



**J-series™ Services Router**

## **Administration Guide**

*Release 7.3*

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## Administration Tasks

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# About This Guide

This preface provides the following guidelines for using this manual and related Juniper Networks, Inc., technical documents:

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- Audience on page xiv
- How to Use This Guide on page xiv
- Document Conventions on page xv
- Related Juniper Networks Documentation on page xvi
- Documentation Feedback on page xviii
- Requesting Support on page xviii

## Objectives

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This guide contains instructions for managing users and operations, monitoring network performance, upgrading software, and diagnosing common problems on J-series Services Routers.



**NOTE:** This guide documents Release 7.3 of the JUNOS software. For additional information about J-series Services Routers—either corrections to or omissions from this guide—see the *J-series Services Router Release Notes* at <http://www.juniper.net>.

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J-series Services Router operations are controlled by the JUNOS Internet software. You direct the JUNOS software through either a Web browser or a command-line interface (CLI) to perform the tasks shown in Table 1.

**Table 1: Capabilities of J-series Interfaces**

<b>J-series Interface</b>	<b>Capabilities</b>
J-Web graphical browser interface	<ul style="list-style-type: none"> <li>■ Quick (basic) configuration</li> <li>■ Monitoring, configuration, diagnosis, and management</li> </ul>
JUNOS CLI	Monitoring, configuration, diagnosis, and management

J-series Services Router guides provide complete instructions for using the J-Web interface, but they are not a comprehensive resource for using the JUNOS CLI. For CLI information, see the JUNOS software manuals listed in “Related Juniper Networks Documentation” on page xvi.

## Audience

This guide is designed for anyone who installs and sets up a J-series Services Router or prepares a site for Services Router installation. The guide is intended for the following audiences:

- Customers with technical knowledge of and experience with networks and the Internet
- Network administrators who install, configure, and manage Internet routers but are unfamiliar with the JUNOS software
- Network administrators who install, configure, and manage products of Juniper Networks

Personnel operating the equipment must be trained and competent; must not conduct themselves in a careless, willfully negligent, or hostile manner; and must abide by the instructions provided by the documentation.

## How to Use This Guide

Because you can configure and manage a Services Router in several ways, most chapters in J-series Services Router guides contain multiple sets of instructions:

- Configuration—For many Services Router features, you can use J-Web Quick Configuration for basic setup. For more extensive configuration of all Services Router features, use the J-Web configuration editor or the JUNOS CLI configuration editor.
- Maintenance—To monitor, diagnose, and manage a Services Router, use the J-Web interface for common tasks, or use CLI operational mode commands.

J-series Services Routers are documented in three guides. Table 2 shows where Services Router instructions are located.

**Table 2: Location of Tasks in J-series Guides**

Services Router Tasks	Location of Instructions
Installing hardware and establishing basic connectivity	<i>J-series Services Router Getting Started Guide</i>
Configuring interfaces and routing protocols	<i>J-series Services Router Configuration Guide</i>
Managing users and operations, monitoring performance, upgrading software, and diagnosing common problems	<i>J-series Services Router Administration Guide</i>

## Document Conventions

Table 3 defines the notice icons used in this guide.

**Table 3: Notice Icons**




Icon	Meaning	Description
	Informational note	Indicates important features or instructions.
	Caution	Indicates a situation that might result in loss of data or hardware damage.
	Warning	Alerts you to the risk of personal injury or death.

Table 4 defines the text and syntax conventions used in this guide.

**Table 4: Text and Syntax Conventions**

Convention	Description	Examples
<b>Bold sans serif typeface</b>	Represents text that you type.	To enter configuration mode, type the <code>configure</code> command:  user@host> <b>configure</b>
Fixed-width typeface	Represents output that appears on the terminal screen.	user@host> show chassis alarms No alarms currently active
<i>Italic typeface</i>	<ul style="list-style-type: none"> <li>Introduces important new terms.</li> <li>Identifies book names.</li> <li>Identifies RFC and Internet draft titles.</li> </ul>	<ul style="list-style-type: none"> <li>A policy <i>term</i> is a named structure that defines match conditions and actions.</li> <li><i>JUNOS System Basics Configuration Guide</i></li> <li>RFC 1997, <i>BGP Communities Attribute</i></li> </ul>

Convention	Description	Examples
<i>Italic sans serif typeface</i>	Represents variables (options for which you substitute a value) in commands or configuration statements.	Configure the machine's domain name:  [edit] root@# <b>set system domain-name</b> <i>domain-name</i>
Sans serif typeface	Represents names of configuration statements, commands, files, and directories; IP addresses; configuration hierarchy levels; or labels on routing platform components.	<ul style="list-style-type: none"> <li>■ To configure a stub area, include the <b>stub</b> statement at the [edit protocols ospf area <i>area-id</i>] hierarchy level.</li> <li>■ The console port is labeled <b>CONSOLE</b>.</li> </ul>
< > (angle brackets)	Enclose optional keywords or variables.	stub <default-metric <i>metric</i> >;
(pipe symbol)	Indicates a choice between the mutually exclusive keywords or variables on either side of the symbol. The set of choices is often enclosed in parentheses for clarity.	broadcast   multicast  ( <i>string1</i>   <i>string2</i>   <i>string3</i> )
# (pound sign)	Indicates a comment specified on the same line as the configuration statement to which it applies.	rsvp { # Required for dynamic MPLS only
[ ] (square brackets)	Enclose a variable for which you can substitute one or more values.	community name members [ <i>community-ids</i> ]
Indentation and braces ( { } )	Identify a level in the configuration hierarchy.	[edit]
; (semicolon)	Identifies a leaf statement at a configuration hierarchy level.	routing-options { static { route default { nexthop <i>address</i> ; retain; } } }
<b>J-Web GUI Conventions</b>		
<b>Bold typeface</b>	Represents J-Web graphical user interface (GUI) items you click or select.	<ul style="list-style-type: none"> <li>■ In the Logical Interfaces box, select <b>All Interfaces</b>.</li> <li>■ To cancel the configuration, click <b>Cancel</b>.</li> </ul>
> (bold right angle bracket)	Separates levels in a hierarchy of J-Web selections.	In the configuration editor hierarchy, select <b>Protocols &gt; Ospf</b> .

## Related Juniper Networks Documentation

J-series Services Routers are documented in three guides. Although the J-series guides provide instructions for configuring and managing a Services Router with the JUNOS CLI, they are not a comprehensive JUNOS software resource. For complete



documentation of the statements and commands described in J-series guides, see the JUNOS software manuals listed in Table 5.

**Table 5: J-series Guides and Related JUNOS Software Publications**

<b>Chapter in a J-series Guide</b>	<b>Corresponding JUNOS Software Manual</b>
<b>J-series Services Router Getting Started Guide</b>	
“J-series User Interface Overview”	<i>JUNOS System Basics Configuration Guide</i>
“Establishing Basic Connectivity”	
“Configuring Autoinstallation”	
<b>J-series Services Router Configuration Guide</b>	
“Using J-series Configuration Tools”	<i>JUNOS System Basics Configuration Guide</i>
“Interfaces Overview”	■ <i>JUNOS Network Interfaces and Class of Service Configuration Guide</i>
“Configuring Network Interfaces”	■ <i>JUNOS Interfaces Command Reference</i>
“Configuring Point-to-Point Protocol over Ethernet”	
“Configuring ISDN”	
“Routing Overview”	■ <i>JUNOS Routing Protocols Configuration Guide</i>
“Configuring Static Routes”	■ <i>JUNOS Routing Protocols and Policies Command Reference</i>
“Configuring a RIP Network”	
“Configuring an OSPF Network”	
“Configuring BGP Sessions”	
“Multiprotocol Label Switching Overview”	■ <i>JUNOS MPLS Applications Configuration Guide</i>
“Configuring Signaling Protocols for Traffic Engineering”	■ <i>JUNOS Routing Protocols and Policies Command Reference</i>
“Configuring Virtual Private Networks”	■ <i>JUNOS VPNs Configuration Guide</i>
“Configuring CLNS VPNs”	
“Configuring IPSec for Secure Packet Exchange”	■ <i>JUNOS System Basics Configuration Guide</i> ■ <i>JUNOS Services Interfaces Configuration Guide</i> ■ <i>JUNOS System Basics and Services Command Reference</i>
“Multicast Overview”	<i>JUNOS Multicast Protocols Configuration Guide</i>
“Configuring a Multicast Network”	<i>JUNOS Routing Protocols and Policies Command Reference</i>
“Policy, Firewall Filter, and Class-of-Service Overview”	<i>JUNOS Policy Framework Configuration Guide</i>
“Configuring Routing Policies”	<i>JUNOS Routing Protocols and Policies Command Reference</i>

Chapter in a J-series Guide	Corresponding JUNOS Software Manual
“Configuring Firewall Filters and NAT”	<ul style="list-style-type: none"> <li>■ <i>JUNOS Network Interfaces and Class of Service Configuration Guide</i></li> <li>■ <i>JUNOS Policy Framework Configuration Guide</i></li> <li>■ <i>JUNOS Services Interfaces Configuration Guide</i></li> <li>■ <i>JUNOS System Basics and Services Command Reference</i></li> <li>■ <i>JUNOS Routing Protocols and Policies Command Reference</i></li> </ul>
“Configuring Class of Service with DiffServ”	<ul style="list-style-type: none"> <li>■ <i>JUNOS Network Interfaces and Class of Service Configuration Guide</i></li> <li>■ <i>JUNOS System Basics and Services Command Reference</i></li> </ul>
<b>J-series Services Router Administration Guide</b>	
“Managing Users and Operations”	<i>JUNOS System Basics Configuration Guide</i>
“Configuring SNMP for Network Management”	<i>JUNOS Network Management Configuration Guide</i>
“Configuring the DHCP Server”	<i>JUNOS System Basics Configuration Guide</i>
“Configuring and Monitoring Alarms”	<i>JUNOS System Basics Configuration Guide</i>
“Monitoring and Diagnosing a Services Router”	<ul style="list-style-type: none"> <li>■ <i>JUNOS System Basics and Services Command Reference</i></li> <li>■ <i>JUNOS Interfaces Command Reference</i></li> <li>■ <i>JUNOS Routing Protocols and Policies Command Reference</i></li> </ul>
“Monitoring Real-Time Performance”	<i>JUNOS System Basics and Services Command Reference</i>

## Documentation Feedback

We encourage you to provide feedback, comments, and suggestions so that we can improve the documentation. You can send your comments to [techpubs-comments@juniper.net](mailto:techpubs-comments@juniper.net), or fill out the documentation feedback form at <http://www.juniper.net/techpubs/docbug/docbugreport.html>. If you are using e-mail, be sure to include the following information with your comments:

- Document name
- Document part number
- Page number
- Software release version

## Requesting Support

For technical support, open a support case with the Case Manager link at <http://www.juniper.net/support/> or call 1-888-314-JTAC (from the United States, Canada, or Mexico) or 1-408-745-9500 (from elsewhere).

## **Part 1**

# **Administration Tasks**

- Installing and Managing J-series Licenses on page 3
- Managing Users and Operations on page 15
- Configuring SNMP for Network Management on page 49
- Configuring the DHCP Server on page 61
- Configuring and Monitoring Alarms on page 79
- Monitoring a Services Router on page 93
- Using Services Router Diagnostic Tools on page 127
- Monitoring Real-Time Performance on page 167
- Performing Software Upgrades and Reboots on page 189
- Contacting Customer Support and Returning Hardware on page 211



## Chapter 1

# Installing and Managing J-series Licenses

To enable some JUNOS software features and use certain additional ports on a J-series Services Router, you must purchase, install, and manage separate software licenses. The presence on the router of the appropriate software license keys (passwords) determines the features and ports you can configure and use.

For information about how to purchase J-series software licenses, contact your Juniper Networks sales representative.

This chapter contains the following topics:

- J-series License Overview on page 3
- Before You Begin on page 6
- Managing J-series Licenses with the J-Web Interface on page 6
- Managing J-series Licenses with the CLI on page 10
- Verifying J-series License Management on page 11

## J-series License Overview

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The J-series set of licenses is composed of two primary types: feature licenses and port licenses. Each type of license is valid for only a single Services Router. To manage the licenses, you must understand the components of a license key.

This section contains the following topics:

- Software Feature Licenses on page 4
- Port Licenses on page 4
- License Key Components on page 5

## Software Feature Licenses

Each feature license is tied to exactly one software feature, and that license is valid for exactly one Services Router. Table 6 lists the Services Router software features that require licenses.

