BH4710AA0012",
    "synopsis":"[AIS] Service Now on-demand casenCustomer Comments: These are
my synopsis comments here",
    "priority":"3 - Medium",
    "status":"Open-Customer Action Required",
    "createTime":"2012-03-28 19:31:16 IST"
   },
   {
    "@key":"2490373",
    "@uri":"/api/juniper/servicenow/case-management/cases/2490373",
    "@href":"/api/juniper/servicenow/case-management/cases/2490373",
    "organization":"TestOrg",
    "caseId":"2012-0326-0375",
    "deviceSerialNumber":"BH4610AA0024",
    "synopsis":"[AIS] AV_PATTERN_TOO_BIG",
    "priority":"2 - High",
```

```
            "status":"Open-Customer Action Required",
            "createTime":"2012-03-26 17:04:25 IST"
        }
      ]
    }
  }
```

Get Tech Support Case Info by Case ID

Use the Get Tech Support Case Info by Case ID operation to retrieve a specific technical support case from Service Now.

URI

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

URI Parameters

Parameter	Description
id	Case unique identifier number.

Produces

- vnd.juniper.servicenow.case-management.case+json ;version=2
- vnd.juniper.servicenow.case-management.case+xml ;version=2

Response

Element	Description
id	Case unique identifier number.
caseId	JTAC case ID.
synopsis	Brief description of the event.
priority	Priority of the incident that led to the creation of the case.
status	Case status.
createTime	Creation time of this case.
caseLink	Link to the JTAC case.

Element	Description
name	Organization name.
serialNumber	Serial number of the device for which this case is created.
hostName	Hostname of the device for which this case is associated.

Response Status Code

Message	Description
404 Not Found	Invalid case ID specified, no case found.

Output

Example XML Output

```
<case uri="/api/juniper/servicenow/case-management/cases/2949120">
<id>2949120</id>
<caseId>2012-0328-0560</caseId>
<synopsis>
  [AIS] Service Now on-demand case
  Customer Comments: These are my synopsis comments here
</synopsis>
<priority>3 - Medium</priority>
<status>Open-Customer Action Required</status>
<createTime>2012-03-28 19:31:16 IST</createTime>
<caseLink>
  https://host/cm/case_email_link.jsp?case_number=2012-0328-0560
</caseLink>
<notes>my notes</notes>
<organization
href="/api/juniper/servicenow/organization-management/organization/262149">
  <id>262149</id>
  <name>TestOrg</name>
</organization>
<device href="/api/juniper/servicenow/device-management/devices/393216">
  <id>393216</id>
  <serialNumber>BH4710AA0012</serialNumber>
  <hostName>SRX1400-b</hostName>
</device>
<method href=
"/api/juniper/servicenow/case-management/cases/720953/updateCase" rel="Update
Case"/>
</case>
```

Example JSON Output

```
{
  "case":{
    "@uri":"/api/juniper/servicenow/case-management/cases/2949120",
    "id":2949120,
    "caseId":"2012-0328-0560",
    "synopsis":"[AIS] Service Now on-demand casenCustomer Comments: These are my
synopsis comments here",
    "priority":"3 - Medium",
```

```
"status":"Open-Customer Action Required",
"createTime":"2012-03-28 19:31:16 IST",
"caseLink":"https://host/cm/case_email_link.jsp?case_number=2012-0328-0560",

"notes":"my notes",
"organization":{
"@href":"/api/juniper/servicenow/organization-management/organization/262149",

 "id":262149,
 "name":"TestOrg"
},
"device":{
 "@href":"/api/juniper/servicenow/device-management/devices/393216",
 "id":393216,
 "serialNumber":"BH4710AA0012",
 "hostName":"SRX1400-b"
}
"method": {
    "@href":
"/api/juniper/servicenow/case-management/cases/2949120/updateCase",
    "@rel": "Update Case"
        }
  }
 }
```

Related Documentation

- Service Now Tech Support Case Management REST API Overview on page 115

Update a Case by Case ID

Use the Update a Case by Case ID operation to update a specific technical support case in Service Now.

URI

https://[host]/api/juniper/servicenow/case-management/cases/{id}/updateCase
(HTTP method = POST)

URI Parameters

Parameter	Description
id	Customer case unique identifier number.

Example XML Input

```
<case>
<notes>My notes</notes>
</case>
```

Example JSON Input

```
{
  "case":{
```

```
      "notes":"My notes"
    }
  }
```

Consumes

- vnd.juniper.servicenow.case-management.case+xml;version=2;charset=UTF-8

- vnd.juniper.servicenow.case-management.case+json;version=2;charset=UTF-8

Produces

- vnd.juniper.servicenow.case-management.updatecase.servicenowmsg+xml;version=1

- vnd.juniper.servicenow.case-management.updatecase.servicenowmsg+json;version=1

> **NOTE:**
> - **Note** is a mandatory element for updating a case.
> - Any other elements specified in the request will be ignored.

Response Status Code

Message	Description
404 Not Found	Invalid case ID, case not found.
500 Internal Server Error	Service Now cannot connect to JSS.
400 Bad Request	One of the following: • Input field, **Note** is mandatory and is not specified. • Input field, **Note** is too long. The maximum number of characters allowed in a **Note** is 3600.

Output

Example XML Output

```
<servicenowmsg>
 <msg> Case saved successfully</msg>
</servicenowmsg>
```

Example JSON Output

```
{
  "servicenowmsg":{
    "msg":" Case saved successfully",
  }
}
```

Related Documentation

- Service Now Tech Support Case Management REST API Overview on page 115

- Get All Tech Support Cases on page 116

- Get Tech Support Case Info by Case ID on page 118

Service Now End Customer Case Management REST API

Service Now End Customer Case Management REST API Overview

The **/api/juniper/servicenow/endcustomer-case-management** resource is available under https://[host]/api/juniper/servicenow.

End customer cases are applicable only for Service Now running in partner proxy mode. It displays all cases belonging to the end customers of Service Now.

URI

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

Produces

- vnd.juniper.servicenow.eccase-management+xml;version=1
- vnd.juniper.servicenow.eccase-management+json;version=1

Output

Example XML Output

```
<servicenow-endcustomer-case-management>
 <collection href="/api/juniper/servicenow/endcustomer-case-management/cases"
rel="cases"/>
</ servicenow-endcustomer-case-management >
```

Example JSON Output

```
{
  " servicenow-endcustomer-case-management ":{
    "collection":{
      "@href":"/api/juniper/servicenow/ endcustomer-case-management /cases",
      "@rel":"cases"
    }
  }
}
```

Get All End Customer Cases

URI

https://[host]/api/juniper/servicenow/endcustomer-case-management/cases (HTTP method = GET)

URI Parameters

None.

Produces

- vnd.juniper.servicenow.eccase-management.cases+xml;version=1
- vnd.juniper.servicenow.eccase-management.cases+json;version=1

Response

Element	Description
connectedMember	Name of the connected member.
caseId	Case ID for this end customer case.
deviceSerialNumber	Serial number of the device associated with this case.
caseStatus	Status of this case.
problemSynopsis	Brief description of the event that led to the creation of this case.
priority	Priority of the incident that led to the creation of the case.
createTime	Date and time the case was created.
caseLink	Link to the case.

Response Status Code

Message	Description
204 No Content	No end customer cases found.
403 Forbidden	Service Now is not running in mode

Output

Example XML Output

```
<cases size="1" uri="/api/juniper/servicenow/endcustomer-case-management/cases">

 <case key="3049145"
uri="/api/juniper/servicenow/endcustomer-case-management/cases/3049145"
href="/api/juniper/servicenow/endcustomer-case-management/cases/3049145">
  <connectedMember> EndCustomer</connectedMember>
  <caseId>32r43263645</caseId>
  <deviceSerialNumber>E4000</deviceSerialNumber>
  <caseStatus>Created</caseStatus>
  <problemSynopsis>RPD_ASSERT_SOFT</problemSynopsis>
  <priority>Medium</priority>
  <createTime>2012-03-28 19:31:16 IST </createTime>
  <caseLink>45trey65876utreds</caseLink>
 </case>
</cases>
```

Example JSON Output

```
{
 "cases":{
  "@size":"1",
  "@uri":"/api/juniper/servicenow/endcustomer-case-management/cases",
  "case":
   {
    "@key":"3049145",
   "@uri":"/api/juniper/servicenow/endcustomer-case-management/cases/3049145",


"@href":"/api/juniper/servicenow/endcustomer-case-management/cases/3049145",

    "connectedMember":" EndCustomer",
    "caseId":"32r43263645",
    "deviceSerialNumber":" E4000",
  "caseStatus":"Created",
    "problemSynopsis":"RPD_ASSERT_SOFT",
    "priority":"Medium",
    "createTime":"2012-03-28 19:31:16 IST ",
  "caseLink":"45trey65876utreds"
   }
  }
```

Related
Documentation

- Service Now End Customer Case Management REST API Overview on page 123
- Get End Customer Case Info by Case ID on page 125

Get End Customer Case Info by Case ID

URI

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

URI Parameters

Parameter	Description
id	End customer case unique identifier

Produces

- vnd.juniper.servicenow.eccase-management.case+xml;version=1

- vnd.juniper.servicenow.eccase-management.case+json;version=1

Response

Element	Description
connectedMember	Name of the connected member.
caseId	Case ID for this end customer case.
deviceSerialNumber	Serial number of the device associated with this case.
caseStatus	Status of this case.
problemSynopsis	Brief description of the event that led to the creation of this case.
priority	Priority of the incident that led to the creation of the case.
createTime	Date and time the case was created.
caseLink	Link to the case.

Response Status Code

Message	Description
404 Not Found	Invalid case ID specified, no end customer cases found.
403 Forbidden	Service Now is not running in mode.

Output

Example XML Output

```
<case uri="/api/juniper/servicenow/endcustomer-case-management/cases/6029324">

<id>6029324</id>
<connectedMember>test</connectedMember>
<caseId>123456</caseId>
<problemSynopsis>Service Now on-demand case</problemSynopsis>
<createTime>2012-04-06 14:28:53 IST</createTime>
<updateTime>2012-04-06 14:28:53 IST</updateTime>
```

```
<problemDesc>Service Now on-demand case</problemDesc>
<caseStatus>Created</caseStatus>
</case>
```

Example JSON Output

```
{
 "case":{
  "@uri":"/api/juniper/servicenow/endcustomer-case-management/cases/6029324",

  "id":6029324,
  "connectedMember":"test",
  "caseId":123456,
  "problemSynopsis":"Service Now on-demand case",
  "createTime":"2012-04-06 14:28:53 IST",
  "updateTime":"2012-04-06 14:28:53 IST",
  "problemDesc":"Service Now on-demand case",
  "caseStatus":"Created"
 }
}
```

Related Documentation

- Service Now End Customer Case Management REST API Overview on page 123

- Get All End Customer Cases on page 124

Service Now Auto Submit Policy Management REST APIs

Service Now Auto Submit Policy Management REST API Overview

The **/api/juniper/servicenow/autosubmit-policy-management** resource is available under https://[host]/api/juniper/servicenow.

An auto submit policy is a policy that you create to enable Service Now to submit incidents to Juniper Support Services (JSS) automatically. While using Service Now in end-customer mode, auto submit policies allow Service Now to submit incidents automatically to the Service Now that it connects to. When incidents are submitted to JSS, technical support cases are created with Juniper Networks. When incidents are submitted automatically, they are filtered based on the JMB Filter Level setting of the Service Now organization to which the device belongs.

URI

https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies
(HTTP method = GET)

Produces

- vnd.juniper.servicenow.autosubmit-policy-management.autosubmitpolicies+xml;version=2;
- vnd.juniper.servicenow.autosubmit-policy-management.autosubmitpolicies+xml;version=2;

Output

Example XML Output

```
< autosubmitpolicies uri="/api/juniper/servicenow/autosubmit-policy-management/
autosubmitpolicies " size="2">
    <autosubmitpolicy href="/api/juniper/servicenow/autosubmit-policy-management/
```

