

## Troubleshooting Problems with Managing JUNOSe Routers

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**Problem** SRC client or JUNOSe router is not working as expected.

**Solution** You can troubleshoot problems with the SRC client on JUNOSe routers and with managed JUNOSe routers, interfaces, and services on the SAE.

To troubleshoot SRC problems on the router:

1. Look at the log files for the SAE and the log files generated by the SRC client on the JUNOSe router.
  - If the log files indicate a problem with specific interfaces on the router, review the configuration of the associated policies in the SRC software, and fix any errors.
  - If the log files indicate a problem with a specific service or its associated policy rules, review the configuration of the service or policies in the SRC software, and fix any errors.
  - If the log files indicate only that the SRC client is not responding, ensure that the values in the SAE configuration match the values in the SRC client configuration on the router.
2. Restart the SRC client on the JUNOSe router.

When you restart the SRC client, the SRC client removes all policies that were installed by the SRC software and reports all interfaces again.



**NOTE:** DHCP addresses that were managed are not reported again, so we recommend that you do not restart the SRC client if you are managing DHCP sessions.

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To restart the SRC client in COPS-PR mode, enter the following commands:

```
host1:<vrName>(config)#no sssc enable
host1:<vrName>(config)#sscc enable cops-pr
```

To restart the SRC client in COPS-XDR mode, enter the following commands:

```
host1:<vrName>(config)#no sssc enable
host1:<vrName>(config)#sscc enable
```

If restarting the SRC client does not resolve the problem, rebuild the router configuration and restart the client.