**Table 6: J-series Services Router Software Feature Licenses**

Licensed Software Feature	License Name
<b>Stateful Firewall Filters and NAT</b>	
Stateful firewall and Network Address Translation (NAT) on the J2300 platform—all configuration statements within the [edit services stateful-firewall] hierarchy.	J2300 Services Router Software License for Stateful Firewall
Stateful firewall and NAT on the J4300 platform—all configuration statements within the [edit services stateful-firewall] hierarchy.	J4300 Services Router Software License for Stateful Firewall
Stateful firewall and NAT on the J6300 platform—all configuration statements within the [edit services stateful-firewall] hierarchy.	J6300 Services Router Software License for Stateful Firewall
<b>IPSec VPN Tunneling</b>	
IPSec VPN tunneling on the J2300 platform—all configuration statements within the [edit services ipsec-vpn] hierarchy.	J2300 Services Router Software License for IPSec Tunneling
IPSec VPN tunneling on the J4300 platform—all configuration statements within the [edit services ipsec-vpn] hierarchy.	J4300 Services Router Software License for IPSec Tunneling
IPSec VPN tunneling on the J6300 platform—all configuration statements within the [edit services ipsec-vpn] hierarchy.	J6300 Services Router Software License for IPSec Tunneling
<b>Traffic Analysis</b>	
J-Flow traffic analysis—all configuration statements within the [edit forwarding-options sampling] and [edit forwarding-options accounting] hierarchies.	J-series Services Router Software License for J-Flow Traffic Analysis
<b>BGP Route Reflectors</b>	
Advanced Border Gateway Protocol (BGP) features that enable route reflectors—all configuration statements within the [edit protocols bgp cluster] hierarchy. BGP clusters allow routers to act as route reflectors by enabling the readvertising of BGP routes to internal peers.	J-series Services Router Software License for Advanced Border Router Protocol Support

## Port Licenses

Each port license is tied to exactly one licensed port, and that license is valid for exactly one Services Router. To enable multiple ports, you must have a license for each licensed port. Table 7 lists the additional Services Router port licenses.

**Table 7: J-series Services Router Port Licenses**

<b>Licensed Port</b>	<b>License Name</b>
<b>T1</b>	
Additional port on a T1 Physical Interface Module (PIM).	J-series Services Router Software License for One Additional T1 Port
<b>E1</b>	
Additional port on an E1 PIM.	J-series Services Router Software License for One Additional E1 Port
<b>Serial</b>	
Additional port on a serial PIM.	J-series Services Router Software License for One Additional Serial Port
<b>Fast Ethernet</b>	
Additional port on a Fast Ethernet PIM.	J-series Services Router Software License for One Additional Fast Ethernet Port

The LAN ports (fe-0/0/0 and fe-0/0/1) do not require port licenses.

Additionally, one port per PIM can be configured without a port license. A port license is required only if you configure more than one port on a particular PIM.

## License Key Components

A license key consists of two parts:

- License ID—Alphanumeric string that uniquely identifies the license key. When a license is generated, it is given a license ID.
- License data—Block of binary data that defines and stores all license key objects.

For example, in the following typical license key, the string `li29183743` is the license ID, and the trailing block of data is the license data:

```
li29183743 4ky27y acasck 82fsj6 jzsn4q ix8i8d adj7kr
            8uq38t ix8i8d jzsn4q ix8i8d 4ky27y acasck
            82fsj6 ii8i7e adj7kr 8uq38t ks2923 a9382e
```

The license data defines the device ID for which the license is valid and the version of the license.

## Before You Begin

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Before you begin managing the J-series licenses, complete the following tasks:

- Purchase the licenses you require.
- Establish basic connectivity. See the *J-series Services Router Getting Started Guide*.

## Managing J-series Licenses with the J-Web Interface

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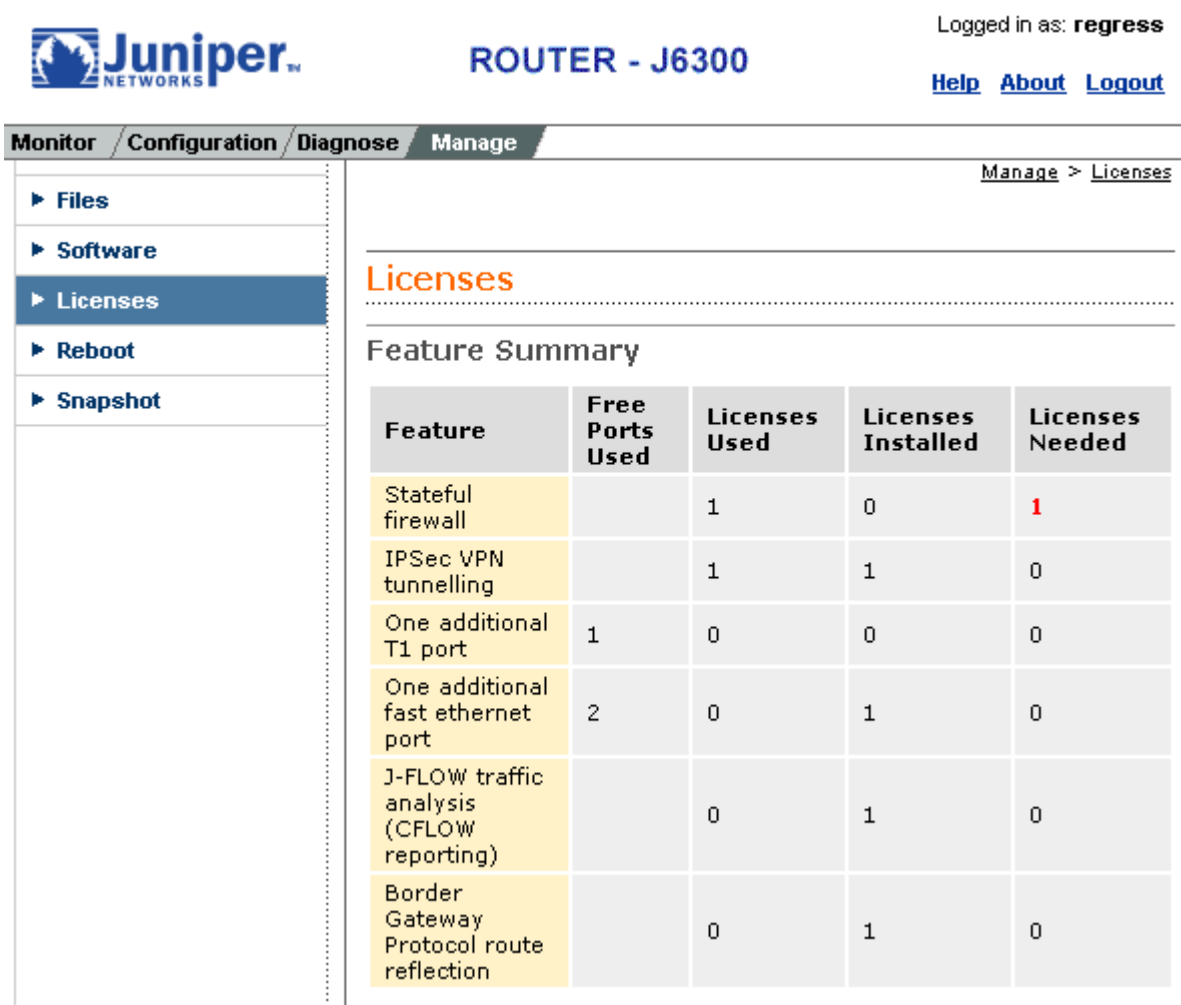
To manage licenses with the J-Web interface, you perform the following tasks:

- Adding New Licenses with the J-Web Interface on page 8
- Deleting Licenses with the J-Web Interface on page 9
- Displaying License Keys with the J-Web Interface on page 9
- Downloading Licenses with the J-Web Interface on page 9

Figure 1 shows the J-Web Licenses page.



Figure 1: Licenses Page



The Licenses page displays a summary of licensed features that are configured on the Services Router and a list of the licenses that are installed on the router. The information on the license management page is summarized in Table 8.

Table 8: Summary of License Management Fields

Field Name	Definition
<b>Feature Summary</b>	
Feature	Name of the licensed feature or port: <ul style="list-style-type: none"><li>J-series licenses listed in Table 6 and Table 7</li><li>All features—All-inclusive licenses</li></ul>

**Table 8: Summary of License Management Fields (continued)**

Field Name	Definition
Free Ports Used	<p>If the feature is an interface, this field lists the number of free ports for that interface that are currently configured.</p> <p>If the feature is not an interface, this field is blank.</p>
Licenses Used	Number of licenses currently being used on the router. Usage is determined by the configuration on the router. If a port license exists and that port is configured, the license is considered used.
Licenses Installed	Number of licenses installed on the router for the particular feature or port.
Licenses Needed	<p>Number of licenses required for legal of use the feature or port. Usage is determined by the configuration on the router:</p> <ul style="list-style-type: none"> <li>■ If a feature is configured and the license for that feature is not installed, a single license is needed.</li> <li>■ If one or more ports are configured beyond the number of licenses installed on the router, a single license is needed for each additional configured port.</li> </ul>
<b>Installed Licenses</b>	
ID	Unique alphanumeric ID of the license.
State	<p><b>Valid</b>—The installed license key is valid.</p> <p><b>Invalid</b>—The installed license key is not valid.</p>
Version	Numeric version number of the license key.
Group	<p>If the license defines a group license, this field displays the group definition.</p> <p>If the license requires a group license, this field displays the required group definition.</p> <p><b>NOTE:</b> Because group licenses are currently unsupported, this field is always blank.</p>
Enabled Features	Name of the feature that is enabled with the particular license.

## Adding New Licenses with the J-Web Interface

To add a new license key on a Services Router with the J-Web license manager:

1. In the J-Web interface, select **Manage > Licenses**.
2. Under Installed Licenses, click **Add** to add a new license key.
3. Do *one* of the following, using a blank line to separate multiple license keys:
  - In the License File URL box, type the full URL to the destination file containing the license key to be added.

- In the License Key Text box, paste the license key text, in plain-text format, for the license to be added.
- 4. Click **OK** to add the license key.
- 5. Go on to “Verifying J-series License Management” on page 11.

### ***Deleting Licenses with the J-Web Interface***

To delete one or more license keys from a Services Router with the J-Web license manager:

1. In the J-Web interface, select **Manage > Licenses**.
2. Select the check box of the license or licenses you want to delete.
3. Click **Delete**.
4. Go on to “Verifying J-series License Management” on page 11.

### ***Displaying License Keys with the J-Web Interface***

To display the license keys installed on a Services Router with the J-Web license manager:

1. In the J-Web interface, select **Manage > Licenses**.
2. Under Installed Licenses, click **Display Keys** to display all the license keys installed on the router.

A screen displaying the license keys in text format appears. Multiple licenses are separated by a blank line.

3. Go on to “Verifying J-series License Management” on page 11.

### ***Downloading Licenses with the J-Web Interface***

To download the license keys installed on the Services Router with the J-Web license manager:

1. In the J-Web interface, select **Manage > Licenses**.
2. Under Installed Licenses, click **Download Keys** to download all the license keys installed on the router to a single file.
3. Select **Save it to disk** and specify the file to which the license keys are to be written.
4. Go on to “Verifying J-series License Management” on page 11.

## Managing J-series Licenses with the CLI

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To manage the J-series licenses with the CLI, perform the following tasks.

- Adding New Licenses with the CLI on page 10
- Deleting a License with the CLI on page 10
- Saving License Keys with the CLI on page 11

### ***Adding New Licenses with the CLI***

To add a new license key to the Services Router with the CLI:

1. Enter operational mode in the CLI.
2. Enter one of the following CLI commands:
  - To add a license key from a file or URL, enter the following command, specifying the filename or the URL where the key is located:  
**request system license add *filename* | *url***
  - To add a license key from the terminal, enter the following command:  
**request system license add terminal**
3. When prompted, enter the license key, separating multiple license keys with a blank line.  
  
If the license key you enter is invalid, an error is generated when you press Ctrl-D to exit license entry mode.
4. Go on to “Verifying J-series License Management” on page 11.

### ***Deleting a License with the CLI***

To delete a license key from the Services Router with the CLI:

1. Enter operational mode in the CLI.
2. Enter the following command for each license, specifying the license ID. You can delete only one license at a time.  
  