```
 autosubmitpolicies /720896"
uri="/api/juniper/servicenow/autosubmit-policy-management/ autosubmitpolicies
/720896" key="720896">
        <incidentsSubmitted>0</incidentsSubmitted>
        <devices>3</devices>
        <events>5</events>
        <name>test1</name>
        <createdBy>super</createdBy>
        <enabled>true</enabled>
        <dampening>Enabled</ dampening>
    </autosubmitpolicy>
    <autosubmitpolicy
href="api/juniper/servicenow/autosubmit-policy-management/autosubmitcases/1081344"
 uri="/api/juniper/servicenow/autosubmit-policy-management/
autosubmitpolicies/1081344" key="1081344">
        <incidentsSubmitted>0</incidentsSubmitted>
        <devices>2</devices>
        <events>7</events>
        <name>test</name>
        <createdBy>super</createdBy>
        <enabled>false</enabled>
        <dampening>Disabled</dampening>
    </autosubmitpolicy >
</autosubmitpolicies>
```

Example JSON Output

```
{
  "autosubmitpolicies":{

"@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies,

    "@size":"2",
    "autosubmitpolicy":[
      {

"@href":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/720896",


"@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/720896",

        "@key":"720896",
        "incidentssubmitted":"0",
        "devices":"3",
        "events":"5",
        "name":"test1",
        "createdby":"super",
    "enabled":"true",
"dampening":"Enabled"
      },
      {

"@href":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitcases/1081344",


"@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/1081344",

        "@key":"1081344",
```

```
            "incidentssubmitted":"0",
            "devices":"2",
            "events":"7",
            "name":"test",
            "createdby":"super",
        "enabled":"false"
       "dampening":"Disabled"
            }
         ]
      }
```

Related Documentation

- Get All Auto Submit Policies in Service Now on page 131
- Get Auto Submit Policy Info by Policy ID on page 133
- Assign An Auto Submit Policy to a Device on page 136
- Get Devices Associated With an Auto Submit Policy on page 137

Get All Auto Submit Policies in Service Now

URI

https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies(HTTP method = GET)

Produces

- vnd.juniper.servicenow.autosubmit-policy-management.autosubmitpolicies+xml;version=2;
- vnd.juniper.servicenow.autosubmit-policy-management.autosubmitpolicies+json;version=2;

Response

Element	Description
incidentsSubmitted	Number of incidents submitted through this auto submit policy.
devices	Number of devices associated with the auto submit policy.
events	Number of events associated with the auto submit policy.
name	Auto submit policy name.
createdBy	Username of person that created this auto submit policy.
enabled	Indicates whether the auto submit policy is enabled or disabled. If 0, the auto submit policy is diabled. If 1, the auto submit policy is enabled.
dampeningEnabled	If the same event occurs on a device repeatedly, multiple incidents are created on service now. The **dampeningEnabled** element lets you reduce the incident creation per event. Valid values for **dampeningEnabled** are **true** or **false**.

Response Status Code

Message	Description
204 Not Found	No auto submit policy exists in Service Now

Output

Example XML Output

```
< autosubmitpolicies uri="/api/juniper/servicenow/autosubmit-policy-management/
autosubmitpolicies " size="2">
   <autosubmitpolicy href="/api/juniper/servicenow/autosubmit-policy-management/
 autosubmitpolicies /720896"
         uri="/api/juniper/servicenow/autosubmit-policy-management/
autosubmitpolicies /720896" key="720896">
      <incidentsSubmitted>0</incidentsSubmitted>
      <devices>3</devices>
      <events>5</events>
      <name>test1</name>
      <createdBy>super</createdBy>
      <enabled>true</enabled>
      <dampeningEnabled>true</dampeningEnabled>
   </autosubmitpolicy>
      <autosubmitpolicy
href="/api/juniper/servicenow/autosubmit-policy-management/autosubmitcases/1081344"

         uri="/api/juniper/servicenow/autosubmit-policy-management/
autosubmitpolicies/1081344" key="1081344">
      <incidentsSubmitted>0</incidentsSubmitted>
      <devices>2</devices>
      <events>7</events>
      <name>test</name>
      <createdBy>super</createdBy>
      <enabled>false</enabled>
      <dampeningEnabled>true</dampeningEnabled>
   </autosubmitpolicy >
</autosubmitpolicies>
```

Example JSON Output

```
{
  "autosubmitpolicies":{

"@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies,

    "@size":"2",
    "autosubmitpolicy":[
      {

"@href":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/720896",


"@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/720896",

      "@key":"720896",
      "incidentssubmitted":"0",
      "devices":"3",
      "events":"5",
```

```
            "name":"test1",
            "createdby":"super",
        "enabled":"true"
          "dampeningEnabled":"true"
          },
          {

     "@href":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitcases/1081344",


     "@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/1081344",

          "@key":"1081344",
          "incidentssubmitted":"0",
          "devices":"2",
          "events":"7",
          "name":"test",
          "createdby":"super",
        "enabled":"false"
          "dampeningEnabled":"true"
          }
        ]
    }
```

Related Documentation

- Service Now Auto Submit Policy Management REST API Overview on page 129
- Get Auto Submit Policy Info by Policy ID on page 133
- Assign An Auto Submit Policy to a Device on page 136
- Get Devices Associated With an Auto Submit Policy on page 137

Get Auto Submit Policy Info by Policy ID

Use the Get Auto Submit Policy Info by Policy ID operation to retrieve a specific auto submit policy from Service Now.

URI

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

URI Parameters

Parameter	Description
id	Auto submit policy unique identifier.

Produces

- vnd.juniper.servicenow.autosubmit-policy-management. autosubmitpolicy +xml;version=2

- vnd.juniper.servicenow.autosubmit-policy-management.autosubmitpolicy
  +json;version=2

Response

Element	Description
incidentsSubmitted	Number of incidents submitted through this auto submit policy.
devices	Number of devices associated with the auto submit policy.
events	Number of events associated with the auto submit policy.
name	Auto submit policy name.
createdBy	Username of person that created this auto submit policy.
enabled	Indicates whether the auto submit policy is enabled or disabled. If 0, the auto submit policy is disabled. If 1, the auto submit policy is enabled.
dampening	Indicates the dampening value of an auto submit policy. Values are **enabled** or **disabled**.
id	Device unique identifier.
hostName	Device hostname.
dampeningEnabled	If the same event occurs on a device repeatedly, multiple incidents are created on service now. The **dampeningEnabled** element lets you reduce the incident creation per event. Valid values for **dampeningEnabled** are **true** or **false**.

Response Status Code

Message	Description
204 Not Found	Invalid auto submit policy ID specified

Output

Example XML Output

```
<autosubmitpolicy uri="/api/juniper/servicenow/autosubmit-policy-management/
autosubmitpolicies/720896" key="720896">
    <incidentsSubmitted>0</incidentsSubmitted>
    <devices>3</devices>
    <events>5</events>
    <name>test1</name>
    <createdBy>super</createdBy>
    <enabled>true</enabled>
    <dampeningEnabled>true</dampeningEnabled>
    <method href="/api/juniper/servicenow/
autosubmitpolicies/720896/associateDevices" rel="Associate auto submit case to
devices"/>
```

```
                          <devices uri="/api/juniper/servicenow/autosubmit-policy-management/
                  autosubmitpolicies/720896/devices">
                          <device href="/api/juniper/servicenow/device-management/devices/360448">

                              <id>360448</id>
                              <hostName>EX4200.24T.180</hostName>
                           </device>
                          <device href="/api/juniper/servicenow/device-management/devices/360449">

                              <id>360449</id>
                              <hostName>ex-4200.50.182</hostName>
                          </device>
                      </devices>
                      <events
                  uri="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/720896/events">
                  </autosubmitpolicy>
```

Example JSON Output

```
                  {
                    "autosubmitpolicy":{
                      "@uri":"/api/juniper/servicenow/autosubmit-policy-management/
                  autosubmitpolicies/720896",
                      "@key":"720896",
                      "incidentssubmitted":"0",
                      "devices":{
                        "@size":"3",
                        "@uri":"/api/juniper/servicenow/autosubmit-policy-management/
                  autosubmitpolicies/720896/devices",
                        "device":[
                          {
                            "@href":"/api/juniper/servicenow/device-management/devices/360448",
                            "id":"360448",
                            "hostname":"EX4200.24T.180"
                          },
                          {
                            "@href":"/api/juniper/servicenow/device-management/devices/360449",
                            "id":"360449",
                            "hostname":"ex-4200.50.182"
                          }
                        ]
                      },
                      "events":{
                        "@size":"5",

                  "@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/720896/events"

                       },
                      "name":"test1",
                      "createdby":"super",
                      "enabled":"true",
                      "dampeningEnabled":"true"
                      "method":{
                       "@href":"/api/juniper/servicenow/autosubmitpolicies/720896/associateDevices",

                         "rel":"Associate auto submit case to devices"
                       }
                    }
```

- Service Now Auto Submit Policy Management REST API Overview on page 129

- Get All Auto Submit Policies in Service Now on page 131

- Assign An Auto Submit Policy to a Device on page 136

- Get Devices Associated With an Auto Submit Policy on page 137

Assign An Auto Submit Policy to a Device

Use the Assign An Auto Submit Policy To A Device operation to associate devices with auto submit policies to enable automatic submission of incidents that occur on the devices to JSS

URI

https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/{id}/associateDevices
(HTTP method = POST)

URI Parameters

Parameter	Description
id	Device unique identifier.

In the following example only the two specified devices are associated with the auto submit policy.

Example input in XML
format

```
<associateDevices>
    <devices>
          <device
href="/api/juniper/servicenow/device-management/devices/163840"/>
          <device
href="/api/juniper/servicenow/device-management/devices/163841"/>
    </devices>
</associateDevices>
```

Example input in JSON
format

```
{
  "associatedevices":{
    "devices":{
      "device":[
        {
          "@href":"/api/juniper/servicenow/device-management/devices/163840"
        },
        {
          "@href":"/api/juniper/servicenow/device-management/devices/163841"
        }
      ]
    }
  }
}
```

Consumes

- vnd.juniper.servicenow.autosubmit-policy-management.associatedevices+xml;version=1;charset=UTF–8 for XML request

- vnd.juniper.servicenow.autosubmit-policy-management.associatedevices+json;version=1;charset=UTF–8 for JSON request

Produces

- vnd.juniper.servicenow.autosubmit-policy-management.servicenowmsg+xml;version=1 for XML requests

- vnd.juniper.servicenow.autosubmit-policy-management.servicenowmsg+json;version=1 for JSON requests

Response Status Code

Message	Description
404 Not Found	Invalid device ID specified.
400 Bad Request	Invalid request.

Output

```
<servicenowmsg>
    <msg>Devices associated successfully to auto submit policy</msg>
</servicenowmsg>
```

Related Documentation

- Service Now Auto Submit Policy Management REST API Overview on page 129

- Get All Auto Submit Policies in Service Now on page 131

- Get Auto Submit Policy Info by Policy ID on page 133

- Assign An Auto Submit Policy to a Device on page 136

- Get Devices Associated With an Auto Submit Policy on page 137

Get Devices Associated With an Auto Submit Policy

An auto submit policy enables incidents that occur on devices to be submitted to JSS automatically, creating a Tech Support Case. Use the Get Devices Associated With an Auto Submit Policy operation to retrieve all devices associated with a specific auto submit policy.

URI

https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/{id}/devices (HTTP method = GET)

URI Parameters

Parameter	Description
id	Auto submit policy unique identifier.

Produces

- vnd.juniper.servicenow.autosubmit-policy-management.devices +xml;version=1

- vnd.juniper.servicenow.autosubmit-policy-management.devices +json;version=1

Response

Element	Description
hostName	Device hostname.

Response Status Code

Message	Description
500 Internal Server Error	No devices are associated with the specified auto submit policy.

Output

Example XML Output

```
<devices
uri="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/360457/devices">

    <device key="360448"
href="/api/juniper/servicenow/device-management/devices/360448">
        <hostName>EX4200.24T.180</hostName>
    </device>
    <device key="360449"
href="/api/juniper/servicenow/device-management/devices/360449">
        <hostName>ex-4200.50.182</hostName>
    </device>
</devices>
```

Example JSON Output

