Juniper Case Attachment Tool Suite (JCATS)

A growing sophisticated suite of support tools that empowers partner support services engineers to deliver exceptional support value
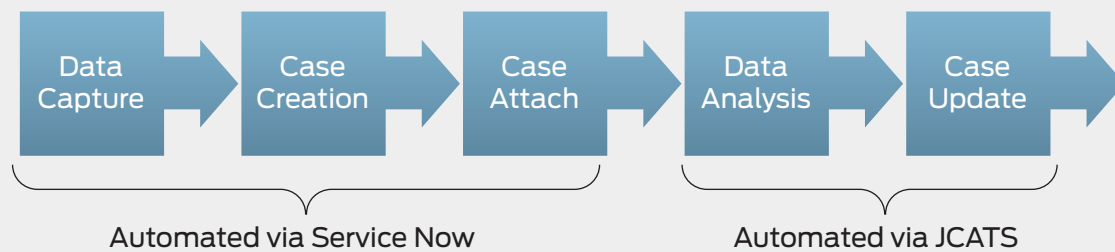
Overview

Support services engineers whose organizations are currently authorized for the Partner Support Services Specialization will be able to take advantage of the Juniper Case Attachment Tool Suite or JCATS.

JCATS is a set of support services tools that automates the data analysis phase of case management. This means:

· Quicker case closure for high priority issues
· Accurate analysis of case data and better decision making
· A more secure network environment

Case Management Phases:

Data Capture → Case Creation → Case Attach → Data Analysis → Case Update

Automated via Service Now   Automated via JCATS

JCATS and Juniper Networks® Junos® Space Service Now are complementary products. When Junos Space Service Now is used in conjunction with JCATS, the combined value is automated proactive incident management and automated data analysis, which reduces mean time to resolution (MTTR), resulting in improved network uptime and better customer satisfaction. JCATS does not require Service Now, but Juniper provides the best support when they are used together.
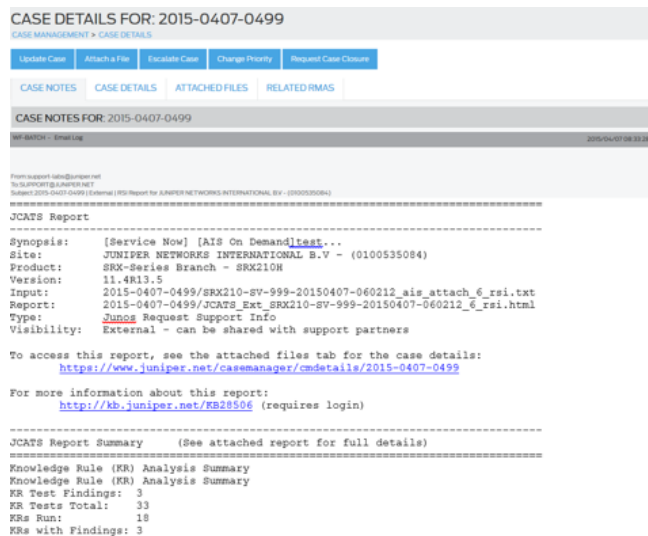
JCATS automatically attaches the Data Analysis results to your case!

JCATS enables you to make more intelligent decisions that may impact your customers' networks!

The Juniper Case Attachment Tool Suite includes the following:

JCATS
- Backtrace Matcher
- Request Support Information Analyzer
- BIOS Validation
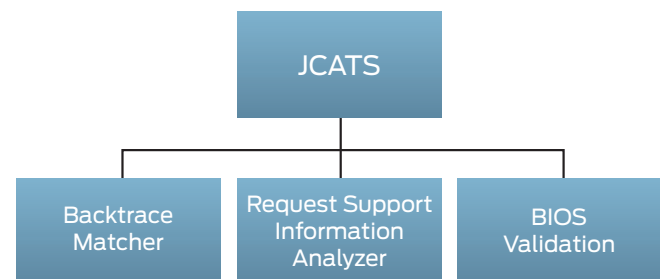
Backtrace Matcher (previously Junos Core File Decoder)

The Backtrace Matcher processes Juniper Networks Junos operating system core files attached to Juniper Networks Technical Assistance Center (JTAC) cases, attaching a report to the case which can be reviewed by the support services partner engineer.

Key Benefits

· For Support Services Partners: Provides partners with a jump-start capability to troubleshoot issues, builds technical credibility, and enhances customer satisfaction
· For Customers: Enables faster issue and case resolution, minimizes network outages, and increases network uptime
· For Juniper: Improves customer satisfaction (CSAT) due to case velocity, and reduces workload through automation of basic tasks

Key Highlights

· FTP/SFTP uploaded and direct attachment files to a JTAC case include a receipt notification which can be used to verify that an upload has been successfully received into the case.

- Reports identify whether the core file signature matches the core files associated with prior cases and problem reports (PRs).

- For any matches found, the platform and Junos OS version for the matching issue are provided for comparison to the current case. If the issue is fixed, the list of Junos OS versions containing the fix is given.

- Is always up-to-date with Junos OS releases, cases, and defects—and even provides a list of Junos OS releases with fixes.

- Transfer of the core files is automatic. These files can be gigabytes in size and when JTAC asks for the file, normally an engineer has to SSH to some remote host, secure copy (scp) the file of the router to the remote host, check checksum and transfer to Juniper. This can take up to half a day in some cases. With Service Now doing the file transfer, this happens automatically and the engineer can be doing something else. Note: The partner needs to update the submitted case to tell the end customer system where to put the file.

