

Advanced Insight Solutions 1.3 Release Notes

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These release notes accompany Release 1.3 of the Juniper Networks Advanced Insight Solutions (AIS), a Juniper Networks product that provides reactive (incident-driven) and proactive (intelligence-driven) services for Juniper Networks J Series, M Series, MX Series, T Series, E Series, EX Series, and SRX Series routing platforms (devices).

You can also find these release notes, the *Advanced Insight Solutions Release Notes*, and the *AIS User Guide* on the Juniper Networks Technical Publications Web page, which is located at <http://www.juniper.net/support/>.

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Advanced Insight Solutions Overview

Juniper Networks Advanced Insight Solutions (AIS) provides reactive (incident-driven) and proactive (intelligence-driven) services for Juniper Networks devices. AIS is available when you purchase one of the top three levels J-Care Support Services to support and maintain devices on the network. See Table 1 on page 3.

Table 1: J-Care Technical Services and AIS Functionality

J-Care Technical Service	AIS Features/Components
J-Care Essentials	N/A
J-Care Efficiency	AI-Scripts, AIM Case Submission, AIM Reports, AIM Inventory Management
J-Care Continuity	AI-Scripts, AIM Case Submission, AIM Reports, AIM Inventory Management, JSS (Insight JTAC)
J-Care Agility	AI-Scripts, AIM Case Submission, AIM Reports, AIM Inventory Management, JSS (Insight JTAC), AIM Proactive Product Reports (Intelligence)

AIS consists of three major elements:

- AI-Scripts run on devices to automatically detect incidents and intelligence information and sends data in Juniper Message Bundles (JMBs) to archive locations.
- Advanced Insight Manager (AIM) collects incident and intelligence data from archive locations and displays it so you can resolve incidents and receive proactive intelligence information to prevent incidents from reoccurring.
- Juniper Support Systems (JSS) resolve incidents and provides preventive intelligence information that is displayed for the user in AIM.

For more overview information about AIS, see the “Advanced Insight Solutions Overview” chapter in the User Guide.

New Advanced Insight Solutions 1.3 Features

The Advanced Insight Manager has the following new features included in the current release. For more detailed information about new features in AIS 1.3, see the *AIS User Guide* on the Juniper Networks technical publications site, located at <http://www.juniper.net/support>.

- Juniper Data Collector JUNOS Device Support on page 4
- Juniper Data Collector E Series (JUNOSe) Device Support on page 5
- Juniper Data Collector NetScreen (ScreenOS) Device Support on page 6

Juniper Data Collector JUNOS Device Support

The AIM Juniper Data Collector (JDC) supports the JUNOS devices listed in Table 2 on page 4. AI Scripts supports all of the devices in this table.



NOTE: The JDC is currently supported in JUNOS releases 8.1, 8.4, and 8.5.

The JDC supports all of the devices in this table except where noted.

Table 2: Juniper Data Collector JUNOS Device Support

JUNOS Devices	Product Class
M Series Devices	
M5	Class 1
M7i	Class 1
M10	Class 1
M10i	Class 1
M20	Class 1
M40	Class 2
M40e	Class 2
M120	Class 1
M160	Class 2
M320	Class 2
T Series Devices	
T320	Class 3
T640	Class 3
TX Matrix (<i>Supported by AI-Scripts but not by JDC</i>)	Class 3
TX Matrix Plus (<i>Supported by AI-Scripts but not by JDC</i>)	Class 3
T1600 (<i>Supported by AI-Scripts but not by JDC</i>)	Class 3
J Series Devices	
J2300	Class 1
J2320	Class 1

Table 2: Juniper Data Collector JUNOS Device Support (continued)

JUNOS Devices	Product Class
J2350	Class 1
J4300	Class 1
J4320	Class 1
J4350	Class 1
J6300	Class 1
J6350	Class 1
MX Series Devices	
MX960	Class 2
MX480	Class 2
MX240	Class 2

Juniper Data Collector E Series (JUNOSe) Device Support

The Juniper Data Collector (JDC) gathers intelligence information from the E Series devices. The JDC processes the intelligence information and displays it in the AIM Intelligence Manager for proactive analysis. In this release, the JDC is supported for JUNOSe release versions 8.0, 8.1, 8.2, and 9.0.