**request system license delete *license-id***
3. Go on to “Verifying J-series License Management” on page 11.

## Saving License Keys with the CLI

To save the licenses installed on the Services Router to a file with the CLI:

1. Enter operational mode in the CLI.
2. To save the installed license keys to a file or URL, enter the following command:

```
request system license save filename | url
```

For example, the following command saves the installed license keys to a file named license.config:

```
request system license save ftp://user@host/license.conf
```

3. Go on to “Verifying J-series License Management” on page 11.

## Verifying J-series License Management

To verify J-series license management, perform these tasks:

- Displaying Installed Licenses on page 11
- Displaying License Usage on page 12
- Displaying Installed License Keys on page 13

## Displaying Installed Licenses

**Purpose** Verify that the expected licenses are installed and active on the Services Router.

**Action** From the CLI, enter the show system license command.

**Sample Output** user@router> **show system license**

```
License usage:
  Feature name      Free ports  Licenses  Licenses  Licenses
                   used       used     installed needed
  all                0          0          1         0
  firewall           1          1          1         0
  if-t1-4            1          1          4         0
  if-fe              2          0          0         0
  ipsec-vpn          1          1          1         0

Licenses installed:
License identifier: li29183743
State: valid
License version: 2
Valid for device: jp47859620

License identifier: li48293123
State: valid
License version: 2
```

```

Valid for device: jp47859620
Features:
  firewall          - Stateful firewall

License identifier: li72194673
State: valid
License version: 2
Valid for device: jp47859620
Features:
  if-t1-4           - Four additional T1 ports

License identifier: li41597793
State: valid
License version: 2
Valid for device: jp47859620
Features:
  ipsec-vpn         - IPSec VPN tunnelling

```

**What It Means**

The output shows a list of the license usage and a list of the licenses installed on the Services Router. Verify the following information:

- Each license is present. Licenses are listed in ascending alphanumeric order by license ID.
- The state of each license is valid.  
  
A state of *invalid* indicates that the license key is not a valid license key. Either it was entered incorrectly or it is not valid for the specific device.
- The feature for each license is the expected feature. The features enabled are listed by license. An all-inclusive license has **All features** listed.
- All configured features have the required licenses installed. The **Licenses needed** column must show that no licenses are required.

## Displaying License Usage

**Purpose** Verify that the licenses fully cover the feature configuration on the Services Router.

**Action** From the CLI, enter the `show system license usage` command.

**Sample Output**

```
user@router> show system license usage
```

Feature name	Free ports used	Licenses used	Licenses installed	Licenses needed
all		0	1	0
bgp-reflection		0	1	1
firewall		1	1	0
if-t1-4	1	3	4	0
if-fe	2	0	2	1
ipsec-vpn		2	1	1

<b>What It Means</b>	<p>The output shows a list of the licenses installed on the Services Router and how they are used. Verify the following information:</p> <ul style="list-style-type: none"> <li>■ Each licensed feature and port is present. Features and ports are listed in ascending alphabetical order by license name. The number of licenses is shown in the fourth column. Verify that the appropriate number of licenses is installed.</li> <li>■ The number of used licenses matches the number of configured features and ports. If a licensed feature or port is configured, the feature or port is considered used. The sample output shows that stateful firewall and BGP route reflection are configured. Additionally, four T1 interfaces (one free port and three licensed ports) are configured. Two free and two licensed Fast Ethernet ports are configured, and one Fast Ethernet license has been installed.</li> <li>■ A license is installed on the Services Router for each configured feature and port. For every feature or port configured that does not have a license, one license is needed.</li> </ul> <p>For example, the sample output shows that the user has configured four Fast Ethernet interfaces (two licensed interfaces and two free interfaces). This configuration requires two purchased licenses, but only one has been purchased. An additional license is required to be in compliance with license agreements.</p>
----------------------	---

## Displaying Installed License Keys

<b>Purpose</b>	Verify the license keys installed on the Services Router.
<b>Action</b>	From the CLI, enter the show system license keys command.
<b>Sample Output</b>	<pre> user@router&gt; show system license keys  li29183743 jzsn4q ix8i8d 4ky27y jzsn4q ix8i8d adj7kr             8uq38t 82fsj6 ii8i7e adj7kr 82fsj6 acasck             ix8i8d 4ky27y acasck 8uq38t ks2923 a938  li48293123 4ky27y acasck 82fsj6 jzsn4q ix8i8d eks12r             8uq38t ix8i8d jzsn4q ix8i8d 4ky27y acasck             82fsj6 ii8i7e adj7kr 8uq38t ks2923 a9382e  li83474929 dkdis8 adj7kr 4ky27y aclscck 82fsj6 jzsn4q             8uq38t jzsn4q 9dk2i2 ii3i8d akd239 ks2923             492idf oo8i7e adj7kr 8u3892 3ksio </pre>
<b>What It Means</b>	The output shows a list of the license keys installed on the Services Router. Verify that each expected license key is present.





## Chapter 2

# Managing Users and Operations

You can use either J-Web Quick Configuration or a configuration editor to manage system functions, including RADIUS and TACACS+ servers, user login accounts, routine file operations, and system log messages.

This chapter contains the following topics. For more information about system management, see the *JUNOS System Basics Configuration Guide*.

- System Management Terms on page 15
- System Management Overview on page 16
- Before You Begin on page 21
- Managing Users and Files with the J-Web Interface on page 21
- Managing Users and Files with a Configuration Editor on page 34
- Accessing Remote Devices with the CLI on page 46

## System Management Terms

Before performing system management tasks, become familiar with the terms defined in Table 9.

**Table 9: System Management Terms**

Term	Definition
Remote Authentication Dial-In User Service (RADIUS)	Authentication method for validating users who attempt to access one or more Services Routers by means of telnet. RADIUS is a multivendor IETF standard whose features are more widely accepted than those of TACACS+ or other proprietary systems. All one-time-password system vendors support RADIUS.
Terminal Access Controller Access Control System Plus (TACACS+)	Authentication method for validating users who attempt to access one or more Services Routers by means of telnet.

## System Management Overview

---

This section contains the following topics:

- System Authentication on page 16
- User Accounts on page 16
- Login Classes on page 17
- Template Accounts on page 19
- System Log Files on page 20

### System Authentication

The JUNOS software supports three methods of user authentication: local password authentication, Remote Authentication Dial-In User Service (RADIUS), and Terminal Access Controller Access Control System Plus (TACACS+).

With local password authentication, you configure a password for each user allowed to log into the Services Router.

RADIUS and TACACS+ are authentication methods for validating users who attempt to access the router using telnet. Both are distributed client/server systems—the RADIUS and TACACS+ clients run on the router, and the server runs on a remote network system.

You can configure the router to use RADIUS or TACACS+ authentication, or both, to validate users who attempt to access the router. If you set up both authentication methods, you also can configure which the router will try first.

### User Accounts

User accounts provide one way for users to access the Services Router. Users can access the router without accounts if you configured RADIUS or TACACS+ servers, as described in “Managing Users with Quick Configuration” on page 21 and “Managing Users and Files with a Configuration Editor” on page 34. After you have created an account, the router creates a home directory for the user. An account for the user `root` is always present in the configuration. For information about configuring the password for the user `root`, see the *J-series Services Router Getting Started Guide*. For each user account, you can define the following:

- Username—Name that identifies the user. It must be unique within the router. Do not include spaces, colons, or commas in the username.
- User’s full name—If the full name contains spaces, enclose it in quotation marks (“ ”). Do not include colons or commas.
- User identifier (UID)—Numeric identifier that is associated with the user account name. The identifier must be in the range 100 through 64000 and

must be unique within the router. If you do not assign a UID to a username, the software assigns one when you commit the configuration, preferring the lowest available number.

- User's access privilege—You can create login classes with specific permission bits or use one of the default classes listed in Table 11.
- Authentication method or methods and passwords that the user can use to access the router—You can use SSH or an MD5 password, or you can enter a plain-text password that the JUNOS software encrypts using MD5-style encryption before entering it in the password database. If you configure the plain-text-password option, you are prompted to enter and confirm the password.

## **Login Classes**

All users who log into the Services Router must be in a login class. With login classes, you define the following:

- Access privileges users have when they are logged into the router. For more information, see “Permission Bits” on page 17.
- Commands and statements that users can and cannot specify. For more information, see “Denying or Allowing Individual Commands” on page 19.
- How long a login session can be idle before it times out and the user is logged off.

You can define any number of login classes. You then apply one login class to an individual user account. The software contains a few predefined login classes, which are listed in Table 11. The predefined login classes cannot be modified.

## **Permission Bits**

Each top-level command-line interface (CLI) command and each configuration statement has an access privilege level associated with it. Users can execute only those commands and configure and view only those statements for which they have access privileges. The access privileges for each login class are defined by one or more permission bits (see Table 10).

Two forms for the permissions control the individual parts of the configuration:

- "Plain" form—Provides read-only capability for that permission type. An example is `interface`.
- Form that ends in `-control`—Provides read and write capability for that permission type. An example is `interface-control`.

**Table 10: Permission Bits for Login Classes**

Permission Bit	Access
admin	Can view user account information in configuration mode and with the <b>show configuration</b> command.
admin-control	Can view user accounts and configure them (at the <b>[edit system login]</b> hierarchy level).
access	Can view the access configuration in configuration mode and with the <b>show configuration</b> operational mode command.
access-control	Can view and configure access information (at the <b>[edit access]</b> hierarchy level).
all	Has all permissions.
clear	Can clear (delete) information learned from the network that is stored in various network databases (using the <b>clear</b> commands).
configure	Can enter configuration mode (using the <b>configure</b> command) and commit configurations (using the <b>commit</b> command).
control	Can perform all control-level operations (all operations configured with the <b>-control</b> permission bits).
field	Reserved for field (debugging) support.
firewall	Can view the firewall filter configuration in configuration mode.
firewall-control	Can view and configure firewall filter information (at the <b>[edit firewall]</b> hierarchy level).
floppy	Can read from and write to the removable media.
interface	Can view the interface configuration in configuration mode and with the <b>show configuration</b> operational mode command.
interface-control	Can view chassis, class of service, groups, forwarding options, and interfaces configuration information. Can configure chassis, class of service, groups, forwarding options, and interfaces (at the <b>[edit]</b> hierarchy).
maintenance	Can perform system maintenance, including starting a local shell on the router and becoming the superuser in the shell (by issuing the <b>su root</b> command), and can halt and reboot the router (using the <b>request system</b> commands).
network	Can access the network by entering the <b>ping</b> , <b>ssh</b> , <b>telnet</b> , and <b>traceroute</b> commands.
reset	Can restart software processes using the <b>restart</b> command and can configure whether software processes are enabled or disabled (at the <b>[edit system processes]</b> hierarchy level).
rollback	Can use the <b>rollback</b> command to return to a previously committed configuration other than the most recently committed one.
routing	Can view general routing, routing protocol, and routing policy configuration information in configuration and operational modes.
routing-control	Can view general routing, routing protocol, and routing policy configuration information and configure general routing (at the <b>[edit routing-options]</b> hierarchy level), routing protocols (at the <b>[edit protocols]</b> hierarchy level), and routing policy (at the <b>[edit policy-options]</b> hierarchy level).
secret	Can view passwords and other authentication keys in the configuration.
secret-control	Can view passwords and other authentication keys in the configuration and can modify them in configuration mode.
security	Can view security configuration in configuration mode and with the <b>show configuration</b> operational mode command.

**Table 10: Permission Bits for Login Classes (continued)**

Permission Bit	Access
security-control	Can view and configure security information (at the [edit security] hierarchy level).
shell	Can start a local shell on the router by entering the <b>start shell</b> command.
snmp	Can view SNMP configuration information in configuration and operational modes.
snmp-control	Can view SNMP configuration information and configure SNMP (at the [edit snmp] hierarchy level).
system	Can view system-level information in configuration and operational modes.
system-control	Can view system-level configuration information and configure it (at the [edit system] hierarchy level).
trace	Can view trace file settings in configuration and operational modes.
trace-control	Can view trace file settings and configure trace file properties.
view	Can use various commands to display current systemwide, routing table, and protocol-specific values and statistics.

**Table 11: Predefined Login Classes**

Login Class	Permission Bits Set
operator	clear, network, reset, trace, view
read-only	view
super-user and superuser	all
unauthorized	None

## Denying or Allowing Individual Commands

By default, all top-level CLI commands have associated access privilege levels. Users can execute only those commands and view only those statements for which they have access privileges. For each login class, you can explicitly deny or allow the use of operational and configuration mode commands that are otherwise permitted or not allowed by a permission bit.

## Template Accounts

You use local user template accounts when you need different types of templates. Each template can define a different set of permissions appropriate for the group of users who use that template. These templates are defined locally on the Services Router and referenced by the TACACS+ and RADIUS authentication servers.

When you configure local user templates and a user logs in, the JUNOS software issues a request to the authentication server to authenticate the user's login name. If a user is authenticated, the server returns the local username to

the router, which then determines whether a local username is specified for that login name (local-username for TACACS + , Juniper-Local-User for RADIUS). If so, the router selects the appropriate local user template locally configured on the router. If a local user template does not exist for the authenticated user, the router defaults to the **remote** template.

