# SRX5800 Services Gateway Getting Started Guide

**November 2011**
**Part Number: 530-044490**
**Revision 01**

This document describes how to install the SRX5800 Services Gateway.

**Contents**



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## About This Guide

This guide contains information that you need to install and configure the SRX5800 Services Gateway quickly. For complete installation instructions see the *SRX5800 Services Gateway Hardware Guide* at http://www.juniper.net/techpubs/ .

WARNING: This guide contains a summary of safety warnings in "Safety Warnings" on page 21. For a complete list of warnings for this services gateway, including translations, see the *SRX5800 Services Gateway Hardware Guide* at http://www.juniper.net/techpubs/ .

The SRX5800 Services Gateway is a high-performance, highly scalable, carrier-class security device with multiprocessor architecture. The services gateway has a capacity of up to 120 gigabits per second (Gbps), full duplex. The services gateway is 16 rack units (RU) tall. Three services gateways can be stacked in a single floor-to-ceiling rack, for increased port density per unit of floor space. The services gateway provides 14 slots that can be populated with up to 12 Services Processing Cards (SPCs) and I/O cards (IOCs) and 2 Switch Control Boards (SCBs) in nonredundant fabric configurations.

By installing various combinations of IOCs and SPCs, you can tailor both the number of gigabit ports and the maximum security processing capacity to suit your network. Table 1 on page 3 describes the minimum system configuration for the SRX5800 Services Gateway.

### Table 1: Minimum System Configuration

| Component | Minimum |
|---|---|
| SPC | 1 |
| IOC | 1 |
| SCB | 1 |
| Routing Engine | 1 |

When fully populated, the services gateway provides up to 440 Gigabit Ethernet or up to forty-four 10-Gigabit Ethernet ports. Two types of IOC interface cards are available, each consisting of four Packet Forwarding Engines and enabling a throughput of 10 Gbps. You can install any combination of IOC types in the services gateway.

The SRX5800 Services Gateway provides redundancy and resiliency. The hardware system is fully redundant, including power supplies and SCBs.

The services gateway is shipped in a cardboard box strapped securely to a wooden pallet. Plastic straps secure the top and bottom in place. The services gateway chassis is bolted to this pallet. A printed copy of this document and a cardboard accessory box are also included in the shipping container.

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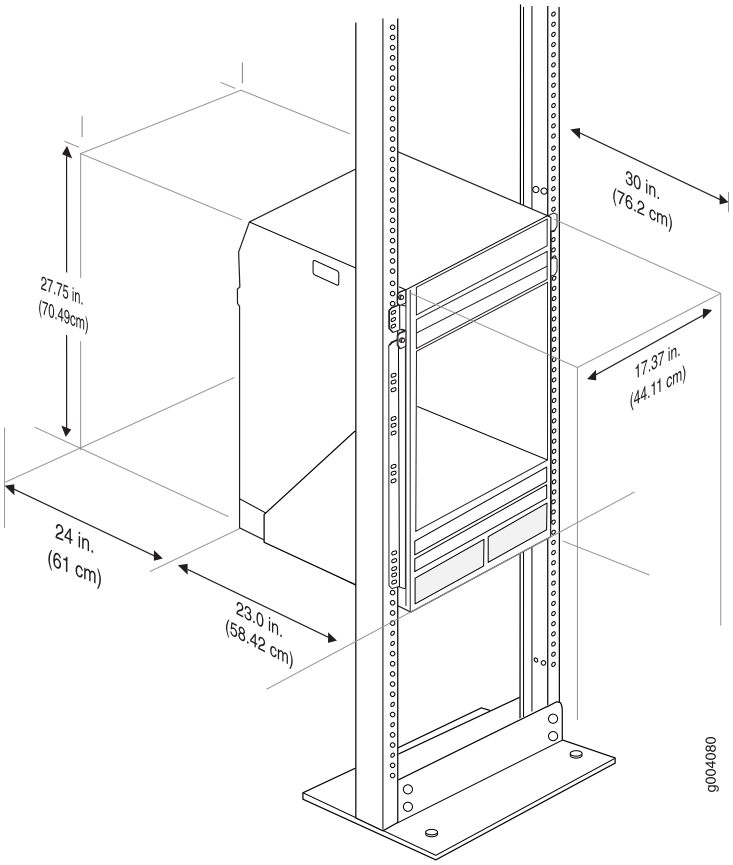
## Step 1: Prepare the Site for SRX5800 Services Gateway Installation



### Rack-Mounting Requirements

- You can install the services gateway in a four-post rack or cabinet or an open-frame rack.
- The rack rails must be spaced widely enough to accommodate the services gateway chassis's external dimensions: 27.75 in. (70.49 cm) high, 23.0 in. (58.42 cm) deep, and 17.37 in. (44.11 cm) wide. The outer edges of the mounting brackets extend the width to 19 in. (48.3 cm). See Figure 1 on page 4.

**Figure 1: SRX5800 Services Gateway Rack Clearance and Chassis Dimensions**




- The rack must be strong enough to support the weight of the fully configured services gateway, up to 350 lb (158.76 kg). If you stack three fully configured services gateways in one rack, it must be capable of supporting about 1,050 lb (476.3 kg).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- For service personnel to remove and install hardware components, there must be adequate space at the front and back of the services gateway. Allow at least 30 in. (76.2 cm) in front of the services gateway and 24 in. (61 cm) behind the services gateway.
- The rack or cabinet must have an adequate supply of cooling air.
- Ensure that the cabinet allows the chassis hot exhaust air to exit from the cabinet without recirculating into the services gateway.
- The services gateway must be installed into a rack that is secured to the building structure.
- Mount the services gateway at the bottom of the rack if it is the only unit in the rack.
- When mounting the services gateway in a partially filled rack, load the rack from the bottom to the top, with the heaviest component at the bottom of the rack.