NOTE: The JDC only collects intelligence information. It does not collect device configuration information.

The JDC supports the E Series devices listed in Table 3 on page 5.

Table 3: E Series (JUNOSe) Devices

E Series (JUNOSe) Devices	Product Class
E120	Class 2
E320	Class 2
ERX 310	Class 2
ERX 700	Class 2
ERX 705	Class 2
ERX 1400	Class 2

Table 3: E Series (JUNOSe) Devices (continued)

E Series (JUNOSe) Devices	Product Class
ERX 1440	Class 2

Juniper Data Collector NetScreen (ScreenOS) Device Support

The Juniper Data Collector gathers intelligence information from the NetScreen devices listed in Table 4 on page 6. The Juniper Data Collector processes the intelligence information and displays it in AIM Intelligence Manager for proactive analysis.



NOTE: The JDC only collects intelligence information. It does not collect device configuration information.

Table 4: Netscreen (ScreenOS) Devices

Netscreen (ScreenOS) Devices	Product Class
NetScreen 204	Class 1
NetScreen 208	Class 1
NetScreen 5000 M GT1	Class 1
NetScreen 5200	Class 1
NetScreen 5200 24FE	Class 1
NetScreen 5200 8G	Class 1
NetScreen 5200 M1	Class 1
NetScreen 5200 M2	Class 1
NetScreen 5200 M2 10G	Class 1
NetScreen 5200 M2 8G2	Class 1
NetScreen ISG-1000	Class 1
NetScreen ISG-2000	Class 1
SSG 520	Class 1
SSG 520B	Class 1
SSG 520M	Class 1
SSG 550	Class 1

Table 4: Netscreen (ScreenOS) Devices *(continued)*

Netscreen (ScreenOS) Devices	Product Class
SSG 550B	Class 1
SSG 550M	Class 1
SSG-140-SB	Class 1
SSG-140-SH	Class 1
SSG-320M-SB	Class 1
SSG-320M-SH	Class 1
SSG-350M-SB	Class 1
SSG-350M-SB-N-TAA	Class 1
SSG-350M-SH	Class 1
SSG-350M-SH-DC-N-TAA	Class 1
SSG-350M-SH-N-TAA	Class 1
NetScreen 5400 24 FE	Class 2
NetScreen 5400 8G	Class 2
NetScreen 5400 M1	Class 2
NetScreen 5400 M2	Class 2
NetScreen 5400 M2 10G	Class 2
NetScreen 5400 M2 8G2	Class 2

AIM 1.3 Features

The following features are included in the AIM 1.3 user interface:

- Proactive Case Manager New Case Types on page 7
- Intelligence Manager Displays the Configuration Filter Level on page 8
- Test Mode for Organizations and Proxy Organizations on page 8
- AIM Log Messages User Interface on page 8

Proactive Case Manager New Case Types

The AIM Proactive Case Manager now supports several case types. The proactive case type appears in the Proactive Case Manager and Submit Proactive Case pages. You can associate devices to a proactive case. For more detailed information about each proactive case type, see the *AIM User's Guide*.

Intelligence Manager Displays the Configuration Filter Level

When you set the Information JMB Config Filter Level setting in AIM > General Settings, AIM now displays that setting in the Intelligence Manager Information JMBs tab in the Configuration Filter Level column. For more information about setting the Information JMB Config Filter Level, see the *AIM User's Guide*.

Test Mode for Organizations and Proxy Organizations

You can enable a test mode in Organizations when you create an organization or proxy organization to prevent opening cases with JSS when verifying settings. For more information, see the *AIM User's Guide*.

AIM Log Messages User Interface

AIM Settings > Logging provides an AIM log messages view from which you can view logs and set the severity level, set the maximum backup file count, set the maximum file size, set the collection interval, or clear a log. For more information, see the *AIM User's Guide*.

