

Troubleshooting Problems with the SRC Software Process

Problem The SRC process on a JUNOS routing platform is not working as expected.

Solution 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. See [Disabling Interactions Between the SAE and JUNOS Routing Platforms](#).
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.

If deleting parts of the SRC data on a JUNOS routing platform fails to solve problems, delete all the SRC data and restart the SRC software process. To do so:

1. Delete all SRC interfaces and services.

```
delete groups sdx
root@ui1#commit
```

2. Restart the SRC software process on the router.

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

- Related Topics**
- [Troubleshooting Problems with the SRC Software Process \(C-Web Interface\)](#)
 - [Viewing the State of JUNOS Device Drivers \(SRC CLI\)](#)
 - [Viewing Statistics for All JUNOS Device Drivers \(SRC CLI\)](#)