### Tools Required to Unpack and Prepare the SRX5800 Services Gateway for Installation

To unpack the services gateway and prepare for installation, you need the following tools:

- A mechanical lift—recommended
- Phillips (+) screwdrivers, numbers 1 and 2
- 2.5 mm flat-blade (–) screwdriver
- 7/16-in. torque-controlled driver or socket wrench
- 1/2-in. or 13-mm open-end or socket wrench to remove bracket bolts from the shipping pallet
- Electrostatic discharge wrist strap
- Antistatic mat

Proceed to "Step 2: Install the Mounting Hardware" on page 5.

## Step 2: Install the Mounting Hardware



### Install the Mounting Hardware in a Four-Post Rack or Cabinet

To install the mounting shelf as shown in Figure 2 on page 6:

1. On the front rack rails, install cage nuts in the holes specified in the *SRX5800 Services Gateway Hardware Guide* for the large shelf.
2. On the front of each front rack rail, partially insert a mounting screw into the hole containing the lowest cage nut.
3. Install the large shelf on the front rack rails. Rest the bottom slot of each ear on a mounting screw.

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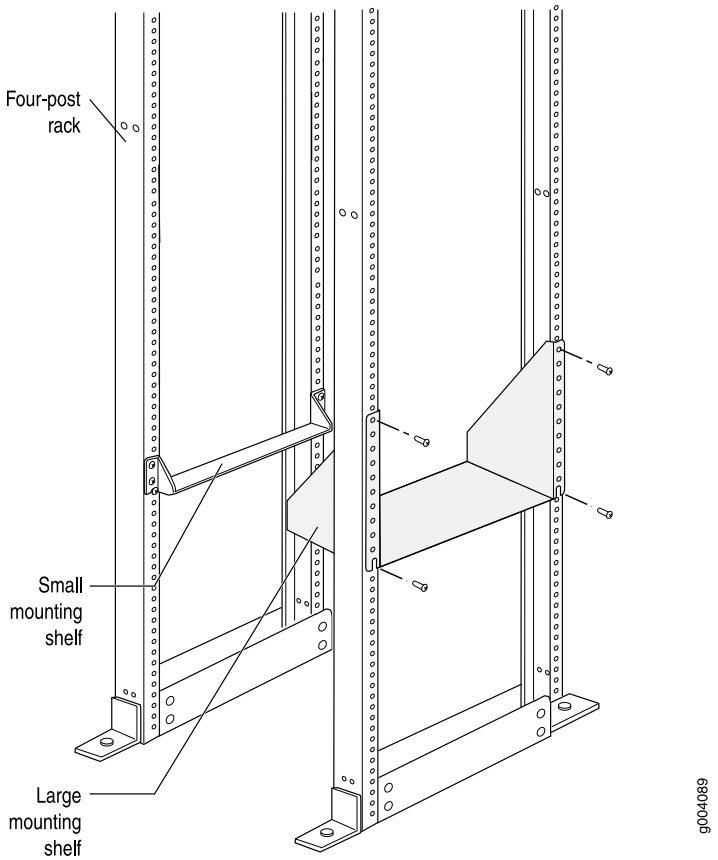
4. Partially insert a mounting screw into the top hole in each ear of the large shelf.
5. Tighten all the screws completely.
6. On the rear rack rails, install cage nuts in the holes specified in the *SRX5800 Services Gateway Hardware Guide* for the small shelf.
7. On the back of each rear rack rail, partially insert a mounting screw into the hole containing the lowest cage nut.
8. Install the small shelf on the back rack rails. Rest the bottom slot of each ear on a mounting screw. The small shelf installs on the back of the rear rails, extending toward the center of the rack. The bottom of the small shelf should align with the bottom of the large shelf.
9. Partially insert screws into the open holes in the ears of the small shelf.
10. Tighten all the screws completely.

Figure 2: Mount Hardware for a Four-Post Rack or Cabinet




## Install the Mounting Hardware in an Open-Frame Rack

To install the mounting shelf as shown in Figure 3 on page 7: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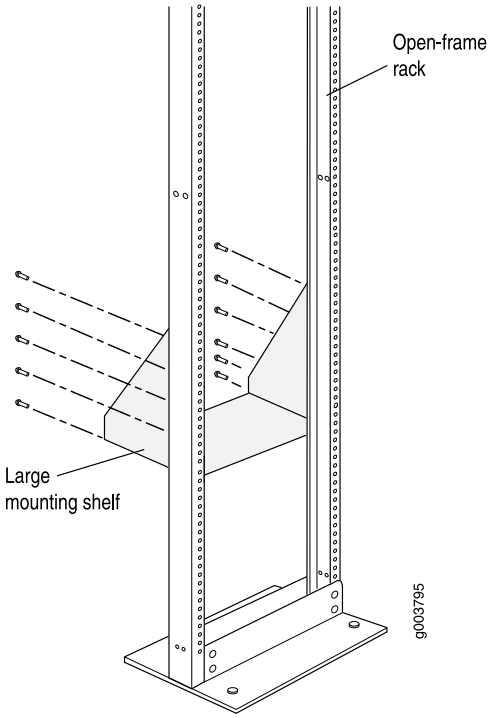
1. On the rear of each rack rail, partially insert a mounting screw into the highest hole specified in the *SRX5800 Services Gateway Hardware Guide* for the large shelf.
2. Install the large shelf on the rack. Hang the shelf over the mounting screws using the keyhole slots located near the top of the large shelf flanges.
3. Partially insert screws into the open holes in the ears of the large shelf.
4. Tighten all the screws completely.