Resolved Issues

The following issues have been resolved in the AIS 1.3R2 application release:

- AIM Device Groups and Organizations—Alert Registration—On the AIM Organization Details page, Save Changes saves all of the alerts you want to be registered to the organization and saves them in the AIM database. (PR 311977)
- Two device names are no longer created for the same device in the AIM database when a device is imported from JUNOScope software and when a JMB is received. (PR 398714)
- The NetScreen 5000 M GT1 device class is supported. (PR 418337)
- AIM Incident Manager—Does not incorrectly display **Successfully Submitted Case** when a JMB is either rejected by JSS or when there is an error uploading the JMB. (PR 428628)
- AIM Device Groups and Organizations—The device group and associated organization are displayed in AIM user interface and the database when the user group is associated with a Proxy organization. (PR 423242)
- AIM Juniper Data Collector (JDC)—The JDC service no longer stops data collection for other devices when a device doesn't respond. (PR 424484)
- AIM Installation—The JBoss configuration now does not allow anonymous users to display jmx.console without authentication. (PR 426120)
- AIM Incident Manager—AIM now processes JMBs containing hostnames with a dot (.) in them. (PR 426220)
- AIM Reaction Policy—You can now add more than one E-mail recipient in the Sent Policy E-mail To: field when you create a reaction policy. (PR 426458)

- AIM Inventory Manager—Inventory Manager now displays the latest software version. However, if a JMB reports a new hostname for the device, Inventory Manager will not display it. (PR 426836)
- AIM Incident Manager—AIM validates each technical support case to ensure the content is correct. (PR 432147)
- AIM Device Groups and Organizations—Alert Registration—End of Life (EOL) alerts are now registered to the organization and saved in the AIM database. (PR 434094)
- AIM Proactive Case Manager—A proactive case submitted using AIM appears in the Proactive Case Manager of a partner controller and in JSS. (PR 438722)
- AIM Incident Manager—The default case priority is now maintained when a case is submitted by a customer to a partner AIM. (PR 438569)
- AIM Incident Manager—E-mail notification of an incident now includes the device DNS name and a customizable link to the incident. (PR 439552)
- The Help system is available in the AIM 1.3R2 release. (PR 440477)

Outstanding Issues

The following issues are outstanding in the AIS 1.3R2 application release:

- Intelligence JMBs from an end-customer AIM are not stored in the partner-controller AIM database; only event JMBs are stored. Therefore, the partner controller AIM can only discover those devices in the end-customer AIM which generated event JMBs. (PR 438779)
- ScreenOS intelligence JMBs display Master Routing Engine terminology. (PR 311975)
- When an end-customer clicks on an invalid link in a partner-controller AIM incident, and Apache error occurs. (PR 427760)
- The AIM organization [Test Case] tag does not appear consistently in the AIM Incident Manager. (PR 438568)
- AIM Log Viewer—Changes to log settings are not retained when you upgrade AIM from version 1.3R1 to 1.3R2. (PR 459288)

Installing and Configuring AIS Elements

This section describes how to install and configure the AIS elements: JUNOScope software (optional), AI-Scripts, AIM, and JSS.

- AIS Quick Setup Checklist on page 10
- Installing the Advanced Insight Manager Application on page 11
- Information Requested During Installation on page 12
- DNS Access on page 14
- Install ID and Licensing on page 14
- Downloading the AIM Application on page 14

- Running the AIM Application Installer on page 15
- Configuring the ai_manager.rc file on page 15
- Starting and Stopping AIM Services on page 16
- Using AIM Application Services Scripts on page 17
- Connecting to the AIM Application and Logging In on page 19
- Changing the AIM Administrator Password on page 20
- AIM Application Installation Directory Structure on page 20

AIS Quick Setup Checklist

Follow these key steps to setup the AIS components. For more detailed information about how to set up the AIS components, see the “AIS Quick Setup Checklist” chapter in the *AIS User Guide*.