For more information, see “Setting Up Template Accounts” on page 40.

## System Log Files

The JUNOS software generates system log messages (also called syslog messages) to record events that occur on the Services Router, including the following:

- Routine operations, such as creation of an Open Shortest Path First (OSPF) protocol adjacency or a user login into the configuration database
- Failure and error conditions, such as failure to access a configuration file or unexpected closure of a connection to a child or peer process
- Emergency or critical conditions, such as router power-off due to excessive temperature

The JUNOS system logging utility is similar to the UNIX **syslogd** utility. Each system log message identifies the software process that generated the message and briefly describes the operation or error that occurred.

When you configure system logging, you can direct messages to one or more destinations:

- To a named file in a local file system
- To the terminal session of one or more specific users (or all users) when they are logged into the router
- To the router console
- To a remote machine that is running the UNIX **syslogd** utility

Each system log message belongs to a facility, which is a group of messages that are either generated by the same software process or concern a similar condition or activity (such as authentication attempts).

Reboot requests are recorded to the system log files, which you can view with the **show log** command. Also, the names of any running processes that are scheduled to be shut down are changed. You can view the process names with the **show system processes** command.

## Before You Begin

---

Before you perform any system management tasks, you must perform the initial Services Router configuration described in the *J-series Services Router Getting Started Guide*.

## Managing Users and Files with the J-Web Interface

---

This section contains the following topics:

- Managing Users with Quick Configuration on page 21
- Managing Files with the J-Web Interface on page 29

### ***Managing Users with Quick Configuration***

This section contains the following topics:

- Adding a RADIUS Server for Authentication on page 21
- Adding a TACACS + Server for Authentication on page 23
- Configuring System Authentication on page 25
- Adding New Users on page 27

### **Adding a RADIUS Server for Authentication**

You can use the Users Quick Configuration page for RADIUS servers to configure a RADIUS server for system authentication. This Quick Configuration page allows you to specify the IP address and secret (password) of the RADIUS server.

Figure 2 shows the Users Quick Configuration page for RADIUS servers.

**Figure 2: Users Quick Configuration Page for RADIUS Servers**

Juniper NETWORKS

ROUTER - J4300

Logged in as: **regress**

[Help](#) [About](#) [Logout](#)

**Monitor** **Configuration** **Diagnose** **Manage**

[Configuration > Quick Configuration > Users](#)

**Quick Configuration**

Set Up

SSL

Interfaces

**Users**

SNMP

Routing

Firewall/NAT

IPSec Tunnels

Realtime Performance Monitoring

► **View and Edit**

► **History**

► **Rescue**

**Quick Configuration**

**Users** **Add a RADIUS Server**

**RADIUS Server**

\* **RADIUS Server Address**

\* **RADIUS Server Secret**

\* **Verify RADIUS Server Secret**

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To configure a RADIUS server with Quick Configuration:

1. In the J-Web interface, select **Configuration > Quick Configuration > Users**.
2. Under RADIUS servers, click **Add** to configure a RADIUS server.
3. Enter information into the Users Quick Configuration page for RADIUS servers, as described in Table 12.
4. Click one of the following buttons on the Users Quick Configuration page for RADIUS servers:
  - To apply the configuration and return to the Users Quick Configuration page, click **OK**.
  - To cancel your entries and return to the Users Quick Configuration page, click **Cancel**.



**Table 12: Users Quick Configuration for RADIUS Servers Summary**

Field	Function	Your Action
<b>RADIUS Server</b>		
RADIUS Server Address (required)	Identifies the IP address of the RADIUS server.	Type the RADIUS server's 32-bit IP address, in dotted decimal notation.
RADIUS Server Secret (required)	The secret (password) of the RADIUS server.	Type the secret (password) of the RADIUS server. Secrets can contain spaces. The secret used must match that used by the RADIUS server.
Verify RADIUS Server Secret (required)	Verifies the secret (password) of the RADIUS server is entered correctly.	Retype the secret of the RADIUS server.

### Adding a TACACS+ Server for Authentication

You can use the Users Quick Configuration page for TACACS + servers to configure a TACACS + server for system authentication. This Quick Configuration page allows you to specify the IP address and secret of the TACACS + server.

Figure 3 shows the Users Quick Configuration page for TACACS + servers.

**Figure 3: Users Quick Configuration Page for TACACS+ Servers**

Juniper NETWORKS

ROUTER - J4300

Logged in as: regress

[Help](#) [About](#) [Logout](#)

**Monitor** **Configuration** **Diagnose** **Manage**

[Configuration](#) > [Quick Configuration](#) > [Users](#)

**Quick Configuration**

Set Up

SSL

Interfaces

**Users**

SNMP

Routing

Firewall/NAT

IPSec Tunnels

Realtime Performance Monitoring

► **View and Edit**

► **History**

► **Rescue**

**Quick Configuration**

**Users** **Add a TACACS+ Server**

**TACACS+ Server**

\* TACACS+ Server Address

\* TACACS+ Server Secret

\* Verify TACACS+ Server Secret

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To configure a TACACS + server with Quick Configuration:

1. In the J-Web interface, select **Configuration > Quick Configuration > Users**.
2. Under TACACS + servers, click **Add** to configure a TACACS + server.
3. Enter information into the Users Quick Configuration page for TACACS + servers, as described in Table 13.
4. Click one of the following buttons on the Users Quick Configuration page for TACACS + servers:
  - To apply the configuration and return to the Users Quick Configuration page, click **OK**.
  - To cancel your entries and return to the Users Quick Configuration page, click **Cancel**.

**Table 13: Users Quick Configuration for TACACS+ Servers Summary**

Field	Function	Your Action
<b>TACACS+ Server</b>		
TACACS + Server Address (required)	Identifies the IP address of the TACACS + server.	Type the TACACS + server's 32-bit IP address, in dotted decimal notation.
TACACS + Server Secret (required)	The secret (password) of the TACACS + server.	Type the secret (password) of the TACACS + server. Secrets can contain spaces. The secret used must match that used by the TACACS + server.
Verify TACACS + Server Secret (required)	Verifies the secret (password) of the TACACS + server is entered correctly.	Retype the secret of the TACACS + server.

## Configuring System Authentication

On the Users Quick Configuration page, you can configure the authentication methods the Services Router uses to verify that a user can gain access. For each login attempt, the router tries the authentication methods in order, starting with the first one, until the password matches.

If you do not configure system authentication, users are verified based on their configured local passwords.

Figure 4 shows the Users Quick Configuration page.

**Figure 4: Users Quick Configuration Page**

Juniper NETWORKS

ROUTER - J4300

Logged in as: **regress**

[Help](#) [About](#) [Logout](#)

**Monitor** **Configuration** **Diagnose** **Manage**

[Configuration](#) > [Quick Configuration](#) > [Users](#)

### Quick Configuration

## Users

	Username	Full Name	Login Class
<input type="checkbox"/>	<a href="#">regress</a>		superuser

[Add...](#) [Delete](#)

### Authentication Servers

**Authentication Methods**

☒ RADIUS  
☐ TACACS+  
☒ Local Password

### RADIUS Servers

	RADIUS Server	Secret Configured
<input type="checkbox"/>	<a href="#">192.168.64.10</a>	Yes

To configure system authentication with Quick Configuration:

1. In the J-Web interface, select **Configuration > Quick Configuration > Users**.
2. Under Authentication Servers, select the check box next to each authentication method the router must use when users log in:
  - RADIUS
  - TACACS +
  - Local Password
3. Click one of the following buttons on the Users Quick Configuration page:
  - To apply the configuration and stay in the Users Quick Configuration page, click **Apply**.

- To apply the configuration and return to the Quick Configuration page, click **OK**.
- To cancel your entries and return to the Quick Configuration page, click **Cancel**.

## Adding New Users

You can use the Users Quick Configuration page for user information to add new users to a Services Router. For each account, you define a login name and password for the user and specify a login class for access privileges.

Figure 5 shows the Quick Configuration page for adding a user.

**Figure 5: Add a User Quick Configuration Page**

Juniper NETWORKS **ROUTER - J4300** Logged in as: **regress**  
[Help](#) [About](#) [Logout](#)

**Monitor Configuration Diagnose Manage**

**Quick Configuration** Configuration > Quick Configuration > Users

**Quick Configuration**

**Users** **Add a User**

**User Information**

\* **Username**

**Full Name**

\* **Login Class**

\* **Login Password**

\* **Verify Login Password**

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To configure users with Quick Configuration:

1. In the J-Web interface, select **Configuration > Quick Configuration > Users**.
2. Under Users, click **Add** to add a new user.
3. Enter information into the Add a User Quick Configuration page, as described in Table 14.
4. Click one of the following buttons on the Add a User Quick Configuration page:
  - To apply the configuration and return to the Users Quick Configuration page, click **OK**.
  - To cancel your entries and return to the Users Quick Configuration page, click **Cancel**.

**Table 14: Add a User Quick Configuration Page Summary**

Field	Function	Your Action
<b>User Information</b>		
Username (required)	Name that identifies the user.	Type the username. It must be unique within the router. Do not include spaces, colons, or commas in the username.
Full Name	The user's full name.	Type the user's full name. If the full name contains spaces, enclose it in quotation marks. Do not include colons or commas.
Login Class (required)	Defines the user's access privilege.	<p>From the list, select the user's login class:</p> <ul style="list-style-type: none"> <li>■ <b>operator</b></li> <li>■ <b>read-only</b></li> <li>■ <b>super-user/superuser</b></li> <li>■ <b>unauthorized</b></li> </ul> <p>This list also includes any user-defined login classes. For more information, see "Login Classes" on page 17.</p>

**Table 14: Add a User Quick Configuration Page Summary (continued)**

Field	Function	Your Action
Login Password (required)	The login password for this user.	<p>Type the login password for this user. The login password must meet the following criteria:</p> <ul style="list-style-type: none"> <li>■ The password must be at least 6 characters long.</li> <li>■ You can include most character classes in a password (alphabetic, numeric, and special characters), except control characters.</li> <li>■ The password must contain at least one change of case or character class.</li> </ul>
Verify Login Password (required)	Verifies the login password for this user.	Retype the login password for this user.

## Managing Files with the J-Web Interface

This section contains the following topics:

- Cleaning Up Files on page 29
- Downloading Files on page 31
- Deleting Files on page 32

### Cleaning Up Files

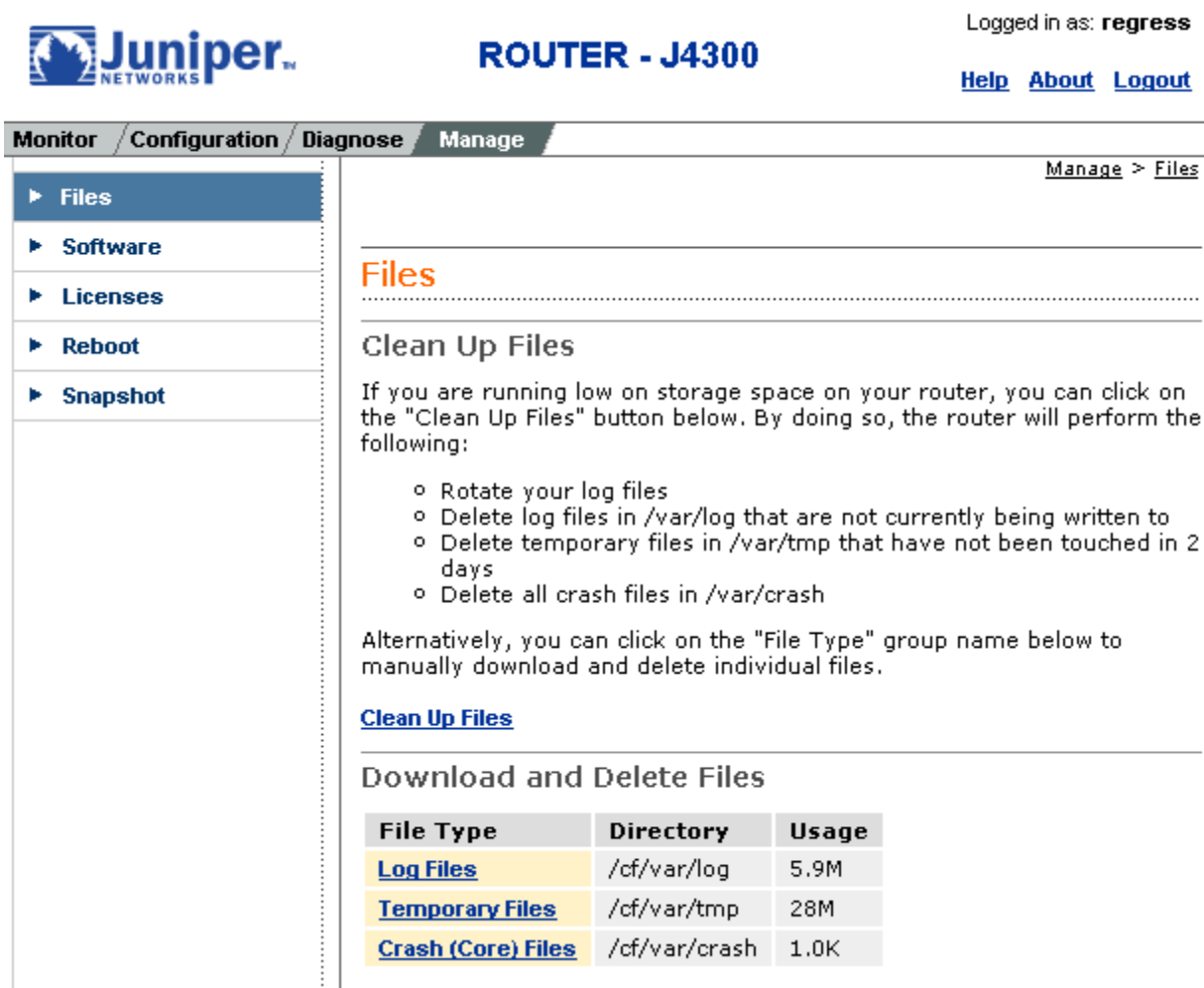
You can use the J-Web interface to rotate and delete files on the Services Router. If you are running low on storage space, the file cleanup procedure quickly identifies files that can be deleted.