### Figure 3: Mount Hardware for an Open-Frame Rack




Proceed to "Step 3: Install the Services Gateway" on page 7.

## Step 3: Install the Services Gateway

Because of the services gateway's size and weight, you must use a mechanical lift to install the services gateway in the rack. Also, you must remove all components, as shown in Figure 4 on page 8 and Figure 5 on page 8, before installing the services gateway.



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## Remove Components

Figure 4: Components to Remove from the Front of the Services Gateway

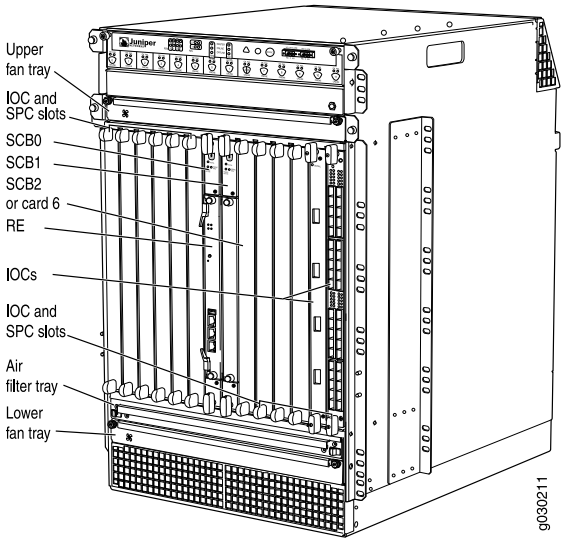
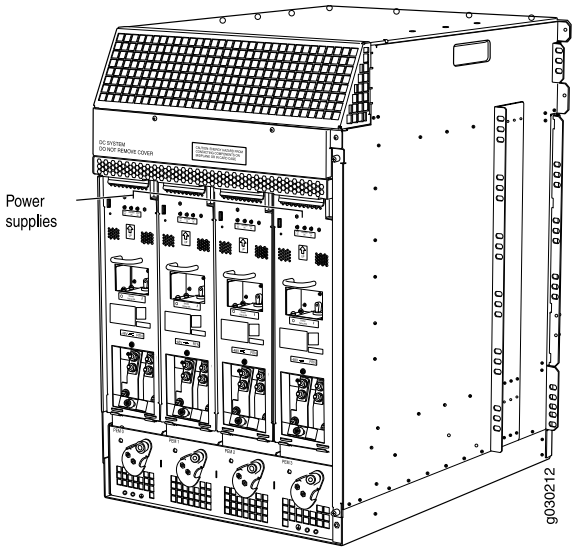



Figure 5: Components to Remove from the Rear of the Services Gateway




Before installing the services gateway, you must remove the following components:

- Power supplies
- Switch Control Boards (SCBs)
- Cable management system
- Routing Engines
- Air filter
- Fan trays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- SPCs
- IOCs and Flex IOCs

To remove the components from the services gateway:

1. Slide each component out of the chassis evenly so that it does not become stuck or damaged.
2. Label each component as you remove it so you can reinstall it in the correct location.
3. Immediately store each removed component in an electrostatic bag.
4. Do not stack removed components. Lay each one on a flat surface.

NOTE: For complete instructions on removing services gateway components, see the *SRX5800 Services Gateway Hardware Guide*.

## Install the Services Gateway

Before installing the services gateway, you must remove all components (see "Remove Components" on page 8). To install the services gateway using a lift:

1. Ensure that the rack is in its permanent location and is secured to the building. Ensure that the installation site allows adequate clearance for both airflow and maintenance. For details, see the *SRX5800 Services Gateway Hardware Guide*.
2. Load the services gateway onto the lift, making sure that it rests securely on the lift platform (see Figure 6 on page 10).

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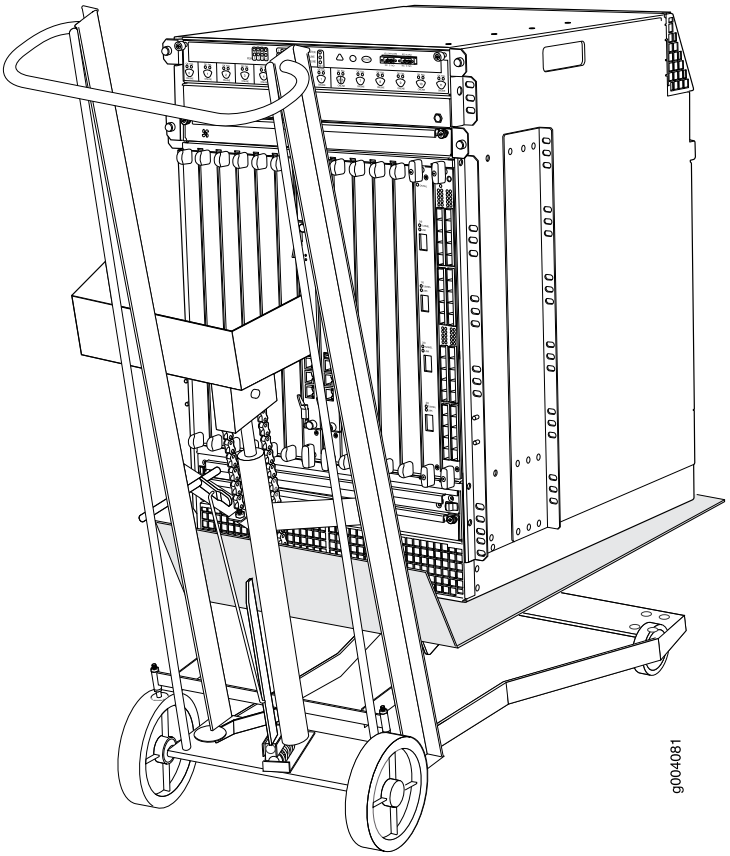
Figure 6: Load the Services Gateway onto the Lift