1. Download all AIS Components from the Juniper Networks Software Download site.
 - (Optional) JUNOScope Software, release notes, and the user guide at <https://www.juniper.net/support/csc/swdist-encr/swdist-jtk/>.
 - Advanced Insight Scripts (AI-Scripts) and release notes at <https://www.juniper.net/support/csc/swdist-encr/swdist-jtk/>.
 - Advanced Insight Manager (AIM) and the *Advanced Insight Solutions User Guide* at <https://www.juniper.net/support/csc/swdist-encr/swdist-jtk/>.
2. (Optional) Install and set up the JUNOScope 9.0 or later software. For more information, see the *JUNOScope Release Notes* and the *JUNOScope Software User Guide* at <http://www.juniper.net/techpubs/software/management/junoscope>.
3. (Optional) Manually install the AI-Scripts on Juniper Networks supported devices. You can install AI-Scripts manually now or install them automatically later using AIM and JUNOScope script management when you set up the AIM software. For more information, see the *AI-Scripts Release Notes* or the *AIS User Guide*.
4. Install and connect to the AIM software. For more information, see “Installing the Advanced Insight Manager Application” on page 11 or the *AIS User Guide*.
5. Generate the AIS license key file and activate it. See the “Activating and Loading” section in the *AIS User Guide*.
6. Set up AIM and confirm AIS connectivity.
 - Connect to the AIM server in the archive location directory and look for JMB files (for example, `ls -l/opt/archives*.xml`). XML files verify successful connectivity.
 - In AIM Intelligence Manager, look for information JMBs by choosing the Advanced Insight Solutions > Intelligence Manager > Information JMBs tab. Click View Detail to see device configuration details.

See the “Setting Up Advanced Insight Manager” section of the *AIS User Guide*.

Installing the Advanced Insight Manager Application

This section describes how to install the Advanced Insight Manager application. It contains the following information:

- AIM System Requirements on page 11

AIM System Requirements

You can install the AIM on a Sun Solaris or Red Hat Enterprise Edition Linux server. Ensure that the server on which you install the AIM application meets the minimum system requirements. For a Sun Solaris server, see Table 5 on page 11. For a Linux server, see Table 6 on page 12.

- Sun Solaris Server System Minimum Requirements on page 11
- Red Hat Linux Server System Minimum Requirements on page 12
- AIM Application Client Workstation Requirements on page 12
- AIM Administrator Requirements on page 12

Sun Solaris Server System Minimum Requirements

Before you install the AIM application on a Sun Solaris server, ensure that the server meets the minimum system requirements shown in Table 5 on page 11.

Table 5: AIM Minimum Sun Solaris Server System Requirements

System	Minimum Requirement
Operating system	Solaris 9.0 and above. NOTE: GNU Privacy Guard (GPG) is required to be installed on Solaris.
Processor	UltraSPARC III or equivalent
Speed	1.3 GHz or faster
RAM	1 gigabyte (GB)
Free disk space	Follow these guidelines for disk space allocation: <ul style="list-style-type: none"> ■ Up to 100 devices under management: Allocate at least 20 GB for the archive location and at least 20 GB for the AIM application (at least 40 GB if the archive location is a local drive on the AIM server) ■ 100-1000 devices under management: Allocate at least 50 GB for archive location and at least 50 GB for the AIM application (at least 100 GB if the archive location is a local drive on the AIM server) ■ More than 1000 devices under management: Contact your Juniper Networks J-Care Technical Service representative

Red Hat Linux Server System Minimum Requirements

Before you install the AIM application software on a Linux server, ensure that the server meets the minimum system requirements shown in Table 6 on page 12.

Table 6: AIM Minimum Linux Server System Requirements

System	Minimum Requirement
Hardware	Red Hat certified hardware platforms
Operating system	Red Hat Enterprise Linux ES version 3, 4, and 5
Processor	Pentium 4 processor
Speed	2.8 GHz or faster
RAM	1 GB
Free disk space	Follow these guidelines for disk space allocation: <ul style="list-style-type: none"> ■ Up to 100 devices under management: Allocate at least 20 GB for the archive location and at least 20 GB for the AIM application (at least 40 GB if the archive location is a local drive on the AIM server) ■ 100-1000 devices under management: Allocate at least 50 GB for the archive location and at least 50 GB for the AIM application (at least 100 GB if the archive location is a local drive on the AIM server) ■ More than 1000 devices under management: Contact your Juniper Networks J-Care Technical Service representative

AIM Application Client Workstation Requirements

Ensure that the client workstation from which you connect to the AIM application is running either one of the following Web browsers: Microsoft Internet Explorer 6 or Mozilla Firefox 2.0.0.16 or later.