The file cleanup procedure performs the following tasks:

- Rotates log files—All information in the current log files is archived, and fresh log files are created.
- Deletes log files in `/cf/var/log`—Any files that are not currently being written to are deleted.
- Deletes temporary files in `/cf/var/tmp`—Any files that have not been accessed within two days are deleted.
- Deletes all crash files in `/cf/var/crash`—Any core files that the router has written during an error are deleted.

Figure 6 shows the Clean Up Files page.

**Figure 6: Clean Up Files Page**



Juniper NETWORKS

ROUTER - J4300

Logged in as: regress

[Help](#) [About](#) [Logout](#)

Monitor / Configuration / Diagnose / **Manage**

[Manage](#) > [Files](#)

## Files

### Clean Up Files

If you are running low on storage space on your router, you can click on the "Clean Up Files" button below. By doing so, the router will perform the following:

- Rotate your log files
- Delete log files in /var/log that are not currently being written to
- Delete temporary files in /var/tmp that have not been touched in 2 days
- Delete all crash files in /var/crash

Alternatively, you can click on the "File Type" group name below to manually download and delete individual files.

[Clean Up Files](#)

### Download and Delete Files

File Type	Directory	Usage
<a href="#">Log Files</a>	/cf/var/log	5.9M
<a href="#">Temporary Files</a>	/cf/var/tmp	28M
<a href="#">Crash (Core) Files</a>	/cf/var/crash	1.0K

To rotate and delete files with the J-Web interface:

1. In the J-Web interface, select **Manage > Files**.
2. In the Clean Up Files section, click **Clean Up Files**. The router rotates log files and identifies the files that can be safely deleted.
3. The J-Web interface displays the files that you can delete and the amount of space that will be freed on the file system.
4. Click one of the following buttons on the confirmation page:
  - To delete the files and return to the Files page, click **OK**.



- To cancel your entries and return to the list of files in the directory, click **Cancel**.

## Downloading Files

You can use the J-Web interface to download a copy of an individual file from the Services Router. When you download a file, it is not deleted from the file system.

Figure 7 shows the J-Web page from which you can download log files.

**Figure 7: Log Files Page (Download)**

Logged in as: **regress**

[Help](#) [About](#) [Logout](#)

**Monitor** / **Configuration** / **Diagnose** / **Manage**

[Manage](#) > [Files](#)

### Files

#### Log Files

[Delete...](#)

	Name	Size	Date	Owner/Group	Action
<input type="checkbox"/>	amd.log	2M	Jan 18 15:54	root/wheel	<a href="#">Download</a>
	autod	27K	Jan 18 14:19	root/wheel	<a href="#">Download</a>
	bfdd	509K	Jun 22 2004	root/wheel	<a href="#">Download</a>
	changes	3K	Oct 15 14:16	root/wheel	<a href="#">Download</a>
	chassisd	690K	Jan 18 15:01	root/wheel	<a href="#">Download</a>

To download files with the J-Web interface:

1. In the J-Web interface, select **Manage > Files**.
2. In the Download and Delete Files section, click one of the following file types:

- **Log Files**—Lists the log files located in the `/cf/var/log` directory on the router.
  - **Temporary Files**—Lists the temporary files located in the `/cf/var/tmp` directory on the router.
  - **Crash (Core) Files**—Lists the core files located in the `/cf/var/crash` directory on the router.
3. The J-Web interface displays the files located in the directory.
  4. To download an individual file, click **Download**.
  5. Choose a location for the browser to save the file.  
The file is saved as a text file, with a `.txt` file extension.
  6. To view the file, open it with a text editor.

## Deleting Files

You can use the J-Web interface to delete an individual file from the Services Router. When you delete the file, it is permanently removed from the file system.

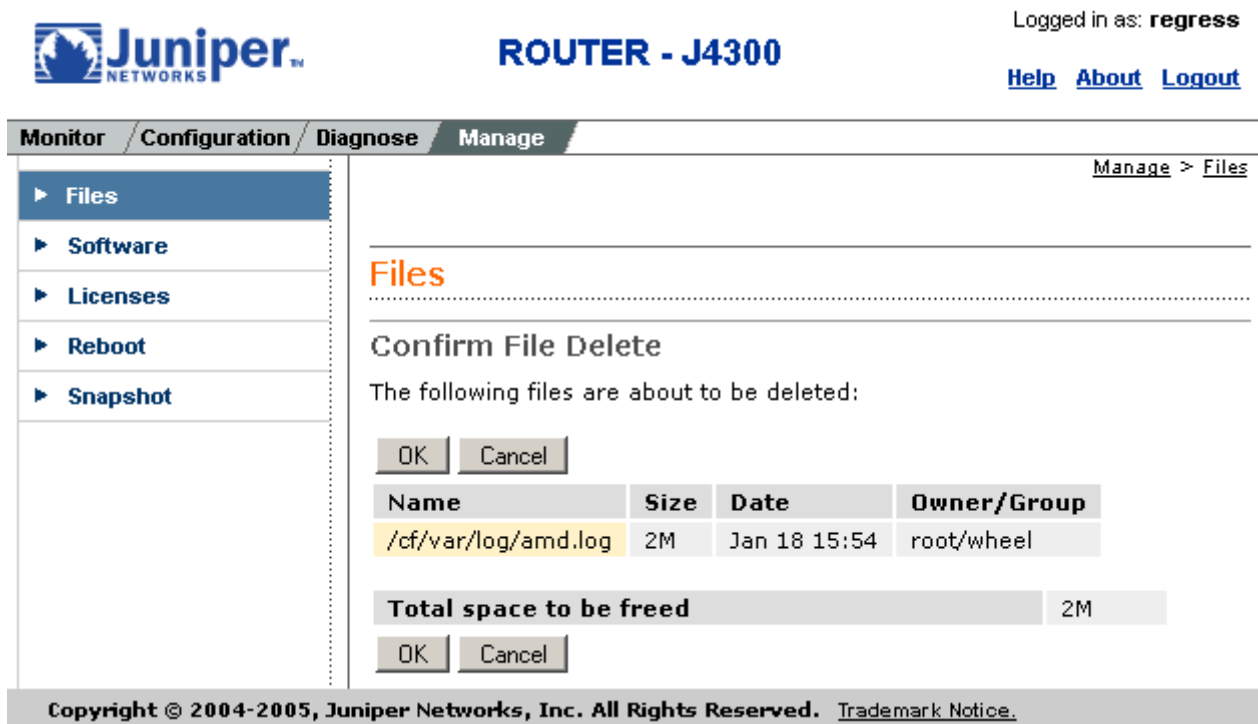


**CAUTION:** If you are unsure whether to delete a file from the router, we recommend using the **Cleanup Files** tool described in “Cleaning Up Files” on page 29. This tool determines which files can be safely deleted from the file system.

---

Figure 8 shows the J-Web page on which you confirm the deletion of files.

Figure 8: Confirm File Delete Page



To rotate and delete files with the J-Web interface:

1. In the J-Web interface, select **Manage > Files**.
2. In the Download and Delete Files section, click one of the following file types:
  - **Log Files**—Lists the log files located in the /cf/var/log directory on the router.
  - **Temporary Files**—Lists the temporary files located in the /cf/var/tmp directory on the router.
  - **Crash (Core) Files**—Lists the core files located in the /cf/var/crash directory on the router.
3. The J-Web interface displays the files located in the directory.
4. Check the box next to each file you plan to delete.
5. Click **Delete**.

The J-Web interface displays the files you can delete and the amount of space that will be freed on the file system.

6. Click one of the following buttons on the confirmation page:
  - To delete the files and return to the Files page, click **OK**.
  - To cancel your entries and return to the list of files in the directory, click **Cancel**.

## Managing Users and Files with a Configuration Editor

---

This section contains the following topics:

- Setting Up RADIUS Authentication on page 34
- Setting Up TACACS+ Authentication on page 35
- Configuring Authentication Order on page 37
- Controlling User Access on page 38
- Setting Up Template Accounts on page 40
- Using System Logs on page 43

### Setting Up RADIUS Authentication

To use RADIUS authentication, you must configure at least one RADIUS server.

The procedure provided in this section identifies the RADIUS server, specifies the secret (password) of the RADIUS server, and sets the source address of the Services Router's RADIUS requests to the loopback address of the router. The procedure uses the following sample values:

- The RADIUS server's IP address is 172.16.98.1.
- The RADIUS server's secret is Radiussecret1.
- The loopback address of the router is 10.0.0.1.

To configure RADIUS authentication:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. Perform the configuration tasks described in Table 15.
3. If you are finished configuring the network, commit the configuration.

To completely set up RADIUS authentication, you must create user template accounts and specify a system authentication order.

4. Go on to one of the following procedures:

- To specify a system authentication order, see “Configuring Authentication Order” on page 37.
- To configure a remote user template account, see “Creating a Remote Template Account” on page 41.
- To configure local user template accounts, see “Creating a Local Template Account” on page 42.

**Table 15: Setting Up RADIUS Authentication**

Task	J-Web Configuration Editor	CLI Configuration Editor
Navigate to the <b>System</b> level in the configuration hierarchy.	In the configuration editor hierarchy, select <b>System</b> .	From the top of the configuration hierarchy enter  edit system
Add a new RADIUS server	<ol style="list-style-type: none"> <li>1. In the Radius server box, click <b>Add new entry</b>.</li> <li>2. In the Address box, type the IP address of the RADIUS server:  172.16.98.1</li> </ol>	Set the IP address of the RADIUS server:  set radius-server address 172.16.98.1
Specify the shared secret (password) of the RADIUS server. The secret is stored as an encrypted value in the configuration database.	In the Secret box, type the shared secret of the RADIUS server:  RADIUSsecret1	Set the shared secret of the RADIUS server:  set radius-server 172.16.98.1 secret RADIUSsecret1
Specify the source address to be included in the RADIUS server requests by the router. In most cases, you can use the loopback address of the router.	In the Source address box, type the loopback address of the router:  10.0.0.1	Set the router's loopback address as the source address:  set radius-server 172.16.98.1 source-address 10.0.0.1

## Setting Up TACACS+ Authentication

To use TACACS+ authentication, you must configure at least one TACACS+ server.

The procedure provided in this section identifies the TACACS+ server, specifies the secret (password) of the TACACS+ server, and sets the source address of the Services Router's TACACS+ requests to the loopback address of the router. This procedure uses the following sample values:

- The TACACS+ server's IP address is 172.16.98.24.
- The TACACS+ server's secret is Tacacssecret1.
- The loopback address of the router is 10.0.0.1.

To configure TACACS+ authentication:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. Perform the configuration tasks described in Table 16.
3. If you are finished configuring the network, commit the configuration.

To completely set up TACACS+ authentication, you must create user template accounts and specify a system authentication order.

4. Go on to one of the following procedures:
  - To specify a system authentication order, see “Configuring Authentication Order” on page 37.
  - To configure a remote user template account, see “Creating a Remote Template Account” on page 41.
  - To configure local user template accounts, see “Creating a Local Template Account” on page 42.