```
{
  "devices":{

"@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/360457/devices",

    "device":[
     {
        "@key":"360448",
        "@href":"/api/juniper/servicenow/device-management/devices/360448",
        "hostname":"EX4200.24T.180"
     },
     {
        "@key":"360449",
```

```
         "@href":"/api/juniper/servicenow/device-management/devices/360449",
         "hostname":"ex-4200.50.182"
       }
     ]
   }
 }
```

Get Events Associated with an Auto Submit Policy

An auto submit policy enables incidents that occur on devices to be submitted to JSS automatically, creating a Tech Support Case. Use the Get Auto Submit Policy Associated Events operation to retrieve all events associated with a specific auto submit policy.

URI

https://[host]/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/{id}/events
(HTTP method = GET)

URI Parameters

Parameter	Description
id	Auto submit policy unique identifier.

Produces

- vnd.juniper.servicenow.autosubmit-policy-management.events +xml;version=2
- vnd.juniper.servicenow.autosubmit-policy-management. events +json;version=2

Response

Element	Description
name	Event name.
category	Event category.
type	Event type.
subType	Event subtype.

Element	Description
briefDescription	A terse description of the event.
eventDescription	A detailed description of the event.
minimumVersion	Minimum version of Junos in which event will be enabled.
dampening	Displays the dampening period. Users can select a period for which alerts are dampened for the incidents that are the same (for example, the same synopsis) for the same device(s), device groups, or organizations. Values can be **None** (dampening is applied until the user disables it) or **1 hr**, **2 hr** and so forth or **Always**.

Response Status Code

Message	Description
500 Internal Server Error	No events are associated with the specified auto submit policy.

Output

Example XML Output

```
<events size="2"
uri="/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/360457/events">

    <event>
        <name>ACCT_XFER_POPEN_FAIL</name>
        <fileName>ACCT_XFER_POPEN_FAIL.slax</fileName>
        <category>ACCT</category>
        <type>Software Failure</type>
        <subType>Communication Error</subType>
        <briefDescription>ACCT_XFER_POPEN_FAIL</briefDescription>
        <eventDescription>A call to the popen() function failed when the accounting
statistics process invoked the indicated command to transfer the indicated
file.</eventDescription>
        <activateDescription>Capture ACCT_XFER_POPEN_FAIL
Events</activateDescription>
        <featureName>ACCT_XFER_POPEN_FAIL.slax</featureName>
        <minimumVersion>9.4</minimumVersion>
        <helpText>ACCT_XFER_POPEN_FAIL</helpText>
        <dampening>1 hr</ dampening>
    </event>
    <event>
        <name>CONNECTION_CHASSISD_FAIL</name>
        <fileName>CONNECTION_CHASSISD_FAIL.slax</fileName>
        <category>ALARMD</category>
        <type>Software Failure</type>
        <subType>Initialization failure</subType>
        <briefDescription>CONNECTION_CHASSISD_FAIL</briefDescription>
        <eventDescription>The alarm process (alarmd) was unable to connect to the
chassis process (chassisd).</eventDescription>
        <activateDescription>Capture CONNECTION_CHASSISD_FAIL
```

```
        Events</activateDescription>
            <featureName>CONNECTION_CHASSISD_FAIL.slax</featureName>
            <minimumVersion>9.5</minimumVersion>
            <helpText>SW-common-2:CONNECTION_CHASSISD_FAIL</helpText>
            <dampening>None</ dampening>
        </event>
</events>
```

Example JSON Output

```
{
    "events":{
"@size":"2",

"@uri":"/api/juniper/servicenow/autosubmit-policy-management/autosubmitpolicies/360457/events",

    "event":[
      {
        "name":"ACCT_XFER_POPEN_FAIL",
        "filename":"ACCT_XFER_POPEN_FAIL.slax",
        "category":"ACCT",
        "type":"Software Failure",
        "subtype":"Communication Error",
        "briefdescription":"ACCT_XFER_POPEN_FAIL",
        "eventdescription":"A call to the popen() function failed when the accounting
statistics process invoked the indicated command to transfer the indicated file. ",
        "activatedescription":"Capture ACCT_XFER_POPEN_FAIL Events",
        "featurename":"ACCT_XFER_POPEN_FAIL.slax",
        "minimumversion":"9.4",
        "helptext":"ACCT_XFER_POPEN_FAIL",
    "dampening":"1 hr"
      },
      {
        "name":"CONNECTION_CHASSISD_FAIL",
        "filename":"CONNECTION_CHASSISD_FAIL.slax",
        "category":"ALARMD",
        "type":"Software Failure",
        "subtype":"Initialization failure",
        "briefdescription":"CONNECTION_CHASSISD_FAIL",
        "eventdescription":"The alarm process (alarmd) was unable to connect to the
chassis process (chassisd). ",
        "activatedescription":"Capture CONNECTION_CHASSISD_FAIL Events",
        "featurename":"CONNECTION_CHASSISD_FAIL.slax",
        "minimumversion":"9.5",
        "helptext":"SW-common-2:CONNECTION_CHASSISD_FAIL"
    "dampening":"None"
      }
    ]
  }
}
```

Related Documentation

Device Snapshot Management

Device Snapshot Management REST API Overview

The **/api/juniper/servicenow/devicesnapshot-management** resource is available under https://[host]/api/juniper/servicenow.

URI

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

Produces

- vnd.juniper.servicenow.devicesnapshot-management+xml;version=1
- vnd.juniper.servicenow.devicesnapshot-management+json;version=1

Output

Example XML Output
```
<servicenow-devicesnapshot-management>
    <collection
href="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots"
rel="devicesnapshots"/>
</servicenow-devicesnapshot-management>
```

Example JSON Output
```
{
  "servicenow-devicesnapshot-management":
    {"collection":
       {

"@href":"/api/juniper/servicenow/devicesnapshot-management/devicesnapshots","
         @rel":"devicesnapshots"}
       }
    }
```

Get All Device Snapshots in Service Now

Service Now periodically collects and displays Information Juniper Message Bundles (iJMBs) that contain information about devices. These iJMBs are processed and displayed on the Device Snapshot page in the Service Now application. You can use the Get All Device Snapshots operation to also view the iJMB information about devices.

URI

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

URI Parameters

None.

Produces

- vnd.juniper.servicenow.devicesnapshot-management.devicesnapshots+xml;version=1
- vnd.juniper.servicenow.devicesnapshot-management.devicesnapshots+json;version=1

Response

Element	Description
hostName	Device hostname.
product	Product type, such as SRX1400.
status	Status of iJMB submission to JSS.

Response Status Code

Message	Description
204 No Content	No events are associated with the specified auto submit policy.

Output

Example XML Output

```
<devicesnapshots size="1"
uri="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/">
    <devicesnapshot key="196618"
```

uri="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618"

href="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618">

        \<hostName>SN-SRX1400test\</hostName>
        \<product>SRX1400\</product>
        \<status>Initial(Not submitted: Filter "Do not send Device Snapshots" is
selected)\</status>
    \</devicesnapshot>
\</devicesnapshots>

Example JSON Output

```
{"devicesnapshots":
    {"@size":"1",
    "@uri":"/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/",

    "devicesnapshot":
        {"@key":"196618",

"@uri":"/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618",

"@href":"/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618",

        "hostName":"SN-SRX1400test","product":"SRX1400",
        "status":"Initial(Not submitted: Filter \"Do not send Device Snapshots\" is
selected)"
        }
    }
}
```

Additional Notes

To get the device snapshot for specific device, you can use the filter parameter. For
example, the following URI retrieves the device snapshot for the SN-SRX1400test device.

https://[host]/api/juniper/servicenow/devicesnapshot-management/devicesnapshots?filter=(hostName
eq ' SN-SRX1400test') (HTTP method = GET)

\<devicesnapshots size="1"
uri="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/">
    \<devicesnapshot key="196618"
uri="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618"

href="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618">

        \<hostName>SN-SRX1400test\</hostName>
        \<product>SRX1400\</product>
        \<status>Initial(Not submitted: Filter "Do not send Device Snapshots" is
selected)\</status>
    \</devicesnapshot>
\</devicesnapshots>

Get Device Snapshot Info by Device ID

Service Now periodically collects and displays Information Juniper Message Bundles (iJMBs) that contain information about devices. These iJMBs are processed and displayed on the Device Snapshot page in the Service Now application. You can use the Get Device Snapshot Info by Device ID operation to view the iJMB information about a specific device.

URI

https://[host]/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/{id} (HTTP metod = GET)

URI Parameters

Parameter	Description
id	ID of the device snapshot management.

Produces

- vnd.juniper.servicenow.devicesnapshot-management.devicesnapshot+xml;version=1
- vnd.juniper.servicenow.devicesnapshot-management.devicesnapshot+json;version=1

Response

Element	Description
status	Status of iJMB submission to JSS.
siteId	ID of the site to which the device is associated.
organizationName	Organization to which the device is associated.
deviceGroupName	Device group name to which this device is associated.
ipAddr	Device IP address.
product	Device product name.
platform	Device platform.
hostName	Device hostname.

Element	Description
release	Release number of software currently installed on the device.
version	Release version of software currently installed on the device.

Response Status Code

Message	Description
404 Not Found	Invalid snapshot ID specified.

Output

Example XML Output

```
<devicesnapshot
uri="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618">

    <id>196618</id>
    <status>Initial(Not submitted:  Filter";Do not send Device Snapshots"; is
selected)</status>
    <siteId>CJ18841</siteId>
    <filterLevel>Do not send</filterLevel>
    <organizationName>k</organizationName>
    <deviceGroupName>k</deviceGroupName>

<prbIdentifier>SN-SRX1400test-BH4610AA0024-20120329-111202-999</prbIdentifier>

    <device href="/api/juniper/servicenow/device-management/devices/196610">
        <id>196610</id>
        <serialNumber>BH4610AA0024</serialNumber>
        <ipAddr>192.0.2.11</ipAddr>
        <product>SRX1400</product>
        <platform>junos-es</platform>
        <hostName>SN-SRX1400test</hostName>
        <release>10.4</release>
        <version>R7</version>
    </device>
</devicesnapshot>
```

Example JSON Output

```
{
"devicesnapshot":
    {

"@uri":"/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618",

        "id":196618,
        "status":"Initial(Not submitted:  Filter \"Do not send Device Snapshots\" is
selected)",
        "siteId":"CJ18841",
        "filterLevel":"Do not send",
        "organizationName":"k",
        "deviceGroupName":"k",
```

```
        "prbIdentifier":"SN-SRX1400test-BH4610AA0024-20120329-111202-999",
        "device":
        {
            "@href":"/api/juniper/servicenow/device-management/devices/196610",
            "id":196610,"serialNumber":"BH4610AA0024",
            "ipAddr":"192.0.2.11",
            "product":"SRX1400",
            "platform":"junos-es",
            "hostName":"SN-SRX1400test",
            "release":10.4,
            "version":"R7"
        }
    }
}
```

Additional Notes

To get the device snapshot for specific device, you can use the filter parameter. For example, the following URI retrieves the device snapshot for the SN-SRX1400test device.

https://[host]/api/juniper/servicenow/devicesnapshot-management/devicesnapshots?filter=(hostName eq ' SN-SRX1400test') (HTTP method = GET)