AIM Administrator Requirements

The AIM installation can be performed by either a root or a non-root (regular) user. A non-root user can change the default AIM install directory to any other directory. The AIM installer will prompt the root user for an existing user and user group that is not root.

Information Requested During Installation

The AIM application installer prompts you for the following information:

- AIM Software License Agreement—You must accept the agreement.
- Install directory—The directory in which to install the AIM application.
- JBoss server port numbers—The ports (http and https) on which the JBoss server listens for requests to the AIM application. Enter a port number from 1 to 65535.

Port number **8080** is the default http port, and port **8443** is the default https port. This is the port number that you must provide when connecting to the AIM application from a Web browser, see “Connecting to the AIM Application and Logging In” on page 19.

- Database JNDI port number—The Java Naming and Directory Interface (JNDI) port on which the database listens for requests from the AIM Service. Enter a port number from 1 to 65535. If the port is in use, a warning is displayed and you must enter a new port number.
- X.509 Certificate settings—Generates an X.509 Certificate required for HTTPS. The following information is requested:
 - Keystore Password—The password should be 6 characters or longer.
 - AIM Server Name—The server on which AIM is being installed.
 - AIM Server Organizational Unit—The organizational unit to which the AIM installation belongs. This information is optional.
 - AIM Installation Organization—The organization to which the AIM installation belongs.
 - AIM Server City or Locality—The city or locality in which the AIM server is located. This information is optional.
 - AIM Server State or Province— The state or province in which the AIM server is located.
 - AIM Server Two-Letter Country Code— The two-letter country code in which the AIM server is located.
- E-mail settings (SMTP Protocol and E-Mail Address)—The settings required for having e-mails sent from an AIM Reaction Policy when you select the Send Email to option.
- AIM Service RMI port number—The port on which the AIM Service will listen for requests from the AIM application. Enter a port number from 1 to 65535. Port number **1122** is the default.
- Username and group for the installation directory—A non-root username and group of the user that owns the AIM application installation, for example, **aimuser** and **aimgroup**. Username and group are only requested if the user installing the application is the root user. The username and group of the user must exist on the workstation.
- MySQL Port Number—Port number for the locally installed MySQL database. You can enter a port number from 1 to 65535. Port number **3306** is the default.



NOTE: The AIM application and the JUNOScope software installations cannot use the same MySQL port number. They are separate installations, each with their own MySQL sub-installation.

If the JUNOScope software MySQL instance is running, the AIM application installer detects that the default port **3306** is in use and displays a warning. The AIM installer returns you to the port screen to input a different port number.

DNS Access

The installer checks for Domain Name System (DNS) access. If DNS lookup fails for `services.juniper.net`, the installer places the following value in the `ai_manager.rc` file, for direct IP address access:

```
homeBaseURL=https://207.17.137.247
```

Install ID and Licensing

The AIM installer generates an Install ID for licensing. The Install ID is displayed at the end of AIM installation on the Installation Complete screen. It can also be viewed on the License Management page under Settings (through the GUI). This ID is needed when you contact Juniper Networks to obtain a license file. For more information about generating the AIS license key file, see the “Activating the AIS License” section in the *AIS User Guide*.

Downloading the AIM Application

To download the AIM application from the Juniper Networks download Web site, follow these steps:

1. Using a Web browser, go to the following location:

<https://www.juniper.net/support/csc/swdist-encr/swdist-ais/>

2. Log in to the Juniper Networks authentication system using your username and password supplied by a Juniper Networks representative.
3. Download the AIM application to your local host.

There are two AIM install packages:

- (Sun Solaris AIM installer) `SOL_AIM1.3.tgz`
 - (Red Hat AIM Installer) `RH_AIM1.3.tgz`
4. Extract the AIM `install.bin` installer files from the appropriate.