**Table 16: Setting Up TACACS+ Authentication**

Task	J-Web Configuration Editor	CLI Configuration Editor
Navigate to the <b>System</b> level in the configuration hierarchy.	In the configuration editor hierarchy, select <b>System</b> .	From the top of the configuration hierarchy enter  edit system
Add a new TACACS+ server	<ol style="list-style-type: none"> <li>1. In the Tacplus server box, click <b>Add new entry</b>.</li> <li>2. In the Address box, type the IP address of the TACACS+ server:  172.16.98.24</li> </ol>	Set the IP address of the TACACS+ server:  <b>set tacplus-server address 172.16.98.24</b>
Specify the shared secret (password) of the TACACS+ server. The secret is stored as an encrypted value in the configuration database.	In the Secret box, type the shared secret of the TACACS+ server:  <b>Tacacssecret1</b>	Set the shared secret of the TACACS+ server:  <b>set tacplus-server 172.16.98.24 secret Tacacssecret1</b>
Specify the source address to be included in the TACACS+ server requests by the router. In most cases, you can use the loopback address of the router.	In the Source address box, type the loopback address of the router:  <b>10.0.0.1</b>	Set the router's loopback address as the source address:  <b>set tacplus-server 172.16.98.24 source-address 10.0.0.1</b>

## Configuring Authentication Order

The procedure provided in this section configures the Services Router to attempt user authentication with the local password first, then with the RADIUS server, and finally with the TACACS + server.

To configure authentication order:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. Perform the configuration tasks described in Table 17.
3. If you are finished configuring the network, commit the configuration.

To completely set up RADIUS or TACACS + authentication, you must configure at least one RADIUS or TACACS + server and create user template accounts.

4. Go on to one of the following procedures:
  - To configure a RADIUS server, see “Setting Up RADIUS Authentication” on page 34.
  - To configure a TACACS + server, see “Setting Up TACACS + Authentication” on page 35.
  - To configure a remote user template account, see “Creating a Remote Template Account” on page 41.
  - To configure local user template accounts, see “Creating a Local Template Account” on page 42.

**Table 17: Configuring Authentication Order**

Task	J-Web Configuration Editor	CLI Configuration Editor
Navigate to the <b>System</b> level in the configuration hierarchy.	In the configuration editor hierarchy, select <b>System</b> .	From the top of the configuration hierarchy enter  edit system
Add RADIUS authentication to the authentication order.	<ol style="list-style-type: none"> <li>1. In the Authentication order box, click <b>Add new entry</b>.</li> <li>2. In the list, select <b>radius</b>.</li> <li>3. Click <b>OK</b>.</li> </ol>	Insert the <b>radius</b> statement in the authentication order:  insert system authentication-order radius after password
Add TACACS + authentication to the authentication order.	<ol style="list-style-type: none"> <li>1. In the Authentication Order box, click <b>Add new entry</b>.</li> <li>2. In the list, select <b>tacplus</b>.</li> <li>3. Click <b>OK</b>.</li> </ol>	Insert the <b>tacplus</b> statement in the authentication order:  insert system authentication-order tacplus after radius

## Controlling User Access

This section contains the following topics:

- Defining Login Classes on page 38
- Creating User Accounts on page 39

### Defining Login Classes

You can define any number of login classes. You then apply one login class to an individual user account, as described in “Creating User Accounts” on page 39 and “Setting Up Template Accounts” on page 40.

The procedure provided in this section creates a sample login class named `operator-and-boot` with the following privileges:

- The `operator-and-boot` login class can reboot the Services Router using the `request system reboot` command.
- The `operator-and-boot` login class can also use commands defined in the `clear`, `network`, `reset`, `trace`, and `view` permission bits. For more information, see “Permission Bits” on page 17.

To define login classes:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. Perform the configuration tasks described in Table 18.
3. If you are finished configuring the network, commit the configuration.
4. Go on to one of the following procedures:
  - To create user accounts, see “Creating User Accounts” on page 39.
  - To create shared user accounts, see “Setting Up Template Accounts” on page 40.

**Table 18: Defining Login Classes**

Task	J-Web Configuration Editor	CLI Configuration Editor
Navigate to the <b>System Login</b> level in the configuration hierarchy.	In the configuration editor hierarchy, select <b>System &gt; Login</b> .	From the top of the configuration hierarchy enter  edit system login



**Table 18: Defining Login Classes (continued)**

<b>Task</b>	<b>J-Web Configuration Editor</b>	<b>CLI Configuration Editor</b>
Create a login class named <b>operator-and-boot</b> with the ability to reboot the router.	<ol style="list-style-type: none"> <li>Next to Class, click <b>Add new entry</b>.</li> <li>Type the name of the login class:  <b>operator-and-boot</b></li> <li>In the Allow commands box, type the <b>request system reboot</b> command enclosed in quotation marks:  "request system reboot"</li> <li>Click <b>OK</b>.</li> </ol>	<p>Set the name of the login class and the ability to use the <b>request system reboot</b> command:</p> <pre>set class operator-and-boot allow-commands "request system reboot"</pre>
Give the <b>operator-and-boot</b> login class operator privileges.	<ol style="list-style-type: none"> <li>Next to Permissions, click <b>Add new entry</b>.</li> <li>In the Value list, select <b>clear</b>.</li> <li>Click <b>OK</b>.</li> <li>Next to Permissions, click <b>Add new entry</b>.</li> <li>In the Value list, select <b>network</b>.</li> <li>Click <b>OK</b>.</li> <li>Next to Permissions, click <b>Add new entry</b>.</li> <li>In the Value list, select <b>reset</b>.</li> <li>Click <b>OK</b>.</li> <li>Next to Permissions, click <b>Add new entry</b>.</li> <li>In the Value list, select <b>trace</b>.</li> <li>Click <b>OK</b>.</li> <li>Next to Permissions, click <b>Add new entry</b>.</li> <li>In the Value list, select <b>view</b>.</li> <li>Click <b>OK</b>.</li> </ol>	<p>Set the permission bits for the <b>operator-and-boot</b> login class:</p> <pre>set class operator-and-boot permissions [clear network reset trace view]</pre>

## Creating User Accounts

User accounts provide one way for users to access the Services Router. (Users can access the router without accounts if you configured RADIUS or TACACS +

servers, as described in “Setting Up RADIUS Authentication” on page 34 and “Setting Up TACACS + Authentication” on page 35.)

The procedure provided in this section creates a sample user named **cmartin** with the following characteristics:

- The user **cmartin** belongs to the **superuser** login class.
- The user **cmartin** uses an encrypted password, **\$1\$14c5.\$sBopasdFFdssdfFFdsdfs0**.

To create user accounts:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. Perform the configuration tasks described in Table 19.
3. If you are finished configuring the network, commit the configuration.

**Table 19: Creating User Accounts**

Task	J-Web Configuration Editor	CLI Configuration Editor
Navigate to the <b>System Login</b> level in the configuration hierarchy.	In the configuration editor hierarchy, select <b>System &gt; Login</b> .	From the top of the configuration hierarchy enter  edit system login
Create a user named <b>cmartin</b> who belongs to the <b>superuser</b> login class.	<ol style="list-style-type: none"> <li>1. Next to User, click <b>Add new entry</b>.</li> <li>2. In the User name box, type <b>cmartin</b>.</li> <li>3. In the Class box, type <b>superuser</b>.</li> <li>4. Click <b>OK</b>.</li> </ol>	Set the username and the login class for the user:  <b>set user cmartin class superuser</b>
Define the encrypted password for <b>cmartin</b> .	<ol style="list-style-type: none"> <li>1. Next to Authentication, click <b>Configure</b>.</li> <li>2. In the Encrypted password box, type  <b>\$1\$14c5.\$sBopasdFFdssdfFFdsdfs0</b></li> <li>3. Click <b>OK</b>.</li> </ol>	Set the encrypted password for <b>cmartin</b> .  <b>set user cmartin authentication encrypted-password \$1\$14c5.\$sBopasdFFdssdfFFdsdfs0</b>

## Setting Up Template Accounts

You can create template accounts that are shared by a set of users when you are using RADIUS or TACACS + authentication. When a user is authenticated by a template account, the CLI username is the login name, and the privileges, file ownership, and effective user ID are inherited from the template account.

This section contains the following topics:

- Creating a Remote Template Account on page 41
- Creating a Local Template Account on page 42

## Creating a Remote Template Account

You can create a remote template that is applied to users authenticated by RADIUS or TACACS+ that do not belong to a local template account.

By default, the JUNOS software uses the `remote` template account when

- The authenticated user does not exist locally on the Services Router.
- The authenticated user's record in the RADIUS or TACACS+ server specifies local user, or the specified local user does not exist locally on the router.

The procedure provided in this section creates a sample user named `remote` that belongs to the `operator` login class.

To create a remote template account:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. Perform the configuration tasks described in Table 20.
3. If you are finished configuring the network, commit the configuration.

To completely set up RADIUS or TACACS+ authentication, you must configure at least one RADIUS or TACACS+ server and specify a system authentication order.

4. Go on to one of the following procedures:
  - To configure a RADIUS server, see “Setting Up RADIUS Authentication” on page 34.
  - To configure a TACACS+ server, see “Setting Up TACACS+ Authentication” on page 35.
  - To specify a system authentication order, see “Configuring Authentication Order” on page 37.

**Table 20: Creating a Remote Template Account**

<b>Task</b>	<b>J-Web Configuration Editor</b>	<b>CLI Configuration Editor</b>
Navigate to the <b>System Login</b> level in the configuration hierarchy.	In the configuration editor hierarchy, select <b>System &gt; Login</b> .	From the top of the configuration hierarchy enter  edit system login
Create a user named <b>remote</b> who belongs to the <b>operator</b> login class.	<ol style="list-style-type: none"> <li>Next to User, click <b>Add new entry</b>.</li> <li>In the User name box, type <b>remote</b>.</li> <li>In the Class box, type <b>operator</b>.</li> <li>Click <b>OK</b>.</li> </ol>	Set the username and the login class for the user:  set user remote class operator

## Creating a Local Template Account

You can create a local template that is applied to users authenticated by RADIUS or TACACS+ that are assigned to the local template account. You use local template accounts when you need different types of templates. Each template can define a different set of permissions appropriate for the group of users who use that template.

The procedure provided in this section creates a sample user named **admin** that belongs to the **superuser** login class.

To create a local template account:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. Perform the configuration tasks described in Table 21.
3. If you are finished configuring the network, commit the configuration.

To completely set up RADIUS or TACACS+ authentication, you must configure at least one RADIUS or TACACS+ server and specify a system authentication order

4. Go on to one of the following procedures:
  - To configure a RADIUS server, see “Setting Up RADIUS Authentication” on page 34.
  - To configure a TACACS+ server, see “Setting Up TACACS+ Authentication” on page 35.
  - To configure a system authentication order, see “Configuring Authentication Order” on page 37.

**Table 21: Creating a Local Template Account**

Task	J-Web Configuration Editor	CLI Configuration Editor
Navigate to the <b>System Login</b> level in the configuration hierarchy.	In the configuration editor hierarchy, select <b>System &gt; Login</b> .	From the top of the configuration hierarchy enter  edit system login
Create a user named <b>admin</b> who belongs to the <b>superuser</b> login class.	<ol style="list-style-type: none"> <li>Next to User, click <b>Add new entry</b>.</li> <li>In the User name box, type <b>admin</b>.</li> <li>In the Class box, type <b>superuser</b>.</li> <li>Click <b>OK</b>.</li> </ol>	Set the username and the login class for the user:  set user admin class superuser

## Using System Logs

You can send system logging information to one or more destinations. The destinations can be one or more files, one or more remote hosts, the terminals of one or more users if they are logged in, and the system console.

For each place where you can send system logging information, you specify the class (facility) of messages to log and the minimum severity level (level) of the message.

Table 22 lists the system logging facilities, and Table 23 lists the system logging severity levels. For more information about system log messages, see the *JUNOS System Log Messages Reference*.

**Table 22: System Logging Facilities**

Facility	Description
any	Any facility
authorization	Any authorization attempt
change-log	Any change to the configuration
cron	Cron scheduling process
daemon	Various system processes
interactive-commands	Commands executed in the CLI

**Table 22: System Logging Facilities (continued)**

Facility	Description
kernel	Messages generated by the JUNOS kernel
user	Messages from random user processes

**Table 23: System Logging Severity Levels**

Severity Level (from Highest to Lowest Severity)	Description
emergency	Panic or other conditions that cause the system to become unusable.
alert	Conditions that must be corrected immediately, such as a corrupted system database.
critical	Critical conditions, such as hard drive errors.
error	Standard error conditions.
warning	System warning messages.
notice	Conditions that are not error conditions, but that might warrant special handling.
info	Informational messages. This is the default.
debug	Software debugging messages.