Request Support Information Analyzer

(previously Field Data Analyzer)

Request Support Information Analyzer (RSIA) automatically checks the customer's Request Support Information (RSI) data using accumulated data and knowledge from past issues. RSIA is a back-end system which processes RSI files uploaded to JTAC cases and generates a report back into the case, which can then be reviewed by the partner support services engineer.

Key Benefits

- For Support Services Partners: Provides quicker, more consistent and thorough analysis of data

- For Customers: Increases network uptime and customer satisfaction (CSAT); reduces mean time to resolution (MTTR) and network outages

- For Juniper: Produces efficient workflow that routes relevant information to the right people

Key Highlights

- Shortly after upload of RSI data, the support services engineer will receive an automatically generated analysis of the RSI information including, when possible, confirmation that the incident is the result of a known issue.

- With RSIA, you can parse and search any Junos OS command output, not just RSI (e.g., any file with "rsi" case insensitive in the name triggers analysis).

- RSIA provides easy to understand descriptions of problems and important information detected in the RSI data.

- It reports all issues found in the RSI data; it is not limited to the specific case. This helps end users prevent problems.

- It rapidly identifies known issues, providing a reverse chronology of events which makes it easy to determine the sequence of events leading to the moment the RSI was

collected. Events reported include alarms, core dumps, line cards, Routing Engine restarts and switchovers, protocol starts, and the most recent configuration change.

BIOS Validation

With the release of Service Now 14.1R3 and AI-Scripts 4.1R4, Juniper now provides automated analysis of BIOS images for many platform series running Junos OS. The BIOS image is part of the Junos operating system, and the integrity of this image is an important element of network security.

Key Benefits

- For Support Services Partners: Enhances credibility, minimizes network downtime, and keeps customers happy

- For Customers: Minimizes security intrusions, avoids costly downtime, and keeps the network running at peak efficiency

- For Juniper: Enables a more secure network environment for support services engineers and their customers

Key Highlights

- To ensure that the BIOS image on a Routing Engine matches the officially released image, the automated validation process will make a copy of the network device's BIOS image and compare it to the set of known good images released by Juniper.

- When enabled, this feature will automatically initiate periodic BIOS validation for all supported devices under management.

- Once the feature is enabled, all data collection, Service Now incident creation, case creation, and BIOS validation will occur automatically. The support services engineers will be advised of the result of each analysis.

- BIOS validation can only be enabled through Service Now. Service Now support for end customer deployments is not yet available.

Eligibility and Getting Started

- Partner must currently be authorized in the Partner Support Services Specialization (PSS).

- Please review the following articles for further details:

  - TN299 JCATS Juniper Case Manager Attachment Tool Suite

  - KB27882 Backtrace Matcher

  - KB28506 Request Support Information Analyzer

  - TN297 BIOS Validation

  - KB21000 SFTP and FTP upload notifications

- To enroll and get started, send an e-mail to: support-labs@juniper.net

Note: We will need your Site ID, which you can find by going to Case Manager and creating a case; it will provide a dropdown of your sites along with your Site ID.

FAQs

1. How technical does my staff need to be to use JCATS; is there a learning curve?

ANSWER: For correlation and issue research, your staff will need basic troubleshooting and research skills.

Backtrace Matcher provides a trace of program functions that were executing when the process stopped. Even without understanding the program logic or the purpose of the functions, the information can be used to correlate multiple core files or to search for the functions on Juniper's Problem Report application on its support site. The trace of functions can provide insight into the program logic being executed; however, that is beyond the intended purpose of providing the decode report.

RSIA is not directly used by support services partners; instead, RSIA runs automatically in Juniper's back-end systems and automatically provides an analysis report. Therefore, no level of technical skill is required to run RSIA. The RSI Analysis report provided by RSIA is written such that familiarity with Junos OS and networking will be helpful. In addition, RSIA does not necessarily eliminate the need to further debug the initial problem. In such cases, additional Junos OS and networking skills will likely be required.

2. Where can I download the JCATS tools?

ANSWER: The JCATS suite does not consist of standalone tools which are downloadable. JCATS tools are Juniper hosted and partners have access to the output of the JCATS tools, which is automatically attached to the case.

3. If I open a JTAC case solely to obtain a JCATS report, will this count against my delivery performance Service Effectiveness Ratio (SER) metric?

ANSWER: No. Cases opened with JTAC solely for the purpose of accessing JCATS will be excluded from the SER case counts.

Note: Please know that there is a four (4) hour window to work within, and you should contact JTAC within the 4-hour window and request that the case be closed.

4. Is there a Juniper charge for using JCATS, and if so, how much will it cost me to maintain the service?

ANSWER: No. There is no charge for using JCATS and there are no ongoing costs.

5. Will my customer be able to view the JCATS results?

ANSWER: Only those belonging to the Case Manager site associated with the case can view the report. If the site associated with the case is only used by authorized support services partners, then the end customer cannot see it. If the site is shared with the end customer, then the end customer can view the report. Either way, support services partners have the responsibility to interpret and convey the output to their end customers.

6. In order to run JCATS, does Junos Space Service Now have to be deployed?

ANSWER: Yes for BIOS validation. Backtrace Matcher and RSIA can run without Service Now but we strongly recommend that you deploy Service Now to realize the optimum data accuracy and integrity and to avoid manual cycles and intervention.

About Juniper Networks

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at www.juniper.net.

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