3. Using the lift, position the services gateway in front of the rack or cabinet, centering it in front of the mounting shelves.
4. Lift the chassis approximately 0.75 in. above the surface of the mounting shelves, and position it as close as possible to the shelves.
5. Carefully slide the services gateway onto the mounting shelves so that the bottom of the chassis and the mounting shelves overlap by approximately 2 inches.
6. Slide the services gateway onto the mounting shelves until the mounting brackets or front-mounting flanges contact the rack rails. The shelves ensure that the holes in the mounting brackets and the front-mounting flanges of the chassis align with the holes in the rack rails.
7. Move the lift away from the rack.
8. To install the services gateway in an open-frame rack, install a mounting screw into each of the open mounting holes aligned with the rack, starting from the bottom.
9. Visually inspect the alignment of the services gateway. If the services gateway is installed properly in the rack, all the mounting screws on one side of the rack should be aligned with the mounting screws on the opposite side and the services gateway should be level.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## Reinstall Components

To reinstall the components in the services gateway:

1. Slide each component into the chassis evenly so that it does not become stuck or damaged.
2. Tighten the captive screws for each component.

NOTE: **Make sure that all empty slots are covered with blank panels before operating the services gateway.**

Proceed to "Step 4: Connect the Grounding Cable" on page 11.

## Step 4: Connect the Grounding Cable

1. Attach an electrostatic discharge (ESD) grounding strap to your bare wrist, and connect the strap to an approved site ESD grounding point. See the instructions for your site.
2. Connect the grounding cable to a proper earth ground.
3. Verify that a licensed electrician has attached the cable lug provided with the services gateway to the grounding cable.
4. Make sure that grounding surfaces are clean and brought to a bright finish before grounding connections are made.
5. Disconnect the ESD grounding strap from the site ESD grounding point, and connect it to one of the ESD points on the chassis. For more information about ESD, see the *SRX5800 Services Gateway Hardware Guide*.
6. Place the grounding cable lug over one of the two grounding points. The right pair is sized for UNC 1/4-20 screws and 1/4 in. split washers, which are provided in the accessory box. The left pair is sized for M6 metric screws. If you wish to use the metric-sized grounding point, you must provide appropriate screws and split washers.
7. Secure the grounding cable lug to the grounding point, first with the washers, and then with the screws as shown in Figure 7 on page 12.

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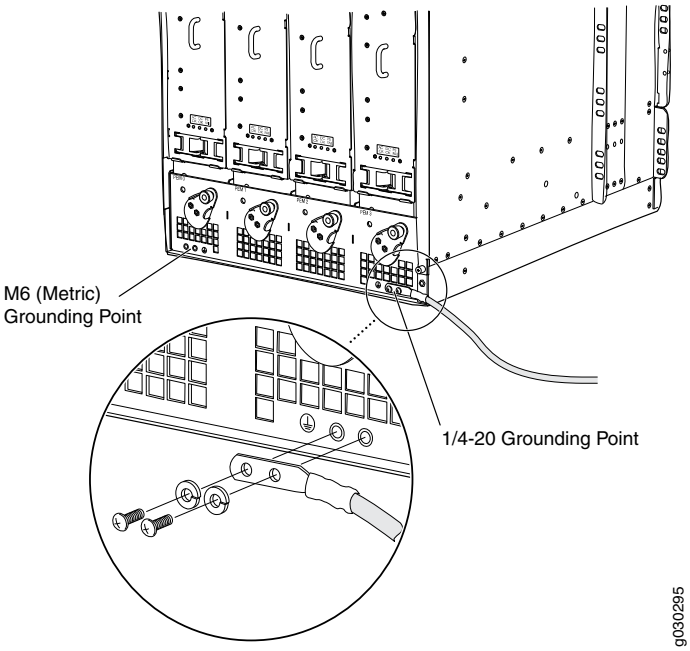
Figure 7: Connecting the Grounding Cable




8. Verify that the grounding cabling is correct, that the grounding cable does not touch or block access to services gateway components, and that it does not drape where people could trip over it.

Proceed to "Step 5: Connect External Devices and IOC Cables" on page 12.

## Step 5: Connect External Devices and IOC Cables

To connect external devices and I/O Card (IOC) cables:



### Connect to a Network for Out-of-Band Management

1. Turn off the power to the management device.
2. Plug the RJ-45 end of the serial cable into the appropriate **CONSOLE** or **AUX** port on the services gateway Routing Engine.
3. Plug the other end of the cable into the network device.

### Connect a Management Console

1. Turn off the power to the management device.
2. Plug one end of the RJ-45 Ethernet cable into the **CONSOLE** or **AUX** port on the services gateway Routing Engine.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3. Plug the female DB-9 end into the device's serial port.