For Sun Solaris, enter the following commands:

- a. **`gunzip SOL_AIM1.3.tgz`**

This command extracts the `SOL_AIM1.3.tar` file.

- b. **`tar -xvf SOL_AIM1.3.tar`**

This command extracts the `install.bin` file.

For Red Hat Linux, enter the following command:

```
tar -xvzf RH_AIM1.3.tgz
```

Running the AIM Application Installer

You can run the AIM application installer from either a graphical user interface or from the console. The default is to run the graphical user interface.

- Running the Graphical Installer on page 15
- Running the Console Installer on page 15

Running the Graphical Installer

To run the AIM application installer graphical user interface, follow these steps:

1. Start the AIM application installation software using the following command:

```
user@host> installer location/ install.bin
```

Replace *installer location* with the location of the `install.bin` executable file.

2. Follow the onscreen instructions.

Running the Console Installer

To run the AIM application installer command-line interface, follow these steps:

1. Start the AIM application installer using the following command:

```
user@host> installer location/install.bin -i console
```

Replace *installer location* with the location of the `install.bin` executable file.

2. Follow the console instructions.

Configuring the `ai_manager.rc` file

You are prompted for the e-mail settings (SMTP protocol and e-mail address) during the AIM installation. This setting is necessary to receive e-mail from the AIM application when you create a Reaction Policy. If you left the fields blank during the AIM installation process, you can add the values later by modifying the `ai_manager.rc` file and adding the `smtp_protocol_value` and `sender` values as required. The `ai_manager.rc` file is located in the `/opt/aim` directory. For the changes to take effect, you must restart the `aimService`. See “Starting and Stopping AIM Services” on page 16.

The contents of the `ai_manager.rc` file is as follows. Bold text indicates the values to enter.

```
;; Email Server Protocol Setting Parameters
;;
;; The AIM application will use Sun's default JavaMail provider and email
;; server protocol SMTP (Simple mail Transfer protocol) and POP (Post Office
;; protocol) to send and receive emails.
;;
```

```
;; The user will need to have the email account set up in order to send out the email
;; through AIM application as policy actions.
;;
smtp_protocol_value=smtp.mycompany.net
sender=testaimuser@mycompany.net
```

Starting and Stopping AIM Services



NOTE: For the `jboss`, `aimService`, and `allservices` scripts) if the `DISPLAY` environment variable is not set, or there is no “X” server installed on the system, do not use the console option. The console option attempts to start everything in a `dterm` or `xterm` window.

You must start the following AIM application services before you can use a Web browser to connect and log in to the AIM application. You can start all services at once (see “Starting All Services Simultaneously” on page 16) or start them individually (see “Starting Each Service Individually” on page 16).

- Starting All Services Simultaneously on page 16
- Starting Each Service Individually on page 16
- Stopping All Services Simultaneously on page 17
- Stopping Each Service Individually on page 17

Starting All Services Simultaneously

```
user@host>/opt/aim/rc.d/allservices start console
```

Starting Each Service Individually

To start all the services at once, use the following command:

If you start the services individually, start them in the following order:

1. `mysql`—Open source database that stores information required for AIM application operation. For more detail about the command options for starting `mysql`, see “`mysql`” on page 17.
2. `jboss`—The underlying AIM application server. For more detail about the command options for starting `jboss`, see “`jboss`” on page 18.
3. `aimService`—Background service that communicates with Juniper Support Systems. For more detail about the command options for starting `aimService`, see “`aimService`” on page 18.
4. `aimJDCService`—Background service that starts the Juniper Data Collector. For more detail about the command options for starting `aimJDCService`, see the *AIM User Guide*.