```
<devicesnapshots size="1"
uri="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/">
    <devicesnapshot key="196618"
uri="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618"


href="/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/196618">

        <hostName>SN-SRX1400test</hostName>
        <product>SRX1400</product>
        <status>Initial(Not submitted:  Filter "Do not send Device Snapshots" is
selected)</status>
    </devicesnapshot>
</devicesnapshots>
```

Related
Documentation

- Device Snapshot Management REST API Overview on page 143

- Get All Device Snapshots in Service Now on page 144

- Export Device Snapshot Information by Device ID on page 148

- Delete Device Snapshot by Device Snapshot ID on page 149

Export Device Snapshot Information by Device ID

Use the Export Device Snapshot Information by Device ID operation to export the Information Juniper Message Bundles (iJMBs) that contain information about devices.

URI

https://[host]/api/juniper/servicenow/devicesnapshot-management/devicesnapshots/{id}/export
(HTTP metod = GET)

URI Parameters

None.

Produces

application/octet-stream

Response Status Code

Message	Description
404 Not Found	Invalid device snapshot ID specified.

Related
Documentation

- Device Snapshot Management REST API Overview on page 143
- Get All Device Snapshots in Service Now on page 144
- Get Device Snapshot Info by Device ID on page 146
- Delete Device Snapshot by Device Snapshot ID on page 149

Delete Device Snapshot by Device Snapshot ID

Use the Delete Device Snapshot by Device Snapshot ID operation to delete the device
snapshot information of a specific device from Service Now.

URI

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

URI Parameters

Parameter	Description
id	ID of the device snapshot.

Produces

- vnd.juniper.servicenow.devicesnapshot-management.ServiceNowMsg+xml;version=1
- vnd.juniper.servicenow.devicesnapshot-management.ServiceNowMsg+json;version=1

Response Status Code

Message	Description
404 Not Found	Invalid JMB ID specified.

Output

Example XML Output

```
<servicenowmsg>
    <msg> Device Snapshot deleted successfully </msg>
</servicenowmsg>
```

Example JSON Output

```
servicenowmsg:{
    msg: 'Device Snapshot deleted successfully'
  }
```

Related Documentation

JMB Error Management

Service Now JMB Error Management REST API Overview

The **/api/juniper/servicenow/jmb-error-management** resource is available under https://[host]/api/juniper/servicenow.

End customer cases are applicable only for Service Now running in mode. It displays all cases belonging to the end customers of Service Now.

URI

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

Produces

- vnd.juniper.servicenow.servicenow-jmb-error-management+xml;version=1
- vnd.juniper.servicenow.servicenow-jmb-error-management+json;version=1

Output

Example XML Output
```
<servicenow-jmb-error-management>
    <collection href="/api/juniper/servicenow/jmb-error-management/jmbs" rel="JMB
Errors"/>
</servicenow-jmb-error-management>
```

Example JSON Output
```
{
"servicenow-jmb-error-management":
    {
        "collection":{
            "@href":"/api/juniper/servicenow/jmb-error-management/jmbs",
            "@rel":"JMB Errors"
        }
    }
}
```

Get All JMBs with Errors in Service Now

Service Now identifies the JMBs with errors. JMBs with errors are JMBs that do not comply with the standard data structure or other data elements that Service Now accepts. Use the Get All JMBs With Errors in Service Now operation to view all JMBs with errors.

URI

https://[host]/api/juniper/servicenow/jmb-error-management/jmbs (HTTP method = GET)

URI Parameters

None.

Produces

- vnd.juniper.servicenow.servicenow-jmb-error-management.invalidjmbs+xml;version=1
- vnd.juniper.servicenow.servicenow-jmb-error-management.invalidjmbs+json;version=1

Response

Element	Description
status	JMB status.
jmbName	Name of JMB that contains errors.
id	Unique identifier of JMB that contains errors.
deviceId	ID of the device where the error occurred.

Response Status Code

Message	Description
204 No Content	No JMBs with errors found in Service Now.

Output

Example XML Output

```
<jmbErrors uri="/api/juniper/servicenow/jmb-error-management/jmbs/" size="1">
    <jmbError uri="/api/juniper/servicenow/jmb-error-management/jmbs/360449">
        <filterLevel>4</filterLevel>
```

```
                              <status>invalid</status>
                              <jmbName>_ais_intel_20120220_103329.xml</jmbName>
                              <id>360449</id>
                              <deviceId>99511</deviceId>
                          </jmbError>
                      </jmbErrors>
```

Example JSON Output

```
{"jmbErrors":{

"@uri":"/api/juniper/servicenow/jmb-error-management/jmbs","@size":"2","jmbError":[

    {
        "@uri":"/api/juniper/servicenow/jmb-error-management/jmbs/197401",
        "filterLevel":1,
        "status":"invalid",
        "jmbName":"SN-SRX1400test_ais_intel_20120329_111913.xml",
        "id":197401,
        "deviceId":196610},
        {
            "@uri":"/api/juniper/servicenow/jmb-error-management/jmbs/197403",
            "filterLevel":1,
            "status":"invalid",
            "jmbName":"SN-SRX1400test_ais_prob_20120329_111529.xml",
            "id":197403,
            "deviceId":196610}
    ]
    }
}
```

Related
Documentation

- Service Now JMB Error Management REST API Overview on page 151

- Get JMB with Error Information by JMB ID on page 153

- Delete JMB with Errors by JMB ID on page 155

- Export JMBs with Errors by JMB ID on page 156

Get JMB with Error Information by JMB ID

Service Now identifies the JMBs with errors. JMBs with errors are JMBs that do not comply with the standard data structure or other data elements that Service Now accepts. Use the Get JMB with Error Information by JMB ID operation to view a specific JMB with errors.

URI

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

URI Parameters

Parameter	Description
id	Unique identifier of the JMB with errors.

Produces

- application/vnd.juniper.servicenow.servicenow-jmb-error-management.jmberror+xml;version=1

- application/vnd.juniper.servicenow.servicenow-jmb-error-management.jmberror+json;version=1

Response

Element	Description
status	JMB status.
jmbName	Name of JMB that contains errors.
id	Unique identifier of JMB that contains errors.
jmbErrorMessage	Brief description of the error.

Response Status Code

Message	Description
404 Not Found	No JMBs with errors found with that ID number.

Output

Example XML Output

```
<jmbError uri="/api/juniper/servicenow/jmb-error-management/jmbs/360449">
    <filterLevel>4</filterLevel>
    <status>invalid</status>
    <jmbName>_ais_intel_20120220_103329.xml</jmbName>
    <jmbErrorMessage>JMB validation failed - cvc-complex-type.2.4.a: Invalid content
was found starting with element 'host-event-ID'.
        One of '{<http://host/xnm/1.1/xnm&quot;:jmb-xsd-version}' is
expected.</jmbErrorMessage>
    <id>360449</id>
    <deviceId>99511</deviceId>
</jmbError>
```

Example JSON Output

```
{"jmbError":
    {"@uri":"/api/juniper/servicenow/jmb-error-management/jmbs/197401",
        "filterLevel":1,
        "status":"invalid",
        "jmbName":"SN-SRX1400test_ais_intel_20120329_111913.xml",
        "jmbErrorMessage":"JMB validation failed - cvc-complex-type.2.4.a: Invalid
content was found starting with element 'host-event-ID'.
            One of '{"http://host/xnm/1.1/xnm":jmb-xsd-version}' is expected.",
        "id":197401,
        "deviceId":196610
    }
}
```

Delete JMB with Errors by JMB ID

Use the Delete JMB with Errors by JMB ID operation to remove a specific JMB with errors from Service Now.

URI

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

URI Parameters

Parameter	Description
id	Unique identifier of the JMB with errors.

Produces

- application/vnd.juniper.servicenow.servicenow-jmb-error-management.jmberror+xml;version=1
- application/vnd.juniper.servicenow.servicenow-jmb-error-management.jmberror+json;version=1

Response Status Code

Message	Description
404 Not Found	No JMBs with errors found with that ID number.

Output

Example XML Output
```
<servicenowmsg>
    <msg>JMB Error successfully deleted</msg>
</servicenowmsg>
```

Example JSON Output
```
servicenowmsg:{
    msg:'JMB Error successfully deleted'
  }
```

Export JMBs with Errors by JMB ID

Use the Export JMB with Errors by JMB ID operation to export a specific JMB with errors from Service Now.

URI

https://[host]/api/juniper/servicenow/jmb-error-management/jmbs/{id}/export (HTTP method = GET)

URI Parameters

Parameter	Description
id	Unique identifier of the JMB with errors.

Produces

application/octet-stream

Response Status Code

Message	Description
404 Not Found	No JMBs with errors found with that ID number.

Related Documentation

- Service Now JMB Error Management REST API Overview on page 151

- Get All JMBs with Errors in Service Now on page 152

- Get JMB with Error Information by JMB ID on page 153

- Delete JMB with Errors by JMB ID on page 155

Organization Management

Service Now Organization Management REST API Overview

The **/api/juniper/servicenow/organization-management** resource is available under https://[host]/api/juniper/servicenow.

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

URI

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

Produces

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

Output

Example XML Output

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

Example JSON Output

```
{"servicenow-organization-management":{
    "collection":[
        {
            "@href":"/api/juniper/servicenow/organization-management/organization",

            "@rel":"organizations"},
        {
            "@href":"/api/juniper/servicenow/organization-management/sites",
            "@rel":"sites"},
        {
         "@href":"/api/juniper/servicenow/organization-management/jmbfilterlevels",

            "@rel":"jmbFilterLevels"},
        {

"@href":"/api/juniper/servicenow/organization-management/casesubmissionvalues",

            "@rel":"casesubmissionvalues"},
        {

"@href":"/api/juniper/servicenow/organization-management/addorganization",
            "@rel":"addorganization"},
        {

"@href":"/api/juniper/servicenow/organization-management/addconnectedmember",

            "@rel":"addconnectedmember"
        }
    ]
    }
}
```

Related
Documentation

Get All Organizations in Service Now

Use the Get All Organizations in Service Now method to retrieve all organizations.

URI

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

URI Parameters

None.

Produces

- vnd.juniper.servicenow.organization-management.organizations+xml;version=1

- vnd.juniper.servicenow.organization-management.organizations+json;version=1

Response Status Code

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

Output

Example XML Output

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

Example JSON Output

```
{
"organizations":
    {
        "@size":"1",
        "@uri":"/api/juniper/servicenow/organization-management/organization/",
        "organization":{
            "@key":"99507",

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

,"@href":"/api/juniper/servicenow/organization-management/organization/99507",
            "siteName":"test",
            "siteIdentifier":"CJ18841",
            "jnprUser":"user@example.com",
            "connectionStatus":"Success",
            "isConnectedMember":false,
            "submit-case-as":"Real Cases"
        }
    }
}
```

Get An Organization Through its Site Name

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

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

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

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

Get An Organization By Specifying a Partial Site Name

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

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

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

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

Related
Documentation

- Service Now Organization Management REST API Overview on page 157

- Get Organization Info by ID on page 161

- Get Sites Info on page 163

- Delete Organization by Organization ID on page 165

- Get JMB Filter Levels Info on page 166

- Get Case Submission Values on page 167

- Add Organization on page 168

- Modify Organization by ID on page 171

- Add Connected Member Info by ID on page 173

- Modify Connected Member by ID on page 175

Get Organization Info by ID

Use the Get Organization Info by ID to retrieve a specific organization through its associated ID.

URI

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

URI Parameters

Element	Description
id	ID of the organization from where you want to retrieve information.

Produces

- vnd.juniper.servicenow.organization-management.organization+xml;version=2

- vnd.juniper.servicenow.organization-management.organization+json;version=2

Response Status Code

Message	Description
404 Not Found	Invalid organization ID

Output

Example XML Output

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

Example JSON Output

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

    "id":99507,
    "siteName":"TestConnectedMember",
    "siteIdentifier":"- - -",
    "jnprUser":"test@test.com",
    "connectionStatus":"Success",
    "jmbFilterValue":"Do not send",
    "isConnectedMember":false,
    "isConnectedMember":true
  }
}
```

Related Documentation

- Service Now Organization Management REST API Overview on page 157

- Get All Organizations in Service Now on page 159

- Get Sites Info on page 163

Get Sites Info

Use the Get Sites Info to retrieve information about all sites currently in Service Now.

URI

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

URI Parameters

None.

Produces

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

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

Consumes

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

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

Example Input

Example XML Input

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

Example JSON Output

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

NOTE: The password should be Base64 encrypted.

Response Status Code

Message	Description
204 No Content	No Sites found.
400 Bad Request	One of the following: • No user name specified in the input. • User name is too long. Maximum allowed characters for user name is 128. • No password specified in the input. • Password is too long. Maximum allowed characters for password is 32.