## Connect the IOC Cables

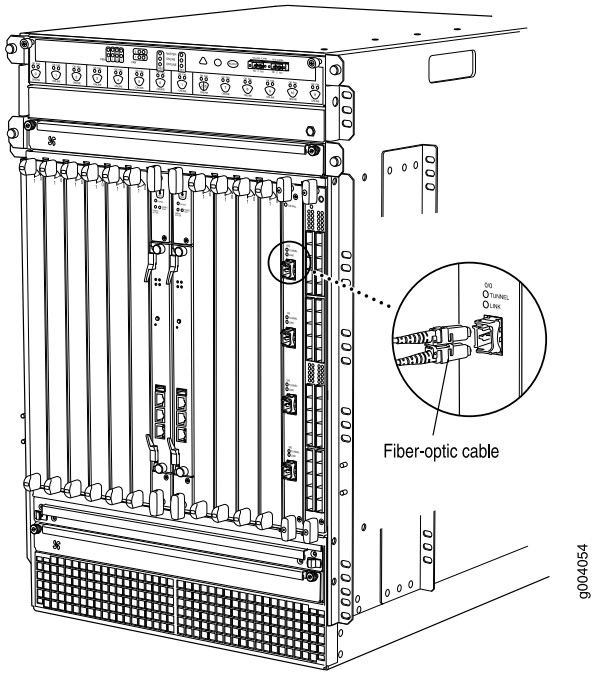
1. Have ready a length of the type of cable used by the IOCs. For cable specifications, see the *SRX5800 Services Gateway Hardware Guide*.
2. If the cable connector port is covered by a rubber safety plug, remove the plug.

WARNING: Do not look directly into a fiber-optic transceiver or into the ends of fiber-optic cables. Fiber-optic transceivers and fiber-optic cable connected to a transceiver emit laser light that can damage your eyes.

CAUTION: Do not leave a fiber-optic transceiver uncovered except when inserting or removing cable. The safety cap keeps the port clean and prevents accidental exposure to laser light.

3. Insert the cable connector into the cable connector port on the faceplate.

### Figure 8: Connect IOC Cables




4. Arrange the cable in the cable management system to prevent it from dislodging or developing stress points. Secure the cable so that it is not supporting its own weight as it hangs to the floor. Place excess cable out of the way in a neatly coiled loop in the cable management system. Placing fasteners on the loop helps to maintain its shape.

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CAUTION: Avoid bending fiber-optic cable beyond its minimum bend radius. An arc smaller than a few inches in diameter can damage the cable and cause problems that are difficult to diagnose.

CAUTION: Do not let fiber-optic cable hang free from the connector. Do not allow fastened loops of cable to dangle, which stresses the cable at the fastening point.

Proceed to "Step 6: Connect Power Cables" on page 14.

## Step 6: Connect Power Cables

Depending on its configuration, the services gateway uses either AC or DC power supplies. Perform the appropriate procedures for each power supply in the services gateway.



### Connect Power to an AC-Powered Services Gateway

NOTE: The device is not shipped with AC power cords. Make sure to order or obtain AC power cords with a plug appropriate for your geographical location.

1. Locate the power cords you will use to connect the device to AC power. See the *SRX5800 Services Gateway Hardware Guide* for specifications.
2. Attach an electrostatic discharge (ESD) grounding strap to your bare wrist, and connect the strap to one of the ESD points on the chassis. For more information about ESD, see the *SRX5800 Services Gateway Hardware Guide*.
3. For each power supply:
   a. Move the power switch above the power supply to the **OFF** position (**O**).
   b. Insert the appliance coupler end of the power cord into the appliance inlet above the power supply.
   c. Insert the power cord plug into an external AC power source receptacle.


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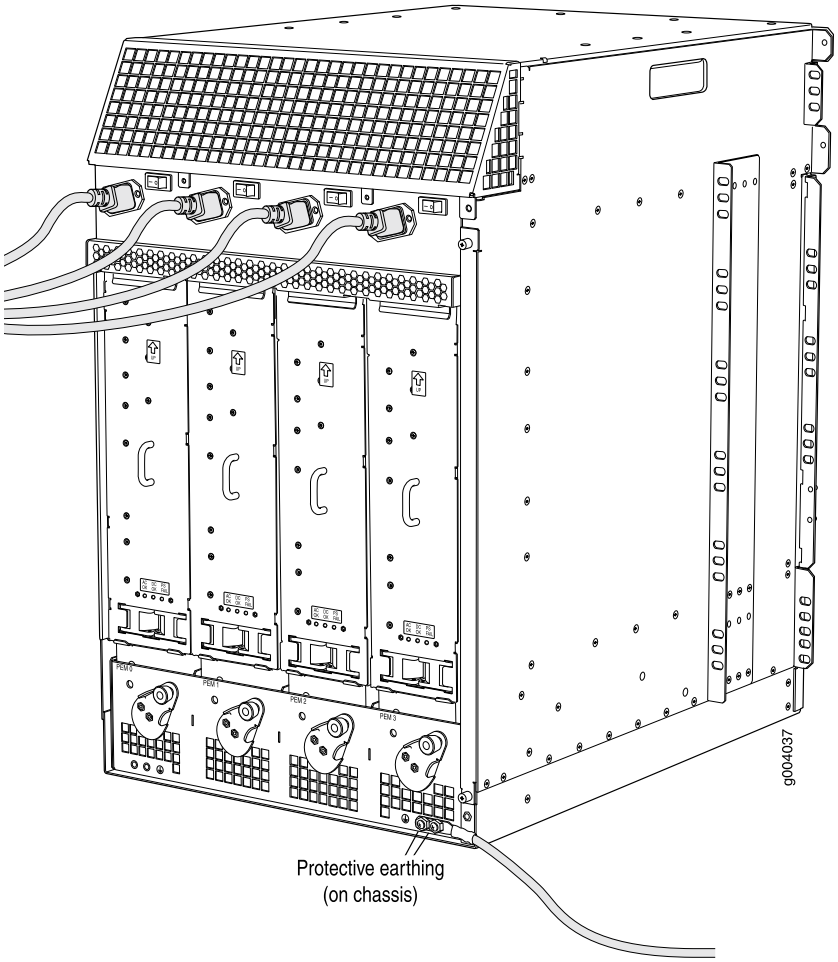
NOTE: Each power supply must be connected to a dedicated AC power feed and a dedicated customer site circuit breaker. We recommend using a 15-A (250-VAC), circuit breaker minimum, or as permitted by local code.