To start each service individually, use the following commands in order:

```
user@host> /opt/aim/rc.d/mysql start
```

```
user@host> /opt/aim/rc.d/jboss start console
```



NOTE: The jboss Service and database must be running before you start the aimService.

```
user@host> /opt/aim/rc.d/aimService start console
user@host> /opt/aim/rc.d/aimJDCService start
```

Stopping All Services Simultaneously

To stop all the services at once, use the following command:

```
user@host> /opt/aim/rc.d/allservices stop
```

Stopping Each Service Individually

To stop each service individually, use the following commands:

```
user@host> /opt/aim/rc.d/aimJDCService stop
user@host> /opt/aim/rc.d/aimService stop
user@host> /opt/aim/rc.d/jboss stop
user@host> /opt/aim/rc.d/mysql stop
```

Using AIM Application Services Scripts

The AIM application installer provides four scripts used for starting and stopping the required services:

- mysql on page 17
- jboss on page 18
- aimService on page 18
- allServices on page 18
- aimJDCService on page 19

mysql

The section provides a reference for the `mysql` command options. MySQL is an open source database used to store information for AIM application operation. The MySQL server must be running before you start the aimService.

`mysql` {[start|stop|check]}

- `start`—Starts the MySQL Server as a background process.
- `stop`—Stops the MySQL Server.
- `check`—States whether the MySQL Server is running.

jboss

This section provides a reference for the **jboss** command options. **jboss** is the underlying server for the AIM application. The **jboss** Service must be running before you start the **aimService**.

jboss {[start [console]]|stop|restart [console]|check|help}

- **start**—Starts the **jboss** Service as a background process.
- **start console**—Starts the **jboss** Service in a new window.
- **stop**—Stops the **jboss** Service.
- **restart**—Stops the **jboss** Service and starts it again.
- **restart console**—Stops the **jboss** Service and starts it again in a new console window.
- **check**—States whether the **jboss** Service is currently running.
- **help**—Displays a help message.

aimService

This section provides a reference for the **aimService** command options. The **aimService** is the background service required to communicate with JSS.

aimService {[start [console]]|stop|restart [console]|check|help}

- **start**—Starts the AIM application service as a background process.
- **start console**—Starts the AIM application service in a new window.
- **stop**—Stops the AIM application service.
- **restart**—Stops the AIM application service and starts it again.
- **restart console**—Stops the AIM application service and starts it again in a new console window.
- **check**—States whether the AIM application service is running.
- **help**—Displays a help message.

allServices

This section provides a reference for the **allServices** command options. The **allServices** script starts all services, one at a time, in the required sequence.

allServices {[start [console]]|stop|restart [console]|check|help}

- **start**—Starts **mySQL**, **jboss** Service, and the AIM application service as background processes.
- **start console**—Starts **mySQL** in the background, then starts the **jboss** Service and the AIM application service in new windows.

- **stop**—Stops mySQL, jboss Service, and the AIM application service.
- **restart**—Stops mySQL, jboss Service, and the AIM application service and starts them again.
- **restart console**—Stops mySQL, jboss Service, and AIM application service, then starts mySQL in the background, and jboss and aimService in new windows.
- **check**—States whether mySQL, jboss Service, and AIM application services (on this workstation) are currently running.
- **help**—Displays a help message.

aimJDCService

This section provides a reference for the aimJDCService command options. The aimJDCService is the service required to start the Juniper Data Collector.

aimJDCService {[start [console]]|stop|restart [console]|check|help}

- **start**—Starts the AIM JDC Service as a background process.
- **start**—Starts the AIM JDC Service as a background process.
- **stop**—Stops the AIM Service.
- **restart**—Stops the AIM JDC Service if it's running, and starts it again.
- **restart console**—Stops the AIM JDC Service currently running and starts it again in a new console window.
- **check**—States whether the AIM JDC Service is currently running.
- **help**—Displays a message.

Connecting to the AIM Application and Logging In

You can connect to the AIM application from a UNIX or PC client workstation running a supported Web browser. See “AIM System Requirements” on page 11.

This section includes the following information:

- Connecting to the AIM Application on page 19
- Logging In to the AIM Application on page 20

Connecting to the AIM Application

To connect to the AIM application Web server and log in, follow these steps:

1. Start a Web browser.
2. Enter the following URL in the Address text box:

`http://installmachine:jbossport/AIManagerClient`

Replace *installmachine* with the name or IP address of the server on which the AIM application is installed, and *jbossport* with the port on which the AIM

application Web server (jboss) listens for HTTP requests. The default port number is 8080. For example:

```
http:// myunixserver:8080/AIManagerClient
```

or

```
http:// 123.123.123.123:8080/AIManagerClient
```

The Advanced Insight Manager Login dialog box appears.

