

Troubleshooting Problems with the SRC Software Process (C-Web Interface)

To troubleshoot SRC problems on the JUNOS routing platform, review the log files for the SAE and the log files generated by the SRC software process on the router. If the log files indicate that the SRC software process on the JUNOS routing platform is not responding:

1. Look at the status of the process on the JUNOS routing platform.

```
root@ui1>show system services service-deployment
```

```
Connected to 172.17.20.151 port 3333 since 2004-02-06 14:50:31 PST
Keepalive settings: Interval 15 seconds
Keepalives sent: 100, Last sent: 6 seconds ago
Notifications sent: 0
Last update from peer: 00:00:06 ago
```

2. If you see the message “error: the service-deployment subsystem is not running,” reenable the SRC software process.
3. If the process is already enabled, review the configurations of the router and the SAE in the directory, and fix any problems.
4. Restart the SRC software process on the router.

```
root@ui1>restart service-deployment
```

The SAE synchronizes with the SRC software process and deletes unnecessary data from the router.