d. Dress the power cord appropriately. Verify that the power cord does not block the air exhaust or access to services gateway components, and that it does not drape where people could trip over it.

Figure 9: Connecting AC Power to the Services Gateway




## Connect Power to a DC-Powered Services Gateway

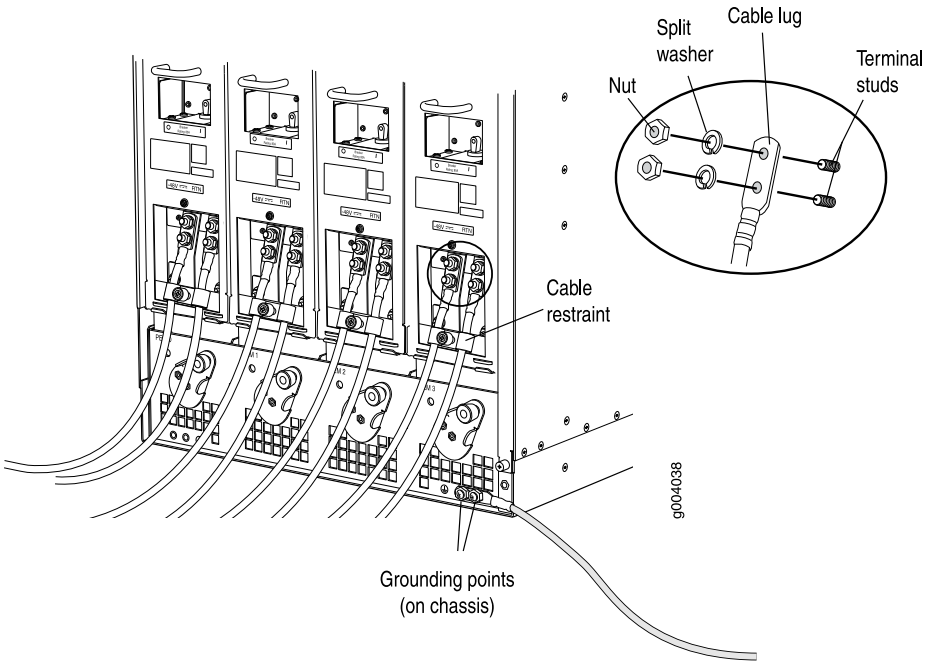
Table 2 on page 16 describes the services gateway input voltage requirements.

Table 2: SRX5800 Services Gateway DC Power System Input Voltage

| Item | Specification |
|---|---|
| DC input voltage | Operating range: –40 to –72 VDC |

1. Ensure that the voltage across the DC power source cable leads is 0 V and that there is no chance that the cable leads might become active during installation.
2. Secure the power cable lugs to the terminal studs, first with the split washers, then with the nuts as shown in Figure 10 on page 16. Apply between 23 lb-in. (2.6 Nm) and 25 lb-in. (2.8 Nm) of torque to each nut. Do not overtighten the nut. (Use a 7/16-in. torque-controlled driver or socket wrench.)
   a. Attach the positive (+) DC source power cable lug to the **RTN** (return) terminal.
   b. Attach the negative (–) DC source power cable lug to the **–48V** (input) terminal.

Figure 10: Connect Power Cables




CAUTION: Ensure that each power cable lug seats flush against the surface of the terminal block as you are tightening the nuts. Ensure that each nut is properly threaded onto the terminal stud. The nut should be able to spin freely with your fingers when it is first placed onto the terminal stud. Applying installation torque to the nut when improperly threaded may result in damage to the terminal stud.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CAUTION: The maximum torque rating of the terminal studs on the DC power supply is 58 lb-in. (6.5 Nm). The terminal studs may be damaged if excessive torque is applied. Use only a torque-controlled driver or socket wrench to tighten nuts on the DC power supply terminal studs.

NOTE: For information about connecting to DC power sources, see the *SRX5800 Services Gateway Hardware Guide*.

3. Loosen the captive screw on the cable restraint on the lower edge of the power supply faceplate.
4. Engage the DC power cables with the cable restraint, and tighten the captive screw.
5. Connect each DC power cable to the appropriate external DC power source.

NOTE: For information about connecting to external DC power sources, see the *SRX5800 Services Gateway Hardware Guide*.

6. Switch on the external circuit breakers to provide voltage to the DC power source cable leads.

Proceed to "Step 7: Perform the Initial Software Configuration" on page 17.

## Step 7: Perform the Initial Software Configuration

This procedure connects the services gateway to the network but does not enable it to forward traffic. For complete information about enabling the services gateway to forward traffic, including examples, see the appropriate Junos operating system (JunosOS) configuration guides.