Output

Example XML Output

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

Example JSON Output

```
{"organization":
{
  "@uri":"/api/juniper/servicenow/organization-management/sites",
  "connectionStatus":"Success",
  "userName":"user@example.com",
```

```
          "isConnectedMember":false,
          "sites":
            {
              "@size":"8","site":[
                {"siteId":"CJ18841"},
                {"siteId":"00001604"},
                {"siteId":"00001697"},
                {"siteId":17151},
                {"siteId":"AIS-105-1"},
                {"siteId":"CJ481356"},
                {"siteId":"CJ63734"},
                {"siteId":"N49825"}
              ]
            }
        }
      }
```

Related Documentation

Delete Organization by Organization ID

Use the Delete Organization by Organization ID method to remove a specific organization from Service Now.

URI

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

URI Parameters

None.

Produces

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

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

Response

None.

Response Status Code

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

Output

Example XML Output

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

Example JSON Output

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

Related
Documentation

- Service Now Organization Management REST API Overview on page 157

- Get All Organizations in Service Now on page 159

- Get Organization Info by ID on page 161

- Get Sites Info on page 163

- Get JMB Filter Levels Info on page 166

- Get Case Submission Values on page 167

- Add Organization on page 168

- Modify Organization by ID on page 171

- Add Connected Member Info by ID on page 173

- Modify Connected Member by ID on page 175

Get JMB Filter Levels Info

JMB filter levels specify the amount of device configuration information in JMBs to be shared with JSS. For example, do not send any configuration information, send all device information except the configuration, and so forth. use the Get JMB Filter Levels to retrieve the filtering list.

URI

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

URI Parameters

None.

Produces

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

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

Response

None.

Output

Example XML Output

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

Example JSON Output

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

Related
Documentation

- Service Now Organization Management REST API Overview on page 157

- Get All Organizations in Service Now on page 159

- Get Organization Info by ID on page 161

- Get Sites Info on page 163

- Delete Organization by Organization ID on page 165

- Get Case Submission Values on page 167

- Add Organization on page 168

- Modify Organization by ID on page 171

- Add Connected Member Info by ID on page 173

- Modify Connected Member by ID on page 175

Get Case Submission Values

Case submission values indicate whether the case that is sent to JSS is a real case or a
test case that is sent in a production environment. Use the Get Case Submission Values
method to retrieve all possible submission values.

URI

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

URI Parameters

None.

Produces

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

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

Response

None.

Output

Example XML Output   `<servicenowmsg><msg>Real Cases,Test Cases</msg></servicenowmsg>`

Example JSON Output

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

Related
Documentation

-

-

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-

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-

Add Organization

An organization in Service Now represents a unique Clarify site ID in Juniper Support Systems (JSS). JSS uses Clarify Site IDs to identify customers when providing technical support. You can manage multiple sites (each with its own Clarify site ID) using multiple organizations defined in Service Now with just one Service Now installation. This is done by dividing the network into multiple logical customer sites. To communicate with JSS, a Service Now organization requires a site ID, login name, and password. The login name must be a contact associated with the site ID.

Use the Add Organization method to add an organization to Service Now.

URI

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

URI Parameters

None.

Produces

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

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

Consumes

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

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

Input

Example XML Input	```<organization>
<siteName>testOrg</siteName>
<siteIdentifier>CJ18841</siteIdentifier>
<userName>user@example.com</userName>
<password> password</password>
<jmbFilterValue>Do not send</jmbFilterValue>
<submit-case-as>Real Cases</submit-case-as>
</organization>```
Example JSON Input	```{
"organization": {
"siteName": "sampleTestOrg",
"siteIdentifier": "00001604",
"userName": "user@example.com",
"password": "password",
"jmbFilterValue": "Do not send",
"submit-case-as": "Real Cases"
}
}```

The password should be Base64 encrypted. If Service Now is in Mode or Stand-Alone Mode, all attributes in the above examples are required.

If Service Now is in End-Customer Mode, then siteIdentifer is not required.

Example XML Input for End-Customer Mode	```<organization>
<siteName>testOrg</siteName>
<userName>user@example.com</userName>
<password> password= </password>
<jmbFilterValue>Do not send</jmbFilterValue>
<submit-case-as>Real Cases</submit-case-as>
</organization>```
Example JSON Input for End-Customer Mode	```{
"organization": {
"siteName": "sampleTestOrg",
"userName": "user@example.com",
"password": " password",
"jmbFilterValue": "Do not send",```

```
    "submit-case-as": "Real Cases"
  }
}
```

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

Example XML Input for Offline Mode

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

Example JSON Input for Offline Mode

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

Response

None.

Response Status Code

Message	Description
404 Not Found	One of the following:
	• Site name is required but is not specified.
	• Site name is too long. The maximum number of characters allowed is 64.
	• Site name has an invalid character. Site Names must begin with a letter having only alphanumeric (a-z0-9),underscores (_),spaces and hyphens (-)
	• User name is required but is not specified.
	• User name is too long. The maximum number of characters is 128.
	• Password is required but is not specified.
	• Password is too long. The maximum number of characters is 32.
	• jmbFilterValue is required but is not specified.
	• jmbFilterValue contains an invalid value.
	• submit-case-as is required but is not specified.

Output

Example XML Output

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

Example JSON Output

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

Modify Organization by ID

An organization in Service Now represents a unique Clarify site ID in Juniper Support Systems (JSS). JSS uses Clarify Site IDs to identify customers when providing technical support. You can manage multiple sites (each with its own Clarify site ID) using multiple organizations defined in Service Now with just one Service Now installation. This is done by dividing the network into multiple logical customer sites. To communicate with JSS, a Service Now organization requires a site ID, login name, and password. The login name must be a contact associated with the site ID.

Use the Modify Organization by ID method to change the information of a specific organization.

URI

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

URI Parameters

None.

Produces

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

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

Consumes

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

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

Input

Example XML Input	`<organization>`
	`<siteName>modifedOrg</siteName>`
	`</organization>`

Example JSON Input	`{`
	`  "organization": {`
	`    "siteName": "modifiedsampleOrg",`
	`  }`
	`}`

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

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

Example XML Input Modifying the Site Name	`<organization>`
	`<siteName>testOrg</siteName>`
	`</organization>`

Example JSON Input Modifying the Site Name	`{`
	`  "organization": {`
	`    "siteName": "sampleTestOrg",`
	`  }`
	`}`

Response

None.

Response Status Code

Message	Description
404 Not Found	One of the following: • Site name is required but is not specified. • Site name is too long. The maximum number of characters allowed is 64. • Site name has an invalid character. Site Names must begin with a letter having only alphanumeric (a-z0-9),underscores (_),spaces and hyphens (-) • User name is required but is not specified. • User name is too long. The maximum number of characters is 128. • Password is required but is not specified. • Password is too long. The maximum number of characters is 32. • jmbFilterValue is required but is not specified. • jmbFilterValue contains an invalid value. • submit-case-as is required but is not specified.

Output

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

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

Related Documentation

Add Connected Member Info by ID

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

Use the Add Connected Member Info by ID method to add a connected member to Service Now.

URI

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

URI Parameters

None.

Produces

- vnd.juniper.servicenow.organization-management.servicenowmsg+xml;version=2
- vnd.juniper.servicenow.organization-management.servicenowmsg+json;version=2

Consumes

- vnd.juniper.servicenow.organization-management.connectedmember+xml;version=2;charset=UTF-8
- vnd.juniper.servicenow.organization-management.connectedmember+json;version=2;charset=UTF-8

Input

Example XML Input

```
<connectedmember>
 <siteName>TestConnectedMember</siteName>
 <userName>test@test.com</userName>
 <password> password</password>
 <jmbFilterValue>Do not send</jmbFilterValue>
  <overrideECAddress>true</overrideECAddress>
</connectedmember>
```

Example JSON Input

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

All attributes listed in the examples above are required. Service Now ignores any other attributes specified in the input.

NOTE:

- The password needs to be Base64 encrypted.

  - It is important to specify all the attributes of sitename, username, password and jmbFilterValue.

  - Service Now ignores if any other attribute is mentioned in the input.

- Overriding End Customer Address

  - In auto submit policy, if overrideECAddress is true, an end customer RMA Incident will be submitted to JSS with the address associated to the Device by the partner only.

  - If overrideECAddress is not specified or set to false while creating a connected member, then the address associated by EC will be sent to JSS for auto submit policy when submitting to the partner.

Response

None.

Response Status Code

Message	Description
503 Service Unavailable	Service Now is not in Partner Proxy Mode and Connected Member cannot be created in non partner proxy Mode.

Message	Description
400 Bad Request	One of the following: • Site name is required but is not specified. • Site name is too long. The maximum number of characters allowed is 64. • Site name has an invalid character. Site names must begin with alphanumeric (a-z, 0-9) characters. • User name is required but is not specified. • User name is too long. The maximum number of characters allowed is 64. • Password is required but is not specified. • Password is too long. The maximum number of characters is 32. • jmbFilterValue is required but is not specified. • jmbFilterValue contains an invalid value. • submit-case-as is not specified.

Output

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

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

Related Documentation

Modify Connected Member by ID

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

Use the Modify Connected Member Info by ID method to update a Service Now connected member.

URI

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

URI Parameters

None.

Produces

- vnd.juniper.servicenow.organization-management.servicenowmsg+xml;version=2

- vnd.juniper.servicenow.organization-management.servicenowmsg+json;version=2

Consumes

- vnd.juniper.servicenow.organization-management.connectedmember+xml;version=2;charset=UTF-8

- vnd.juniper.servicenow.organization-management.connectedmember+json;version=2;charset=UTF-8

Input

When modifying a connected member, list only the attribute to be updated. In the
following examples, the site name is updated.

Example XML Input

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

Example JSON Input

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

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

Response

None.

Response Status Code

Message	Description
503 Service Unavailable	Service Now is not in proxy mode. Connected member can only be modified when Service Now is in proxy mode.
404 Not Found	Invalid Connected Member ID specified
400 Bad Request	One of the following: • Site name is required but is not specified. • Site name is too long. The maximum number of characters allowed is 64. • Site name has an invalid character. Site Names must begin with alphanumeric (a-z, 0-9) characters. • User name is required but is not specified. • User name is too long. The maximum number of characters is 64. • Password is required but is not specified. • Password is too long. The maximum number of characters is 32. • jmbFilterValue is required but is not specified. • jmbFilterValue contains an invalid value. • submit-case-as is required but is not specified.

Output

Example XML Output

```
<servicenowmsg><msg>Connected Member updated
successfully</msg></servicenowmsg>
```

Example JSON Output

```
{
 "servicenowmsg":
 {
  "msg":" Connected Member updated successfully "
 }
}
```

Related Documentation

PBN Reports

Service Insight PBN Reports REST API Overview

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

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

URI

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

Produces

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

Output

Example XML Output	`<pbnreport>` `    <collection href="/api/juniper/serviceinsight/pbnreport/pbnreports"`

```
                rel="pbnreports"/>
              </pbnreport>
```

Example JSON Output

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

Related
Documentation

-

-

-

-

-

Generate PBN Report

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

URI

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

Consumes

- application/vnd.juniper.serviceinsight.exposureanalyzer.generatepbnreport+xml;version=1; charset=UTF-8

- application/vnd.juniper.serviceinsight.exposureanalyzer.generatepbnreport+json;version=1; charset=UTF-8

Inputs

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

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

Example XML Input

```
<pbnreport>
  <pbnreportname>NewSDKReport</pbnreportname>
  <devices>
```

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

Example JSON Input

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

Response

The PBN report includes the following information:

- Device name

- Device serial number

- Product or platform

- Junos OS version

- Device group

- Connected member for the device

- Service Now organization for the device

- PBN title

- PBN Juniper ID

- PBN description

- PBN customer impact

Response Status Code

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

Output

Example XML Output

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

Example JSON Output

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

Get All PBN Reports in Service Insight

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

URI

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

Produces

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

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

Response

Element	Description
reportcreator	Username of the person that created this PBN report.
devicelist	A comma-separated list of devices to which this PBN report applies.
mailstatus	When creating PBN reports, you can specify a set of email addresses to be notified when this PBN report is generated or updated. The mailstatus element displays whether or not an email has been sent.
ID	Unique identifier of the PBN report. The ID is auto-generated by Service Now.
reportname	User-defined name for this PBN report.