Logging In to the AIM Application

The default administrative username that you use to log in to the AIM application is **admin**. The initial password is **aimadmin**. The administrator can add new users for logging in and using the AIM application.

1. In the Login page Username text box, type **admin**.
2. In the Password text box, type **aimadmin**.

Click Log In. The My AIM Home page appears.

Changing the AIM Administrator Password

To change the password to a more secure one, follow these steps:

1. After you log into AIM and click Settings.
2. Click Users in the left navigation tree. The Users page appears.
3. Select the admin user row in the Users Privileges table.
4. Click Edit. The User page appears.
5. Change the admin default password and confirm it.
6. Click Save Changes.

AIM Application Installation Directory Structure

The following file and directory structure is created on the target AIM application software UNIX server:

```
INSTALL_DIR (Default - /opt/aim)
|-aim
|-ai_manager.rc (file used for configuring e-mail services)
|-LICENSE - text file containing the AIM licensing information
|-AIM_Uninstaller (directory containing the uninstaller)
|-bin (directory used for installed utilities and scripts)
|-data (directory used for logs, actual database files, database
configuration sql scripts, etc.)
|-distfiles (directory containing the raw distributions of jboss
and mysql distributions)
|-jboss (directory used for JBoss installation)
|-jre (directory used for the JRE)
```

```
|-mysql (directory used for mySQL installation)
|-aimService (directory containing the lib and executable jar for
for the AIM Service)
|-aimJDCService (directory containing the lib and executable jar for
the AIM Juniper Data Collector (JDC) Service)
|---- directives (subdirectory where JDC directives files need to be placed
|----- directive.rc (the AIM 1.3 shipping directives file)
|-rc.d (directory used for startup shell scripts)
```

Uninstalling the AIM Application

You must stop all AIM services before you can uninstall the AIM application. The AIM uninstaller is located in the *installation directory*/AIM_Uninstallerdirectory.

To uninstall the AIM application, follow these steps:

1. Stop all AIS services.

```
user@host> aim/rc.d/allservices stop
```

```
Shutting down the AIM Service
```

```
The AIM Service is not running.
```

```
Shutting down the JBoss Service
```

```
The JBoss Service is not running.
```

2. Uninstall AIM using the following command:

```
user@host> installation-directory/AIM_Uninstaller/AIMUninstaller
```

Automatically Upgrading from AIM 1.3R1 to AIM 1.3R2

The AIM 1.3R2 installer automatically detects whether AIM 1.3R1 is installed, then asks the AIS admin whether to upgrade it. If the admin wants to upgrade, AIM 1.3R2 stops AIM 1.3R1, backs it up, then upgrades it. AIM 1.3R2 does not automatically upgrade AIM 1.2.

JUNOS Documentation and Release Notes

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 Software 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 post-sales technical support, you can access our tools and resources online or open a case with JTAC.

- JTAC policies—For a complete understanding of our JTAC procedures and policies, review the JTAC User Guide located at <http://www.juniper.net/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/>
- Search for known bugs: <http://www2.juniper.net/kb/>
- Find product documentation: <http://www.juniper.net/techpubs/>
- Find solutions and answer questions using our Knowledge Base: <http://kb.juniper.net/>
- Download the latest versions of software and review release notes: <http://www.juniper.net/customers/csc/software/>
- Search technical bulletins for relevant hardware and software notifications: <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 Management tool: <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 Management tool in the CSC at <http://www.juniper.net/cm/> .
- Call 1-888-314-JTAC (1-888-314-5822 toll-free in the USA, Canada, and Mexico).

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

Revision History

10 July 2009—530-027472-01, *Advanced Insight Solutions 1.3 Release Notes*. Revision 2.

16 January 2009—530-027472-01, *Advanced Insight Solutions 1.3 Release Notes*. Revision 1.

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