To configure the software:



### Enter Configuration Mode

1. If you have not already done so, switch the circuit breaker or toggle switch for each power supply to the **ON** position to start the device. The **OK** LED on the power supply faceplate should blink, and then light steadily.
2. Log in as the root user. There is no password.

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3. Start the CLI.

```
root# cli
root@>
```

4. Enter configuration mode.

```
configure
[edit]
root@#
```

## Configure User Accounts and Passwords

1. Set the root authentication password by entering a cleartext password, an encrypted password, or an SSH public key string (DSA or RSA).

```
[edit]
root@# set system root-authentication plain-text-password
New password: password
Retype new password: password
```

2. Configure an administrator account on the device. When prompted, enter the password for the administrator account.

```
[edit]
root@# set system login user admin class super-user authentication
  plain-text-password
New password: password
Retype new password: password
```

3. Commit the configuration to activate it on the services gateway.

```
[edit]
root@# commit
```

## Configure System Attributes

1. Log in as the administrative user that you configured earlier.
2. Configure the name of the services gateway. If the name includes spaces, enclose the name in quotation marks (“ ”).

```
configure
[edit]
admin@# set system host-name host-name
```

3. Configure the IP address and prefix length for the services gateway Ethernet interface.

```
[edit]
admin@# set interfaces fxp0 unit 0 family inet address address/prefix-length
```

4. Configure the traffic interface.

```
[edit]
admin@# set interfaces ge-6/2/0 unit 0 family inet address address/prefix-length
admin@# set interfaces ge-6/3/5 unit 0 family inet address address/prefix-length
```

5. Configure the default route.

```
[edit]
admin@# set routing-options static route 0.0.0.0/0 next-hop gateway
```


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6. Configure basic security zones and bind them to traffic interfaces.

```
[edit]
admin@# set security zones security-zone trust interfaces ge-6/3/5
admin@# set security zones security-zone untrust interfaces ge-6/2/0
```

7. Configure basic security policies.

```
[edit]
admin@# set security policies from-zone trust to-zone untrust policy policy-name
  match source-address any destination-address any application any
root@# set security policies from-zone trust to-zone untrust policy policy-name then
  permit
```

## Commit the Configuration

1. Check the configuration for validity.

```
[edit]
admin@# commit check
configuration check succeeds
```

2. Optionally, display the configuration to verify that it is correct.

```
admin@# show

## Last changed: 2008-05-07 22:43:25 UTC
version "9.2I0 [builder]";
system {
  autoinstallation;
  host-name henbert;
  root-authentication {
    encrypted-password "$1$oTVn2KY3$uQe4xzQCxpR2j7sKuV.Pa0"; ##
      SECRET-DATA
  }
  login {
    user admin {
      uid 928;
      class super-user;
      authentication {
        encrypted-password "$1$cdOPmACd$QvreBsJkNR1EF0uurTBkE."; ##
          SECRET-DATA
      }
    }
  }
  services {
    ssh;
    web-management {
      http {
        interface ge-0/0/0.0;
      }
    }
  }
  syslog {
    user * {
      any emergency;
    }
    file messages {
```

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```
        any any;
        authorization info;
      }
      file interactive-commands {
        interactive-commands any;
      }
    }
    license {
      autoupdate {
        url https://ae1.juniper.net/junos/key_retrieval;
      }
    }
}
    interfaces {
      ge-0/0/0 {
        unit 0;
      }
      ge-6/2/0 {
        unit 0 {
          family inet {
            address 5.1.1.1/24;
          }
        }
      }
      ge-6/3/5 {
        unit 0 {
          family inet {
            address 192.1.1.1/24;
          }
        }
      }
      fxp0 {
        unit 0 {
          family inet {
            address 192.168.10.2/24;
          }
        }
      }
    }
    routing-options {
      static {
        route 0.0.0.0/0 next-hop 5.1.1.2;
      }
    }
    security {
      zones {
        security-zone trust {
          interfaces {
            ge-6/3/5.0;
          }
        }
        security-zone untrust {
          interfaces {
            ge-6/2/0.0;
          }
        }
```


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```
    }
    policies {
      from-zone trust to-zone untrust {
        policy bob {
          match {
            source-address any;
            destination-address any;
            application any;
          }
          then {
            permit;
          }
        }
      }
    }
  }
```

3. Commit the configuration to activate it on the services gateway.

   ```
   [edit]
   admin@# commit
   ```

4. Optionally, configure additional properties by adding the necessary configuration statements. Then commit the changes to activate them on the services gateway.

   ```
   [edit]
   admin@# commit
   ```

5. When you have finished configuring the services gateway, exit configuration mode.

   ```
   [edit]
   admin@# exit
   admin@>
   ```

## Safety Warnings

WARNING: See installation instructions before connecting the services gateway. This is a summary of safety warnings. For a complete list of warnings for the services gateway, including translations, see the *SRX5800 Services Gateway Hardware Guide* at http://www.juniper.net/techpubs/hardware/ .

WARNING: The intrabuilding port(s) of the services gateway is suitable for connection to intrabuilding or unexposed wiring or cabling only. The intrabuilding port(s) of the services gateway MUST NOT be metallically connected to interfaces that connect to the outside plant (OSP) or its wiring. These interfaces are designed for use as intrabuilding interfaces only (Type 2 or Type 4 ports as described in GR-1089-CORE, Issue 4) and require isolation from the exposed OSP cabling. The addition of primary protectors is not sufficient protection to connect these interfaces metallically to OSP wiring.