Response Status Code

Message	Description
204 No Content	No reports were found.

Output

Example XML Output

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

Example JSON Output

```
pbnreports:{
    uri:'/api/juniper/serviceinsight/pbnreport-management/pbnreports',
    size:1,
    pbnreport:{
        uri:'/api/juniper/serviceinsight/pbnreport-management/pbnreports/753665',
        reportcreator:'super',
        devicelist:'elmo,re1-sur01.mx960.77.49',
        mailstatus:'Mail not sent. SMTP server not configured for Service Insight',
id:'4915207'
        reportname:'SDKReport1'
    }
}
```

Related
Documentation

- Service Insight PBN Reports REST API Overview on page 179

- Generate PBN Report on page 180

- Get All PBN Reports in Service Insight by Report ID on page 183

- Export PBN Report in Service Insight on page 185

- Delete PBN Report in Service Insight on page 186

Get All PBN Reports in Service Insight by Report ID

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

URI

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

Produces

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

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

Response

Element	Description
reportCreator	Username of the person that created this PBN report.
deviceList	A comma-separated list of devices to which this PBN report applies.
mailStatus	When creating PBN reports, you can specify a set of email addresses to be notified when this PBN report is generated or updated. The mailstatus element displays whether or not an email has been sent.
ID	Unique identifier of the PBN report. The ID is auto-generated by Service Now.
reportName	User-defined name for this PBN report.

Response Status Code

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

Output

Example XML Output

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

Example JSON Output

```
pbnreport:{
      uri:'/api/juniper/serviceinsight/pbnreport-management/pbnreports/753665',
      reportcreator:'super',
      devicelist:'elmo,re1-sur01.mx960.77.49',
      mailstatus:'Mail not sent. SMTP server not configured for Service Insight',
   id:'4915207'
```

```
            reportname:'SDKReport1'
        }
```

Export PBN Report in Service Insight

Service Insight provides Proactive Bug Notifications (PBNs) as a proactive measure to alert you about known issues that can impact the devices in your network. In the GUI, all available PBN reports are listed in the Manage PBN Reports landing page. The Export PBN Report in Service Insight method exports a specific PBN report to a Microsoft Excel format.

URI

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

Produces

application/octet-stream

Response

None

Response Status Code

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

Delete PBN Report in Service Insight

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

URI

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

Produces

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

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

Response

If a PBN report is successfully deleted, a success message is returned.

Response Status Code

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

Output

Example XML Output
```
<serviceinsightmsg>
  <msg>PBN Report successfully deleted</msg>
</serviceinsightmsg>
```

Example JSON Output
```
{
 "serviceinsightmsg": {
  "msg": "PBN Report successfully deleted"
 }
}
```

Related
Documentation

Address Group Management

Address Group Management REST API Overview

You can associate address locations, such as a ship-to address, to a device. The ship-to address is used by Service Now to inform the Juniper Networks logistics team where to deliver a part or device when an RMA request is generated.

The **/api/juniper/servicenow/address-group-management** resource is available under https://[host]/api/juniper/servicenow for associating locations to a device.

URI

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

Produces

- vnd.juniper.servicenow.address-group-management+xml;version=1

- vnd.juniper.servicenow.address-group-management+json;version=1

Output

Example XML Output

```
<servicenow-address-group-management>
    <collection
href="/api/juniper/servicenow/address-group-management/addressGroups"
rel="Address groups"/>
```

```
        <collection
href="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups"
 rel="End Customer Address groups"/>
        <method
href="/api/juniper/servicenow/address-group-management/addressGroups/create"
rel="Create Address Group"/>
</servicenow-address-group-management>
```

> NOTE: **endCustomerAddressGroups** is displayed only when Service now is in Mode.

Example JSON Output

```
{
  "servicenow-address-group-management": {
   "collection": [
    {
      "@href": "/api/juniper/servicenow/address-group-management/addressGroups",
      "@rel": "Address groups"
    },
    {
      "@href":
"/api/juniper/servicenow/address-group-management/endCustomerAddressGroups",

      "@rel": "End Customer Address groups"
    }
   ],
   "method": {
     "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/create",
     "@rel": "Create Address Group"
   }
  }
}
```

> NOTE: **endCustomerAddressGroups** is displayed only when Service now is in Mode.

Related Documentation

- Get All Address Groups on page 189

- Get Address Group by Address Group ID on page 190

- Create Address Group on page 193

- Modify Address Group on page 197

- Associate Devices to Address Group on page 200

- De-associate Devices from an Address Group on page 204

- Get All End Customer Address Groups on page 207

- Get End Customer Address Groups by ID on page 210

Get All Address Groups

This method returns all address groups defined in Service Now.

URI

https://[host]/api/juniper/servicenow/address-group-management/addressGroups
(HTTP method = GET)

Produces

- vnd.juniper.servicenow.address-group-management.addressgroups+xml;version=1

- vnd.juniper.servicenow.address-group-management.addressgroups+json;version=1

Response

Element	Description
name	Name of the location, such as the business name.
address1 and address2	Address, such as street number and street name, to be associated with the device.
city, state and zipCode	City, State and Zip Code of the location.
devicecount	Number of devices associated with this address group.

Response Status Code

Message	Description
204 No Content	No address groups were found within Service Now.

Output

Example XML Output

```
<addressGroups size="1"
uri="/api/juniper/servicenow/address-group-management/addressGroups">
 <addressGroup
href="/api/juniper/servicenow/address-group-management/addressGroups/10551296"
 key="10551296"
uri="/api/juniper/servicenow/address-group-management/addressGroups/10551296">

  <name>Juniper Networks Bangalore</name>
  <address1>Plot No. 66</address1>
  <address2>Bagmane Tech Park</address2>
  <city>Bangalore</city>
  <state>Bangalore</state>
  <country>India</country>
  <devicesCount>6</devicesCount>
  <zipCode>560093</zipCode>
```

```
                                          </addressGroup>
                                        </addressGroups>

Example JSON Output          {
                              "addressGroups": {
                                "@size": "1",
                                "@uri": "/api/juniper/servicenow/address-group-management/addressGroups",
                                "addressGroup": {
                                  "@key": "10551296",
                                  "@uri":
                              "/api/juniper/servicenow/address-group-management/addressGroups/10551296",
                                  "@href":
                              "/api/juniper/servicenow/address-group-management/addressGroups/10551296",
                                  "name": "Juniper Networks Bangalore",
                                  "address1": " Plot No. 66",
                                  "address2": "Bagmane Tech Park",
                                  "city": "Bangalore",
                                  "state": "Bangalore",
                                  "country": "India",
                                  "devicesCount": 6,
                                  "zipCode": 560093
                                }
                              }
                            }
```

Get Address Group by Address Group ID

This method returns a specific address group from within in Service Now.

URI

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

URI Parameters

id	Address group unique identifier.

Produces

- vnd.juniper.servicenow.address-group-management.addressgroup+xml;version=1

- vnd.juniper.servicenow.address-group-management.addressgroup+json;version=1

Response

Element	Description
name	Name of the location, such as the business name.
address1 and address2	Address, such as street number and street name, to be associated with the device.
city, state and zipCode	City, State and Zip Code of the location.
createdBy	Username of the person who created this address group.
creationTime	Date and time the address group was created.
modificationTime	Date and time the address group was last modified.
hostName	Hostname of the device associated with this address group.
serialNumber	Serial number of the device associated with this address group.
platform	Device platform associated with this address group.
addressType	Specifies whether this address is a shipping address or business address. Valid values are **location**, **shipto** or **both**.

Response Status Code

Message	Description
404 Not Found	Invalid address group ID. No address group with this ID was found within Service Now.

Output

Example XML Output

```
<addressGroup
uri="/api/juniper/servicenow/address-group-management/addressGroups/10551296">

  <id>10551296</id>
  <name>Juniper Networks Bangalore</name>
  <address1>Plot No. 66</address1>
  <address2>Bagmane Tech Park</address2>
  <city>Bangalore</city>
  <state>Bangalore</state>
  <country>India</country>
  <createdBy>super</createdBy>
  <creationTime>2012-08-23 01:33:06 IST</creationTime>
  <modifiedTime>2012-08-23 01:33:06 IST</modifiedTime>
```

```
   <zipCode>560093</zipCode>
   <devices size="1" href="/api/juniper/servicenow/device-management/devices">
    <device key="1671168"
href="/api/juniper/servicenow/device-management/devices/1671168">
     <hostName>MX80-Loopback</hostName>
     <serialNumber>D4358</serialNumber>
     <platform>junos</platform>
     <addressType>Location</addressType>
    </device>
   </devices>
   <method
href="/api/juniper/servicenow/address-group-management/addressGroups/10551296/modify"
 rel="Modify Address Group"/>
   <method
href="/api/juniper/servicenow/address-group-management/addressGroups/10551296/associateDevices"
 rel="Associate Devices to Address Group"/>
   <method
href="/api/juniper/servicenow/address-group-management/addressGroups/10551296/deassociateDevices"
 rel="Deassociate Devices from Address Group"/>
</addressGroup>
```

Example JSON Output

```
{
 "addressGroup": {
  "@uri":
"/api/juniper/servicenow/address-group-management/addressGroups/10551296",
   "id": 10551296,
   "name": "Juniper Networks Bangalore",
   "address1": " Plot No. 66",
   "address2": "Bagmane Tech Park",
   "city": "Bangalore",
   "state": "Bangalore",
   "country": "India",
   "createdBy": "super",
   "creationTime": "2012-08-23 01:33:06 IST",
   "modifiedTime": "2012-08-23 01:33:06 IST",
   "zipCode": 560093,
   "devices": {
    "@size": "1",
    "@href": "/api/juniper/servicenow/device-management/devices",
    "device": {
     "@key": "1867778",
     "@href": "/api/juniper/servicenow/device-management/devices/1867778",
     "hostName": "srx650_191",
     "serialNumber": "AJ4410AA0031",
     "platform": "junos-es",
     "addressType": "Location"
    }
   },
   "method": [
    {
     "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/10551296/modify",

     "@rel": "Modify Address Group"
    },
    {
```

```
      "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/10551296/associateDevices",

      "@rel": "Associate Devices to Address Group"
    },
    {
      "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/10551296/deassociateDevices",

      "@rel": "Deassociate Devices from Address Group"
    }
  ]
 }
}
```

Related
Documentation

- Address Group Management REST API Overview on page 187

- Get All Address Groups on page 189

- Create Address Group on page 193

- Modify Address Group on page 197

- Associate Devices to Address Group on page 200

- De-associate Devices from an Address Group on page 204

- Get All End Customer Address Groups on page 207

- Get End Customer Address Groups by ID on page 210

Create Address Group

This method lets you create an address group within Service Now.

URI

https://[host]/api/juniper/servicenow/address-group-management/addressGroups/create
(HTTP method = POST)

URI Parameters

None

Consumes

- vnd.juniper.servicenow.address-group-management.addressgroup+xml;version=1;charset=UTF-8

- vnd.juniper.servicenow.address-group-management.addressgroup+json;version=1;charset=UTF-8

Produces

- vnd.juniper.servicenow.address-group-management.addressgroup+xml;version=1

- vnd.juniper.servicenow.address-group-management.addressgroup+json;version=1

Example Input

Example input in XML format	<pre><addressGroup>
	 <name>Juniper Networks</name>
	 <address1>Plot No. 66</address1>
	 <address2>Bagmane Tech Park</address2>
	 <city>Bangalore</city>
	 <state>Karnataka</state>
	 <country>India</country>
	 <zipCode>566093</zipCode>
	 <contactName>Jim</contactName>
	 <contactPhone>9878906754</contactPhone>
	 <alternativePhone>687677868</alternativePhone>
	 <notes>This is juniper bangalore address</notes>
	</addressGroup></pre>

Example input in JSON format	<pre>{
	 "addressGroup": {
	  "name": "Juniper Corp",
	   "address1": " Plot No. 66",
	   "address2": "Bagmane Tech Park",
	  "city": "Bangalore",
	  "state": "Bangalore",
	  "country": "India",
	  "zipCode": 560093
	  }
	}</pre>

Additional Information

The following fields are mandatory when creating an address group:

- name (the name field must also be unique)

- address1 (address2 is optional)

- city

- state

- country

- zipCode

Response

Element	Description
name	Name of the location, such as the business name.
address1 and address2	Address, such as street number and street name, to be associated with the device.
city, state and zipCode	City, State and Zip Code of the location.
contactName	Name of contact associated with this address group.
contactPhone	Phone number of contact associated with this address group.