This section contains the following topics:

- Sending System Log Messages to a File on page 44
- Sending System Log Messages to a User Terminal on page 45
- Archiving System Logs on page 46
- Disabling System Logs on page 46

## **Sending System Log Messages to a File**

You can direct system log messages to a file on the compact flash drive. The default directory for log files is `/var/log`. To specify a different directory on the compact flash drive, include the complete pathname. For the list of logging facilities and severity levels, see Table 22 and Table 23.

For information about archiving log files, see “Archiving System Logs” on page 46.

The procedure provided in this section sends all security-related information to the sample file named `security`.

To send messages to a file:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. Perform the configuration tasks described in Table 24.
3. If you are finished configuring the network, commit the configuration.

**Table 24: Sending Messages to a File**

Task	J-Web Configuration Editor	CLI Configuration Editor
Navigate to the <b>System Syslog</b> level in the configuration hierarchy.	In the configuration editor hierarchy, select <b>System &gt; Syslog</b> .	From the top of the configuration hierarchy enter  edit system syslog
Create a file named <b>security</b> , and send log messages of the <b>authorization</b> class at the severity level <b>info</b> to the file.	<ol style="list-style-type: none"> <li>1. Next to File, click <b>Add new entry</b>.</li> <li>2. In the File name box, type <b>security</b>.</li> <li>3. Next to Contents, click <b>Add new entry</b>.</li> <li>4. In the Facility list, select <b>authorization</b>.</li> <li>5. In the Level list, select <b>info</b>.</li> </ol>	Set the filename and the facility and severity level:  set file security authorization info

## Sending System Log Messages to a User Terminal

To direct system log messages to the terminal session of one or more specific users (or all users) when they are logged into the local Routing Engine, specify one or more JUNOS usernames. Separate multiple values with spaces, or use the asterisk (\*) to indicate all users who are logged into the local Routing Engine. For the list of logging facilities and severity levels, see Table 22 and Table 23.

The procedure provided in this section sends any critical messages to the terminal of the sample user **frank**, if he is logged in.

To send messages to a user terminal:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. Perform the configuration tasks described in Table 25.
3. If you are finished configuring the network, commit the configuration.

**Table 25: Sending Messages to a User Terminal**

Task	J-Web Configuration Editor	CLI Configuration Editor
Navigate to the <b>System Syslog</b> level in the configuration hierarchy.	In the configuration editor hierarchy, select <b>System &gt; Syslog</b> .	From the top of the configuration hierarchy enter  edit system syslog
Send all <b>critical</b> messages to the user <b>frank</b> .	<ol style="list-style-type: none"> <li>Next to User, click <b>Add new entry</b>.</li> <li>In the User name box, type <b>frank</b>.</li> <li>Next to Contents, click <b>Add new entry</b>.</li> <li>In the Facility list, select <b>any</b>.</li> <li>In the Level list, select <b>critical</b>.</li> </ol>	Set the filename and the facility and severity level:  set user frank any critical

## Archiving System Logs

By default, the JUNOS logging utility stops writing messages to a log file when the file reaches 128 KB in size. It closes the file and adds a numerical suffix, then opens and directs messages to a new file with the original name. By default, the logging utility creates up to 10 files before it begins overwriting the contents of the oldest file. The logging utility by default also limits the users who can read log files to the root user and users who have the JUNOS maintenance permission.

To enable all users to read log files, include the `world-readable` statement at the [edit system syslog archive] hierarchy level. To restore the default permissions, include the `no-world-readable` statement. You can include the `archive` statement at the [edit system syslog file *filename*] hierarchy level to configure the number of files, file size, and permissions for the specified log file. For configuration details, see the information about archiving log files in the *JUNOS System Basics Configuration Guide*.

## Disabling System Logs

To disable logging of the messages from a facility, use the `facility none` configuration statement. This statement is useful when, for example, you want to log messages of the same severity level from all but a few facilities. Instead of including a configuration statement for each facility you want to log, you can configure the `any level` statement and then a `facility none` statement for each facility you do not want to log. For configuration details, see the information about disabling logging in the *JUNOS System Basics Configuration Guide*.

## Accessing Remote Devices with the CLI

This section contains the following topics:

- Using the telnet Command on page 47



- Using the ssh Command on page 47

## Using the telnet Command

You can use the CLI `telnet` command to open a telnet session to a remote device:

```
user@host> telnet host <8bit> <bypass-routing> <inet>
<interface interface-name> <no-resolve> <port port>
<routing-instance routing-instance-name> <source address>
```

To escape from the telnet session to the telnet command prompt, press Ctrl-]. To exit from the telnet session and return to the CLI command prompt, enter quit.

Table 26 describes the telnet command options. For more information, see the *JUNOS System Basics and Services Command Reference*.

**Table 26: CLI telnet Command Options**

Option	Description
8bit	Use an 8-bit data path.
bypass-routing	Bypass the routing tables and open a telnet session only to hosts on directly attached interfaces. If the host is not on a directly attached interface, an error message is returned.
host	Open a telnet session to the specified hostname or IP address.
inet	Force the telnet session to an IPv4 destination.
interface source-interface	Open a telnet session to a host on the specified interface. If you do not include this option, all interfaces are used.
no-resolve	Suppress the display of symbolic names.
port port	Specify the port number or service name on the host.
routing-instance routing-instance-name	Use the specified routing instance for the telnet session.
source address	Use the specified source address for the telnet session.

## Using the ssh Command

You can use the CLI `ssh` command to use the secure shell (SSH) program to open a connection to a remote device:

```
user@host> ssh host <bypass-routing> <inet>
<interface interface-name> <logical-router logical-router-name>
<routing-instance routing-instance-name> <source address> <v1> <v2>
```

Table 27 describes the ssh command options. For more information, see the *JUNOS System Basics and Services Command Reference*.

**Table 27: CLI ssh Command Options**

<b>Option</b>	<b>Description</b>
bypass-routing	Bypass the routing tables and open an SSH connection only to hosts on directly attached interfaces. If the host is not on a directly attached interface, an error message is returned.
<i>host</i>	Open an SSH connection to the specified hostname or IP address.
inet	Force the SSH connection to an IPv4 destination.
interface <i>source-interface</i>	Open an SSH connection to a host on the specified interface. If you do not include this option, all interfaces are used.
routing-instance <i>routing-instance-name</i>	Use the specified routing instance for the SSH connection.
source <i>address</i>	Use the specified source address for the SSH connection.
v1	Force SSH to use version 1 for the connection.
v2	Force SSH to use version 2 for the connection.

## Chapter 3

# Configuring SNMP for Network Management

The Simple Network Management Protocol (SNMP) is a client/server standard that helps you diagnose and monitor network health and statistics.

You can use either J-Web Quick Configuration or a configuration editor to configure SNMP.

This chapter contains the following topics. For more information about SNMP, see the *JUNOS Network Management Configuration Guide*.

- Network Management Overview on page 49
- Before You Begin on page 51
- Configuring SNMP with Quick Configuration on page 51
- Configuring SNMP with a Configuration Editor on page 54
- Verifying the SNMP Configuration on page 59

## Network Management Overview

---

A network is a complex organization of nodes and processes that must operate reliably and efficiently. Having a single node or link failure in a network can undermine the network's performance and result in a loss of service. Therefore, determining where and when a network failure is occurring is a necessity.

Additionally, gathering statistics about how a network is performing can help you diagnose the overall health of the network and pinpoint bottlenecks so that you can address network growth appropriately.

By querying individual network nodes and receiving triggered updates, SNMP clients are able to provide valuable feedback about the state of a network.

## Managers and Agents

Because SNMP is a client/server protocol, SNMP nodes can be classified as either clients (SNMP managers) or servers (SNMP agents).

SNMP managers, also called network management systems (NMSs), occupy central points in the network and they actively query and collect messages from SNMP agents in the network. SNMP agents are individual processes running on network nodes that gather information for a particular node and transfer the information to SNMP managers as queries are processed. Because SNMP agents are individual SNMP processes running on a host, multiple agents can be active on a single network node at any given time.

## **SMI, MIBs, and OIDs**

Agents store information in a hierarchical database called the Structure of Management Information (SMI). The SMI resembles a file system; information is stored in individual files that are hierarchically arranged in the database. The individual files that store the information are known as Management Information Bases (MIBs). Each MIB contains nodes of information that are stored in a tree structure. Information branches down from a root node to individual leaves in the tree, and the individual leaves comprise the information that is queried by managers for a given MIB. The nodes of information are identified by an object ID (OID). The OID is a dotted integer identifier (1.3.6.1.2.1.2, for instance) or a subtree name (such as interfaces) that corresponds to an indivisible piece of information in the MIB.

## **Standard and Enterprise MIBs**

A set of MIBs has been defined by the IETF and documented in various RFCs. These MIBs are common across many platforms. Additionally, individual enterprises can create their own set of enterprise-specific MIBs, provided they share the same structure as the standard MIBs. This structure is enforced through the Abstract Syntax Notation (ASN), which is a definition language used to store information.

To download the standard and enterprise MIBs for a Services Router, go to <http://www.juniper.net/customers/support/>.

## **SNMP Requests**

Information is stored in MIBs, and MIBs are queried by SNMP managers. Managers send SNMP requests to process the information. SNMP requests come in two primary forms: get requests and set requests. These requests are processed by one or more agents on a particular node, and information is retrieved or modified on the MIB. When the agent has processed the request, it generates an SNMP response that either returns retrieved information from the MIB or acknowledges that information has been modified on the MIB.

## **SNMP Communities**

To help ensure that only specific SNMP managers can access a particular SNMP agent, SNMP access is granted through communities. To control access, you first create an SNMP community. The community is assigned a name that is unique on the host. All SNMP requests that are sent to the agent must be configured with the same community name.

When multiple agents are configured on a particular host, the community name process ensures that SNMP requests are sorted to only those agents configured to handle the requests.

Additionally, communities allow you to specify one or more addresses or address prefixes to which you want to either allow or deny access. By specifying a list of clients, you can control exactly which SNMP managers have access to a particular agent.

## **SNMP Traps**

The `get` and `set` commands that SNMP uses are useful for querying hosts within a network. However, the commands do not provide a means by which events can trigger a notification. For instance, if a link fails, the health of the link is unknown until an SNMP manager next queries that agent.

SNMP has traps, which are unsolicited notifications that are triggered by events on the host. When you configure a trap, you specify the types of events that can trigger trap messages, and you configure a set of targets to receive the generated messages.

## **Before You Begin**

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Before you begin configuring SNMP, complete the following tasks:

- Establish basic connectivity. See the *J-series Services Router Getting Started Guide*.
- Configure network interfaces. See the *J-series Services Router Configuration Guide*.

## **Configuring SNMP with Quick Configuration**

---

J-Web Quick Configuration allows you to define system identification information, create SNMP communities, and create SNMP trap groups. Figure 9 shows the Quick Configuration page for SNMP.

**Figure 9: Quick Configuration Page for SNMP**

Juniper NETWORKS

ROUTER - J4300

Logged in as: regress

[Help](#) [About](#) [Logout](#)

Monitor Configuration Diagnose Manage

Configuration > Quick Configuration > SNMP

### Quick Configuration

#### SNMP

#### Identification

**Contact Information**

**System Description**

**Local Engine ID**

**System Location**

**System Name Override**

#### Communities

	Community Name	Authorization
<input type="checkbox"/>	<a href="#">public</a>	read-only
<input type="checkbox"/>	<a href="#">private</a>	read-write

To configure SNMP features with Quick Configuration:

1. In the J-Web user interface, select **Configuration > Quick Configuration > SNMP**.
2. Enter information into the Quick Configuration page for SNMP, as described in Table 28.
3. From the SNMP Quick Configuration page, click one of the following buttons:
  - To apply the configuration and stay on the Quick Configuration page for SNMP, click **Apply**.
  - To apply the configuration and return to the Quick Configuration SNMP page, click **OK**.

- To cancel your entries and return to the Quick Configuration for SNMP page, click **Cancel**.
4. To check the configuration, see “Verifying the SNMP Configuration” on page 59.