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CAUTION: Before removing or installing components of a services gateway, attach an ESD strap to an ESD point, and place the other end of the strap around your bare wrist. Failure to use an ESD strap could result in damage to the services gateway.

CAUTION: An external surge protective device (SPD) should be used at the AC input of the services gateway.

- Only trained and qualified personnel should install or replace the services gateway.
- Perform only the procedures described in this guide or the *SRX5800 Services Gateway Hardware Guide*. Other services should be performed by authorized service personnel only.
- Read the installation instructions before you connect the services gateway to a power source.
- Before installing the services gateway, read the guidelines for site preparation in the *SRX5800 Services Gateway Hardware Guide* to make sure that the site meets power, environmental, and clearance requirements for the services gateway.
- For the cooling system to function properly, the airflow around the chassis must be unrestricted. Allow at least 6 in. (15.2 cm) of clearance between side-cooled devices. Allow 2.8 in. (7 cm) between the side of the chassis and any non-heat-producing surface such as a wall.
- When installing the services gateway, do not use a ramp inclined more than 10 degrees.
- Manually installing the services gateway requires at least two people to lift the chassis. Before lifting the chassis, remove components as described in the *SRX5800 Services Gateway Hardware Guide*. To prevent injury, keep your back straight and lift with your legs, not your back. Do not attempt to lift the chassis by the power supply handles.
- The services gateway should be mounted at the bottom of the rack if it is the only unit in the rack.
- When mounting the services gateway in a partially filled rack, load the rack from the bottom to the top, with the heaviest component at the bottom of the rack.
- If the rack is provided with stabilizing devices, install the stabilizers before mounting or servicing the services gateway in the rack.
- When removing or installing an electrical component, always place it component-side up on a flat antistatic surface or in an electrostatic bag.
- When you install the services gateway, always make the ground connection first and disconnect it last.
- Wire the DC power supply using the appropriate lugs. When connecting power, the proper wiring sequence is ground to ground, +RTN to +RTN, and then –48 V to –48 V. When disconnecting power, the proper wiring sequence is –48 V to –48 V, +RTN to


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+RTN, and then ground to ground. Always connect the ground wire first and disconnect it last.

- Do not work on the system or connect or disconnect cables during electrical storms.
- Before working on equipment that is connected to power lines, remove jewelry, including rings, necklaces, and watches. Metal objects heat up when connected to power and ground and can cause serious burns or become welded to the terminals.
- Failure to observe these safety warnings can result in serious physical injury.
- AC power cable warning (Japan):

WARNING: **The attached power cable is only for this product. Do not use the cable for another product.**

**注意**

**附属の電源コードセットはこの製品専用です。**
**他の電気機器には使用しないでください。**

g017253

## SRX5800 Services Gateway Compliance Statements for EMC Requirements



### Canada

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

### European Community

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

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### Japan

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＡ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

The preceding translates as follows:

This is a Class A product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this product is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

### United States

The services gateway has been tested and found to comply with the limits for a Class A digital device of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

## SRX Series Documentation and Release Notes

For a list of related SRX Series documentation, see http://www.juniper.net/techpubs/hardware/srx-series-main.html .

For a list of related Junos documentation, see http://www.juniper.net/techpubs/software/junos/ .

If the information in the latest release notes differs from the information in the documentation, follow the *Junos Release Notes.*

To obtain the most current version of all Juniper Networks technical documentation, see the product documentation page on the Juniper Networks website at http://www.juniper.net/techpubs/ .


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## Requesting Technical Support

Technical product support is available through the Juniper Networks Technical Assistance Center (JTAC). If you are a customer with an active J-Care or JNASC support contract, or are covered under warranty, and need postsales technical support, you can access our tools and resources online or open a case with JTAC.

- JTAC policies—For a complete understanding of our JTAC procedures and policies, review the JTAC User Guide located at http://www.juniper.net/customers/support/downloads/710059.pdf .
- Product warranties—For product warranty information, visit http://www.juniper.net/support/warranty/ .
- JTAC Hours of Operation—The JTAC centers have resources available 24 hours a day, 7 days a week, 365 days a year.

### Self-Help Online Tools and Resources

For quick and easy problem resolution, Juniper Networks has designed an online self-service portal called the Customer Support Center (CSC) that provides you with the following features:

- Find CSC offerings: http://www.juniper.net/customers/support/
- Find product documentation: http://www.juniper.net/techpubs/
- Download the latest versions of software and review release notes: http://www.juniper.net/customers/csc/software/
- Find solutions and answer questions using our Knowledge Base: http://kb.juniper.net/
- Search technical bulletins for relevant hardware and software notifications: https://www.juniper.net/alerts/
- Join and participate in the Juniper Networks Community Forum: http://www.juniper.net/company/communities/
- Open a case online in the CSC Case Manager: http://www.juniper.net/cm/

To verify service entitlement by product serial number, use our Serial Number Entitlement (SNE) Tool located at https://tools.juniper.net/SerialNumberEntitlementSearch/ .

### Opening a Case with JTAC

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

- Use the Case Manager tool in the CSC at http://www.juniper.net/cm/ .
- Call 1-888-314-JTAC (1-888-314-5822 toll-free in the USA, Canada, and Mexico).

For international or direct-dial options in countries without toll-free numbers, visit us at http://www.juniper.net/support/requesting-support.html .

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## Revision History

August 2008—530-023518-01 Revision 01 Initial Release.

August 2008—530-023518-01 Revision 02 IOC terminology change

February 2011—530-038207 Revision 01 Formatting and style changes

November 2011—530-044490 Revision 01 Correct Typos

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