Element	Description
createdBy	Username of the person who created this address group.
creationTime	Date and time the address group was created.
modificationTime	Date and time the address group was last modified.
hostName	Hostname of the device associated with this address group. **hostname** is displayed only if Service Now can obtain the device information.
serialNumber	Serial number of the device associated with this address group. **serialnumber** is displayed only if Service Now can obtain the device information.
platform	Device platform associated with this address group. **platform** is displayed only if Service Now can obtain the device information.

Response Status Code

Message	Description
400 Bad Request	Indicates one of the following: - Address group name is null or empty. You cannot have a null or empty name. - Address group name already exists in Service Now. - Address field(s) are empty. Enter a value into address1 and optionally address2. - City field is empty. Enter a value in the city field. - State field is empty. Enter a valid state. - Zip code field is empty. Enter a valid zip code.

Output

Example XML Output

```
<addressGroup
uri="/api/juniper/servicenow/address-group-management/addressGroups/create">
<id>11501570</id>
<name>Juniper Networks</name>
<address1>Plot No. 66</address1>
<address2>Bagmane Tech Park</address2>
<city>Bangalore</city>
<state>Karnataka</state>
<country>India</country>
<contactName>Jim</contactName>
<contactPhone>9878906754</contactPhone>
<alternativePhone>687677868</alternativePhone>
<notes>This is juniper bangalore address</notes>
<createdBy>super</createdBy>
<creationTime>2012-08-26 04:00:21 IST</creationTime>
<modifiedTime>2012-08-26 04:00:21 IST</modifiedTime>
<zipCode>566093</zipCode>
```

```
    <method
href="/api/juniper/servicenow/address-group-management/addressGroups/11501570/modify"
 rel="Modify Address Group"/>
    <method
href="/api/juniper/servicenow/address-group-management/addressGroups/11501570/associateDevices"
 rel="Associate Devices to Address Group"/>
    <method
href="/api/juniper/servicenow/address-group-management/addressGroups/11501570/deassociateDevices"
 rel="Deassociate Devices from Address Group"/>
</addressGroup>
```

Example JSON Output

```
{
 "addressGroup": {
 "@uri": "/api/juniper/servicenow/address-group-management/addressGroups/create",

  "id": 11501572,
  "name": "Juniper Corp",
  "address1": " Plot No. 66",
  "address2": "Bagmane Tech Park",
  "city": "Bangalore",
  "state": "Bangalore",
  "country": "India",
  "contactName": "Vijay",
  "contactPhone": "1223466",
  "alternativePhone": "7777",
  "notes": "Current location",
  "createdBy": "super",
  "creationTime": "2012-08-26 15:17:38 IST",
  "modifiedTime": "2012-08-26 15:17:38 IST",
  "zipCode": 560093,
  "method": [
   {
     "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/11501572/modify",

     "@rel": "Modify Address Group"
   },
   {
     "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/11501572/associateDevices",

     "@rel": "Associate Devices to Address Group"
   },
   {
     "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/11501572/deassociateDevices",

     "@rel": "Deassociate Devices from Address Group"
   }
  ]
 }
}
```

Related Documentation

- Address Group Management REST API Overview on page 187

Modify Address Group

This method lets you edit an address group within Service Now.

URI

https://[host]/api/juniper/servicenow/address-group-management/addressGroups/{id}/modify
(HTTP method = POST)

URI Parameters

id	Address group unique identifier.

Consumes

- vnd.juniper.servicenow.address-group-management.addressgroup+xml;version=1

- vnd.juniper.servicenow.address-group-management.addressgroup+json;version=1

Produces

- vnd.juniper.servicenow.address-group-management.addressgroup+xml;version=1

- vnd.juniper.servicenow.address-group-management.addressgroup+json;version=1

Example Input

Example input in XML
format

```
<addressGroup>
 <address1>Plot No. 66</address1>
 <address2>Bagmane Tech Park</address2>
 <city>Bangalore</city>
 <state>Karnataka</state>
 <country>India</country>
 <zipCode>566093</zipCode>
 <contactName>Jim Laker</contactName>
 <contactPhone>9878906754</contactPhone>
 <alternativePhone>687677868</alternativePhone>
 <notes>This is juniper bangalore address</notes>
</addressGroup>
```

Example input in JSON
format

```
{
  "addressGroup": {
    "address1": " Plot No. 66",
    "address2": "Bagmane Tech Park",
    "city": "Bangalore",
    "state": "Karnataka",
    "country": "India",
    "zipCode": 560093
  }
}
```

Additional Information

The following fields are mandatory when editing an address group:

- address1 and address2

- city

- state

- country

- zipCode

Response

Element	Description
name	Name of the location, such as the business name.
address1 and address2	Address, such as street number and street name, to be associated with the device.
city, state and zipCode	City, State and Zip Code of the location.
contactName	Name of contact associated with this address group.
contactPhone	Phone number of contact associated with this address group.
createdBy	Username of the person who created this address group.
creationTime	Date and time the address group was created.
modificationTime	Date and time the address group was last modified.

Response Status Code

Message	Description
404 Not Found	Address group ID not found in Service Now.

Message	Description
400 Bad Request	Indicates one of the following: • Address field(s) are empty. Enter a value into address1 and optionally address2. • City field is empty. Enter a value in the city field. • State field is empty. Enter a valid state. • Zip code field is empty. Enter a valid zip code.

Output

Example XML Output

```
<addressGroup
uri="/api/juniper/servicenow/address-group-management/addressGroups/create">
<id>11501570</id>
<name>Juniper Networks</name>
<address1>Plot No. 66</address1>
<address2>Bagmane Tech Park</address2>
<city>Bangalore</city>
<state>Karnataka</state>
<country>India</country>
<contactName>Jim Laker</contactName>
<contactPhone>9878906754</contactPhone>
<alternativePhone>687677868</alternativePhone>
<notes>This is the bangalore address</notes>
<createdBy>super</createdBy>
<creationTime>2012-08-26 04:00:21 IST</creationTime>
<modifiedTime>2012-08-26 04:00:21 IST</modifiedTime>
<zipCode>566093</zipCode>
<method
href="/api/juniper/servicenow/address-group-management/addressGroups/11501570/modify"
rel="Modify Address Group"/>
<method
href="/api/juniper/servicenow/address-group-management/addressGroups/11501570/associateDevices"
rel="Associate Devices to Address Group"/>
<method
href="/api/juniper/servicenow/address-group-management/addressGroups/11501570/deassociateDevices"
rel="Deassociate Devices from Address Group"/>
</addressGroup>
```

Example JSON Output

```
{
 "addressGroup": {
 "@uri": "/api/juniper/servicenow/address-group-management/addressGroups/create",

 "id": 11501572,
 "name": "Juniper Corp",
 "address1": " Plot No. 66",
 "address2": "Bagmane Tech Park",
 "city": "Bangalore",
 "state": "Karnataka",
 "country": "India",
 "contactName": "Jim Laker",
 "contactPhone": "9878906754",
 "alternativePhone": "687677868",
 "notes": "This is the bangalore address",
```

```
    "createdBy": "super",
      "creationTime": "2012-08-26 15:17:38 IST",
      "modifiedTime": "2012-08-26 15:17:38 IST",
      "zipCode": 560093,
      "method": [
        {
          "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/11501572/modify",

          "@rel": "Modify Address Group"
        },
        {
          "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/11501572/associateDevices",

          "@rel": "Associate Devices to Address Group"
        },
        {
          "@href":
"/api/juniper/servicenow/address-group-management/addressGroups/11501572/deassociateDevices",

          "@rel": "Deassociate Devices from Address Group"
        }
      ]
    }
  }
```

Related
Documentation

Associate Devices to Address Group

This method lets you associate one or more devices to an address group within Service Now.

URI

https://[host]/api/juniper/servicenow/address-group-management/addressGroups/{id}/associateDevices
(HTTP method = POST)

URI Parameters

id	Address group unique identifier.

Consumes

- vnd.juniper.servicenow.address-group-management.devices+xml;version=1;charset=UTF-8

- vnd.juniper.servicenow.address-group-management.devices+json;version=1; charset=UTF-8

Produces

- vnd.juniper.servicenow.address-group-management.adddevicesmsg+xml;version=1

- vnd.juniper.servicenow.address-group-management.adddevicesmsg+json;version=1

Example Input

Example input in XML format

```
<devices>
<device href="/api/juniper/servicenow/device-management/devices/1671168">
 <addressType>1</addressType>
</device>
<device href="/api/juniper/servicenow/device-management/devices/1671181">
 <addressType>2</addressType>
</device>
<device href="/api/juniper/servicenow/device-management/devices/1671197">
 <addressType>0</addressType>
</device>
<device href="/api/juniper/servicenow/device-management/devices/1234">
 <addressType>1</addressType>
</device>
<device href="/api/juniper/servicenow/device-management/devices/1671208">
 <addressType>4</addressType>
</device>
</devices>
```

Example input in JSON format

```
{
  "devices": {
    "device": [
      {
        "@href": "/api/juniper/servicenow/device-management/devices/1671168",
        "addressType": "0"
      },
      {
        "@href": "/api/juniper/servicenow/device-management/devices/1671181",
        "addressType": "1"
      },
      {
        "@href": "/api/juniper/servicenow/device-management/devices/1671197",
        "addressType": "2"
      },
      {
        "@href": "/api/juniper/servicenow/device-management/devices/1234",
        "addressType": "2"
```

```
        },
        {
          "@href": "/api/juniper/servicenow/device-management/devices/1671208",
          "addressType": "4"
        }
      ]
    }
  }
}
```

Additional Information

The addressType field is mandatory. The following are the valid values for addressType:

- 0 — Address is a location address

- 1 — Address is a ship-to address

- 2 — Address applies to both the location and ship-to addresses

Response

Element	Description
key	ID of the device that was associated.

Response Status Code

Message	Description
404 Not Found	Address group ID not found in Service Now.
SN-1007	Address type is not valid.
SN-1000	Specified devices are not valid.

Output

Example XML Output

```
<servicenowmsg>
 <status>
  <desc>Devices successfully associated with address group</desc>
  <keys>
   <key>1671168</key>
   <key>1671181</key>
   <key>1671197</key>
  </keys>
 </status>
 <exceptions>
  <exception>
   <severity>ERROR</severity>
   <code>SN-1000</code>
   <desc>Invalid Devices</desc>
   <keys>
    <key>1234</key>
   </keys>
```

```
                             </exception>
                             <exception>
                              <severity>ERROR</severity>
                              <code>SN-1007</code>
                              <desc>Address Type is not valid</desc>
                              <keys>
                               <key>1671208</key>
                              </keys>
                             </exception>
                            </exceptions>
                           </servicenowmsg>
```

Example JSON Output
```
                           {
                            "servicenowmsg": {
                            "status": {
                             "desc": "Devices successfully associated with address group",
                             "keys": {
                              "key": [
                                1671168,
                                1671181,
                                1671197
                               ]
                              }
                             },
                             "exceptions": {
                              "exception": [
                               {
                                 "severity": "ERROR",
                                 "code": "SN-1000",
                                 "desc": "Invalid Devices",
                                 "keys": {
                                  "key": 1234
                                 }
                               },
                               {
                                 "severity": "ERROR",
                                 "code": "SN-1007",
                                 "desc": "Address Type is not valid",
                                 "keys": {
                                  "key": 1671208
                                 }
                               }
                              ]
                             }
                            }
                           }
```

Related
Documentation

- Address Group Management REST API Overview on page 187

- Get All Address Groups on page 189

- Get Address Group by Address Group ID on page 190

- Create Address Group on page 193

- Modify Address Group on page 197

De-associate Devices from an Address Group

This method lets you de-associate one or more devices from an address group within Service Now.

URI

https://[host]/api/juniper/servicenow/address-group-management/addressGroups/{id}/deassociateDevices
(HTTP method = POST)

URI Parameters

id	Address group unique identifier.

Consumes

- vnd.juniper.servicenow.address-group-management.devices+xml;version=1;charset=UTF-8
- vnd.juniper.servicenow.address-group-management.devices+json;version=1;charset=UTF-8

Produces

- vnd.juniper.servicenow.address-group-management.adddevicesmsg+xml;version=1
- vnd.juniper.servicenow.address-group-management.adddevicesmsg+json;version=1

Example Input

Example input in XML format

```
<devices>
 <device href="/api/juniper/servicenow/device-management/devices/1671168">
  <addressType>1</addressType>
 </device>
 <device href="/api/juniper/servicenow/device-management/devices/1671181">
  <addressType>2</addressType>
 </device>
 <device href="/api/juniper/servicenow/device-management/devices/1671197">
  <addressType>0</addressType>
 </device>
 <device href="/api/juniper/servicenow/device-management/devices/1234">
  <addressType>1</addressType>
 </device>
 <device href="/api/juniper/servicenow/device-management/devices/1671208">
  <addressType>4</addressType>
 </device>
</devices>
```

Example input in JSON format

```
{
  "devices": {
```

```
      "device": [
        {
          "@href": "/api/juniper/servicenow/device-management/devices/1671168",
          "addressType": "0"
        },
        {
          "@href": "/api/juniper/servicenow/device-management/devices/1671181",
          "addressType": "1"
        },
        {
          "@href": "/api/juniper/servicenow/device-management/devices/1671197",
          "addressType": "2"
        },
        {
          "@href": "/api/juniper/servicenow/device-management/devices/1234",
          "addressType": "2"
        },
        {
          "@href": "/api/juniper/servicenow/device-management/devices/1671208"

        }
      ]
    }
  }
```

Additional Information

The addressType field is not mandatory. The following are the valid values for addressType:

- 0 — Address is a location address

- 1 — Address is a ship-to address

- 2 — Address applies to both the location and ship-to addresses

Response

Element	Description
key	ID of the device that was associated.

Response Status Code

Message	Description
404 Not Found	Address group ID not found in Service Now.
SN-1007	Address type is not valid.
SN-1000	Specified devices are not valid.
SN-1008	Device is not associated with the address group.

Output

Example XML Output

```xml
<servicenowmsg>
 <status>
  <desc>
Device successfully deassociated from address group
</desc>
   <keys>
    <key>1671197</key>
   </keys>
  </status>
  <exceptions>
   <exception>
    <severity>ERROR</severity>
    <code>SN-1000</code>
    <desc>Invalid Devices</desc>
    <keys>
     <key>1234</key>
    </keys>
   </exception>
   <exception>
    <severity>ERROR</severity>
    <code>SN-1007</code>
    <desc>Address Type is not valid</desc>
    <keys>
     <key>1671208</key>
    </keys>
   </exception>
   <exception>
    <severity>WARN</severity>
    <code>SN-1008</code>
    <desc>Device is not associated to the address group</desc>
    <keys>
     <key>1671168</key>
     <key>1671181</key>
    </keys>
   </exception>
  </exceptions>
</servicenowmsg>
```

Example JSON Output

```json
{
 "servicenowmsg": {
  "status": {
   "desc": "Device successfully deassociated from address group",
   "keys": {
    "key": 1671168
   }
  },
  "exceptions": {
   "exception": [
    {
     "severity": "ERROR",
     "code": "SN-1000",
     "desc": "Invalid Devices",
     "keys": {
      "key": 1234
```

```
       }
      },
      {
       "severity": "WARN",
       "code": "SN-1008",
       "desc": "Device is not associated to the address group",
       "keys": {
        "key": [
         1671208,
         1671181,
         1671197
        ]
       }
      }
     ]
    }
   }
  }
```

Related
Documentation

- Address Group Management REST API Overview on page 187

- Get All Address Groups on page 189

- Get Address Group by Address Group ID on page 190

- Create Address Group on page 193

- Modify Address Group on page 197

- Associate Devices to Address Group on page 200

- Get All End Customer Address Groups on page 207

- Get End Customer Address Groups by ID on page 210

Get All End Customer Address Groups

This method lets you retrieve all end-customer address groups from within Service Now.

> NOTE: This service is available only when Service Now is running in Proxy
> mode.

URI

https://[host]/api/juniper/servicenow/address-group-management/endCustomerAddressGroups
(HTTP method = GET)

URI Parameters

None.

Produces

- vnd.juniper.servicenow.address-group-management.endcustomeraddressgroups+xml;version=1

- vnd.juniper.servicenow.address-group-management.endcustomeraddressgroups+json;version=1

Response

Element	Description
name	Name of the location, such as the business name.
address1 and address2	Address, such as street number and street name, to be associated with the device.
city, state and zipCode	City, State and Zip Code of the location.
contactName	Name of contact associated with this address group.
connectedMember	Name of the end-customer is added in the partner setup.

Response Status Code

Message	Description
204 No Content	No end-customer address groups found.
403 Forbidden	Service Now is not running in Proxy mode.

Output

Example XML Output

```
<endCustomerAddressGroup size="2"
uri="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups">

 <endCustomerAddressGroup key="20000002"
uri="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/20000002"

href="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/20000002">

  <name>ECAddressGroup</name>
  <address1>Plot No. 66</address1>
  <address2>Bagmane Tech Park</address2>
  <city>Bangalore</city>
  <state>Karnataka</state>
  <country>India</country>
  <contactName>Biru</contactName>
  <zipCode>5600879</zipCode>
  <connectedMember>VijaySystem</connectedMember>
 </endCustomerAddressGroup>
 <endCustomerAddressGroup key="20000003"
uri="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/20000003"

href="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/20000003">

  <name>ECAddressGroup1</name>
  <address>Pandu</address>
  <city>Guwahati</city>
```

```
                                   <state>Assam</state>
                                   <country>India</country>
                                   <contactName>Debu</contactName>
                                   <contactPhone>9886478512</contactPhone>
                                   <zipCode>781012</zipCode>
                                   <connectedMember>VijaySystem</connectedMember>
                                  </endCustomerAddressGroup>
                                 </ endCustomerAddressGroups>
```

Example JSON Output

```
                                 {
                                  " endCustomerAddressGroups": {
                                  "@size": "2",
                                  "@uri":
                                 "/api/juniper/servicenow/address-group-management/endCustomerAddressGroups",

                                   " endCustomerAddressGroup": [
                                    {
                                     "@key": "20000002",
                                     "@uri":
                                 "/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/20000002",

                                     "@href":
                                 "/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/20000002",

                                     "name": "ECAddressGroup",
                                     "address1": " Plot No. 66",
                                     "address2": "Bagmane Tech Park",
                                     "city": "Bangalore",
                                     "state": "Karnataka",
                                     "country": "India",
                                     "contactName": "Biru",
                                     "zipCode": 5600879,
                                     "connectedMember": "VijaySystem"
                                    },
                                    {
                                     "@key": "20000003",
                                     "@uri":
                                 "/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/20000003",

                                     "@href":
                                 "/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/20000003",

                                     "name": "ECAddressGroup1",
                                     "address": "Pandu",
                                     "city": "Guwahati",
                                     "state": "Assam",
                                     "country": "India",
                                     "contactName": "Debu",
                                     "contactPhone": 9886478512,
                                     "zipCode": 781012,
                                     "connectedMember": "VijaySystem"
                                    }
                                   ]
                                  }
                                 }
```

Get End Customer Address Groups by ID

This method lets you retrieve a specific end-customer address group from within Service Now.

NOTE: This service is available only when Service Now is running in Proxy mode.

URI

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

URI Parameters

id	Address group unique identifier.

Produces

- vnd.juniper.servicenow.address-group-management.endcustomeraddressgroup+xml;version=1

- vnd.juniper.servicenow.address-group-management.endcustomeraddressgroup+json;version=1

Response

Element	Description
name	Name of the location, such as the business name.
address1 and address2	Address, such as street number and street name, to be associated with the device.
city, state and zipCode	City, State and Zip Code of the location.
contactnName	Name of contact associated with this address group.

Element	Description
hostName	Hostname of device associated with this address group.
serialNumber	Serial number of device associated with this address group.
platform	Platform of device associated with this address group.

Response Status Code

Message	Description
404 Not Found	Invalid address group ID.
403 Forbidden	Service Now is not running in Proxy mode.

Output

Example XML Output

```
<endCustomerAddressGroup
uri="/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/20000002">

<id>20000002</id>
<name>ECAddressGroup</name>
<address1>Plot No. 66</address1>
<address2>Bagmane Tech Park</address2>
<city>Bangalore</city>
<state>Karnataka</state>
<country>India</country>
<contactName>Biru</contactName>
<zipCode>5600879</zipCode>
<connectedMember>VijaySystem</connectedMember>
<devices size="3" href="/api/juniper/servicenow/device-management/devices">
 <device key="1867778"
href="/api/juniper/servicenow/device-management/devices/1867778">
   <hostName>srx650_191</hostName>
   <serialNumber>AJ4410AA0031</serialNumber>
   <platform>junos-es</platform>
 </device>
 <device key="1671208"
href="/api/juniper/servicenow/device-management/devices/1671208">
   <hostName>EX4200.24T.180</hostName>
   <serialNumber>BM0210435717</serialNumber>
   <platform>junos-ex</platform>
 </device>
 <device key="1671197"
href="/api/juniper/servicenow/device-management/devices/1671197">
   <hostName>ex-4200.50.182</hostName>
   <serialNumber>BM0210435487</serialNumber>
   <platform>junos-ex</platform>
 </device>
 </devices>
</ endCustomerAddressGroup>
```

Example JSON Output

```
{
 "endCustomerAddressGroup": {
  "@uri":
"/api/juniper/servicenow/address-group-management/endCustomerAddressGroups/20000002",

  "id": 20000002,
  "name": "ECAddressGroup",
  "address1": " Plot No. 66",
  "address2": "Bagmane Tech Park",
  "city": "Bangalore",
  "state": "Karnataka",
  "country": "India",
  "contactName": "Biru",
  "zipCode": 5600879,
  "connectedMember": "VijaySystem",
  "devices": {
   "@size": "3",
   "@href": "/api/juniper/servicenow/device-management/devices",
   "device": [
    {
     "@key": "1867778",
     "@href": "/api/juniper/servicenow/device-management/devices/1867778",
     "hostName": "srx650_191",
     "serialNumber": "AJ4410AA0031",
     "platform": "junos-es"
    },
    {
     "@key": "1671208",
     "@href": "/api/juniper/servicenow/device-management/devices/1671208",
     "hostName": "EX4200.24T.180",
     "serialNumber": "BM0210435717",
     "platform": "junos-ex"
    },
    {
     "@key": "1671197",
     "@href": "/api/juniper/servicenow/device-management/devices/1671197",
     "hostName": "ex-4200.50.182",
     "serialNumber": "BM0210435487",
     "platform": "junos-ex"
    }
   ]
  }
 }
}
```

Related Documentation

Delete Address Group by Address Group ID

The Delete Address Group by Address Group ID deletes a specific address group.

URI

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

URI Parameters

Parameter	Description
id	Unique identifier of the event profile you want to delete

Produces

- vnd.juniper.servicenow.address-group-management.servicenowmsg+json;version=1;

- vnd.juniper.servicenow.address-group-management.servicenowmsg+xml;version=1;

Response Status Code

Message	Description
404 Not Found	No address group with the specified identifier was found

Output

Example XML Output

```
<servicenowmsg>
 <msg>Address Group successfully deleted</msg>
</servicenowmsg>
```

Example JSON Output

```
{
  "servicenowmsg":{
    "msg":"Address Group successfully deleted"
  }
}
```

Related
Documentation

- Get all Devices in Service Now on page 38

- Get Device Information According to Device ID on page 41

- Export all Devices on page 45

PART 3

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Service Now