**Table 28: SNMP Quick Configuration Summary**

Field	Function	Your Action
<b>Identification</b>		
Contact Information	Free-form text string that specifies an administrative contact for the system.	Type any contact information for the administrator of the system (such as name and phone number).
System Description	Free-form text string that specifies a description for the system.	Type any system information that describes the system ( <i>J4300 with 4 PIMs</i> , for example).
Local Engine ID	Provides an administratively unique identifier of an SNMPv3 engine for system identification.  The local engine ID contains a prefix and a suffix. The prefix is formatted according to specifications defined in RFC 3411. The suffix is defined by the local engine ID. Generally, the local engine ID suffix is the MAC address of fe-0/0/0.	Type the MAC address of the fe-0/0/0 interface.
System Location	Free-form text string that specifies the location of the system.	Type any location information for the system (lab name or rack name, for example).
System Name Override	Free-form text string that overrides the system hostname defined in the <i>J-series Services Router Getting Started Guide</i> .	Type the name of the system.
<b>Communities</b>		Click <b>Add</b> .
Community Name	Specifies the name of the SNMP community.	Type the name of the community being added.
Authorization	Specifies the type of authorization (either read-only or read-write) for the SNMP community being configured.	Select the desired authorization (either read-only or read-write) from the list.
<b>Traps</b>		Click <b>Add</b> .
Trap Group Name	Specifies the name of the SNMP trap group being configured.	Type the name of the SNMP trap group being configured.

**Table 28: SNMP Quick Configuration Summary (continued)**

Field	Function	Your Action
Categories	Specifies which trap categories are added to the trap group being configured.	<ul style="list-style-type: none"> <li>■ To generate traps for authentication failures, select <b>Authentication</b>.</li> <li>■ To generate traps for chassis and environment notifications, select <b>Chassis</b>.</li> <li>■ To generate traps for configuration changes, select <b>Configuration</b>.</li> <li>■ To generate traps for link-related notifications (up-down transitions), select <b>Link</b>.</li> <li>■ To generate traps for remote operation notifications, select <b>Remote operations</b>.</li> <li>■ To generate traps for remote network monitoring (RMON), select <b>RMON alarm</b>.</li> <li>■ To generate traps for routing protocol notifications, select <b>Routing</b>.</li> <li>■ To generate traps on system warm and cold starts, select <b>Startup</b>.</li> <li>■ To generate traps on Virtual Router Redundancy Protocol (VRRP) events (such as new-master or authentication failures), select <b>VRRP events</b>.</li> </ul>
Targets	One or more hostnames or IP addresses that specify the systems to receive SNMP traps generated by the trap group being configured.	<ol style="list-style-type: none"> <li>1. Enter the hostname or IP address, in dotted decimal notation, of the target system to receive the SNMP traps.</li> <li>2. Click <b>Add</b>.</li> </ol>

## Configuring SNMP with a Configuration Editor

To configure SNMP on a Services Router, you must perform the following tasks marked *(Required)*. For information about using the J-Web and CLI configuration editors, see the *J-series Services Router Configuration Guide*.

- Defining System Identification Information (Required) on page 55



- Configuring SNMP Agents and Communities (Required) on page 56
- Managing SNMP Trap Groups (Required) on page 57
- Controlling Access to MIBs (Optional) on page 58

### Defining System Identification Information (Required)

Basic system identification information for a Services Router can be configured with SNMP and stored in various MIBs. This information can be accessed through SNMP requests and either queried or reset. Table 29 identifies types of basic system identification and the MIB objects into which it is stored.

**Table 29: System Identification Information and Corresponding MIB Objects**

System Information	MIB
Contact	sysContact
System location	sysLocation
System description	sysDescr
System name override	sysName

To configure basic system identification for SNMP:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. To configure basic system information using SNMP, perform the configuration tasks described in Table 30.
3. If you are finished configuring the network, commit the configuration.
4. To check the configuration, see “Verifying the SNMP Configuration” on page 59.

**Table 30: Configuring Basic System Identification**

Task	J-Web Configuration Editor	CLI Configuration Editor
Navigate to the <b>SNMP</b> level in the configuration hierarchy.	In the configuration editor hierarchy, select <b>Snmp</b> .	From the top of the configuration hierarchy, enter  <code>edit snmp</code>
Configure the system contact information (such as a name and phone number).	In the Contact box, type the contact information as a free-form text string.	Set the contact information:  <code>set contact "contact-information"</code>
Configure the system location information (such as a lab name and a rack name).	In the Location box, type the location information as a free-form text string.	Set the location information:  <code>set location "location-information"</code>

**Table 30: Configuring Basic System Identification (continued)**

Task	J-Web Configuration Editor	CLI Configuration Editor
Configure the system description ( <i>J4300 with 4 PIMs</i> , for example).	In the Description box, type the description information as a free-form text string.	Set the description information:  set description "description-information"
Configure a system name to override the system hostname defined in the <i>J-series Services Router Getting Started Guide</i> .	In the System Name box, type the system name as a free-form text string.	Set the system name:  set name name
Configure the local engine ID to use the MAC address of fe-0/0/0 as the engine ID suffix.	<ol style="list-style-type: none"> <li>1. Select <b>Engine id</b>.</li> <li>2. In the Engine id choice box, select <b>Use mac address</b> from the list.</li> <li>3. Click <b>OK</b>.</li> </ol>	Set the engine ID to use the MAC address:  set engine-id use-mac-address

### Configuring SNMP Agents and Communities (Required)

To configure the SNMP agent, you must enable and authorize the network management system access to the Services Router, by configuring one or more communities. Each community has a community name, an authorization, which determines the kind of access the network management system has to the router, and, when applicable, a list of valid clients that can access the router.

To configure SNMP communities:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. To configure SNMP communities, perform the configuration tasks described in Table 31.
3. If you are finished configuring the network, commit the configuration.
4. To check the configuration, see “Verifying the SNMP Configuration” on page 59.

**Table 31: Configuring SNMP Agents and Communities**

Task	J-Web Configuration Editor	CLI Configuration Editor
Navigate to the <b>SNMP</b> level in the configuration hierarchy.	In the configuration editor hierarchy, select <b>Snmp</b> .	From the top of the configuration hierarchy, enter  edit snmp

**Table 31: Configuring SNMP Agents and Communities (continued)**

<b>Task</b>	<b>J-Web Configuration Editor</b>	<b>CLI Configuration Editor</b>
Create and name a community.	<ol style="list-style-type: none"> <li>Next to Community, click <b>Add new entry</b>.</li> <li>In the Community box, type the name of the community as a free-form text string.</li> </ol>	<p>Create a community:</p> <pre>set community community-name</pre>
Grant read-write access to the community.	In the Authorization box, select <b>read-write</b> from the list.	<p>Set the authorization to read-write:</p> <pre>set community community-name authorization read-write</pre>
Allow community access to a client at a particular IP address—for example, at IP address 10.10.10.10.	<ol style="list-style-type: none"> <li>Next to Clients, click <b>Add new entry</b>.</li> <li>In the Prefix box, type the IP address, in dotted decimal notation.</li> <li>Click <b>OK</b>.</li> </ol>	<p>Configure client access for the IP address 10.10.10.10:</p> <pre>set community community-name clients 10.10.10.10</pre>
Allow community access to a group of clients—for example, all addresses within the 10.10.10.0/24 prefix, except those within the 10.10.10.10/29 prefix.	<ol style="list-style-type: none"> <li>Next to Clients, click <b>Add new entry</b>.</li> <li>In the Prefix box, type the IP address prefix 10.10.10.0/24, and click <b>OK</b>.</li> <li>Next to Clients, click <b>Add new entry</b>.</li> <li>In the Prefix box, type the IP address prefix 10.10.10.10/29.</li> <li>Select the <b>Restrict</b> check box.</li> <li>Click <b>OK</b>.</li> </ol>	<ol style="list-style-type: none"> <li>Configure client access for the IP address 10.10.10.0/24: <pre>set community community-name clients 10.10.10.0/24</pre> </li> <li>Configure client access to restrict the IP addresses 10.10.10.10/29: <pre>set community community-name clients 10.10.10.10/29 restrict</pre> </li> </ol>

## Managing SNMP Trap Groups (Required)

SNMP traps are unsolicited notifications that are generated by conditions on the Services Router. When events trigger a trap, a notification is sent to the configured clients for that particular trap group. To manage a trap group, you must create the group, specify the types of traps that are included in the group, and define one or more targets to receive the trap notifications.

To configure SNMP trap groups:

- Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
- To configure SNMP trap groups, perform the configuration tasks described in Table 32.

3. If you are finished configuring the network, commit the configuration.
4. To check the configuration, see “Verifying the SNMP Configuration” on page 59.

**Table 32: Configuring SNMP Trap Groups**

Task	J-Web Configuration Editor	CLI Configuration Editor
Navigate to the <b>SNMP</b> level in the configuration hierarchy.	In the configuration editor hierarchy, select <b>Snmp</b> .	From the top of the configuration hierarchy, enter  <code>edit snmp</code>
Create a trap group.	<ol style="list-style-type: none"> <li>1. Next to Trap group, click <b>Add new entry</b>.</li> <li>2. In the Group name box, type the name of the group as a free-form text string.</li> </ol>	Create a community:  <code>set trap-group trap-group-name</code>
Configure the trap group to send all trap notifications to a target IP address—for example, to the IP address 192.174.6.6.	<ol style="list-style-type: none"> <li>1. Next to Targets, click <b>Add new entry</b>.</li> <li>2. In the Target box, type the IP address 192.174.6.6, and click <b>OK</b>.</li> </ol>	Set the trap-group target to 192.174.6.6:  <code>set trap-group trap-group-name targets 192.174.6.6</code>
Configure the trap group to generate SNMP notifications on authentication failures, environment alarms, and changes in link state for any of the interfaces.	<ol style="list-style-type: none"> <li>1. Click <b>Categories</b>.</li> <li>2. Select the <b>Authentication</b>, <b>Chassis</b>, and <b>Link</b> check boxes.</li> <li>3. Click <b>OK</b>.</li> </ol>	Configure the trap group categories:  <code>set trap-group trap-group-name categories authentication chassis link</code>

### Controlling Access to MIBs (Optional)

By default, an SNMP community is granted access to all MIBs. To control the MIBs to which a particular community has access, configure SNMP views that include the MIBs you want to explicitly grant or deny access to.

To configure SNMP views:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. To configure SNMP views, perform the configuration tasks described in Table 33.
3. If you are finished configuring the network, commit the configuration.
4. To check the configuration, see “Verifying the SNMP Configuration” on page 59.

**Table 33: Configuring SNMP Views**

<b>Task</b>	<b>J-Web Configuration Editor</b>	<b>CLI Configuration Editor</b>
Navigate to the <b>SNMP</b> level in the configuration hierarchy.	In the configuration editor hierarchy, select <b>Snmp</b> .	From the top of the configuration hierarchy, enter:  <code>edit snmp</code>
Create a view.	<ol style="list-style-type: none"> <li>Next to View, click <b>Add new entry</b>.</li> <li>In the Name box, type the name of the view as a free-form text string.</li> </ol>	Create a view:  <code>set view view-name</code>
Configure the view to include a MIB—for example, <b>pingMIB</b> .	<ol style="list-style-type: none"> <li>Next to Oid, click <b>Add new entry</b>.</li> <li>In the Name box, type the OID of the <b>pingMIB</b>, in either dotted integer or subtree name format.</li> <li>In the View action box, select <b>include</b> from the list, and click <b>OK</b>.</li> </ol>	Set the <b>pingMIB</b> OID value and mark it for inclusion:  <code>set view view-name oid 1.3.6.1.2.1.80 include</code>
Configure the view to exclude a MIB—for example, <b>jnxPingMIB</b> .	<ol style="list-style-type: none"> <li>Next to Oid, click <b>Add new entry</b>.</li> <li>In the Name box, type the OID of the <b>jnxPingMIB</b>, in either dotted integer or subtree name format.</li> <li>In the View action box, select <b>exclude</b> from the list, and click <b>OK</b> twice.</li> </ol>	Set the <b>jnxPingMIB</b> OID value and mark it for exclusion:  <code>set view view-name oid jnxPingMIB exclude</code>
Associate the view with a community.	<ol style="list-style-type: none"> <li>On the Snmp page, under Community, click the name of the community to which you want to apply the view.</li> <li>In the View box, type the view name.</li> <li>Click <b>OK</b>.</li> </ol>	Set the community view:  <code>set community community-name view view-name</code>

## Verifying the SNMP Configuration

To verify the SNMP configuration, perform the following verification task.

### Verifying SNMP Agent Configuration

<b>Purpose</b>	Verify that SNMP is running and that requests and traps are being properly transmitted.
<b>Action</b>	From the CLI, enter the <code>show snmp statistics</code> command.
<b>Sample Output</b>	<pre>user@host&gt; show snmp statistics  SNMP statistics:</pre>

```

Input:
  Packets: 246213, Bad versions: 12, Bad community names: 12,
  Bad community uses: 0, ASN parse errors: 96,
  Too bigs: 0, No such names: 0, Bad values: 0,
  Read onlys: 0, General errors: 0,
  Total request varbinds: 227084, Total set varbinds: 67,
  Get requests: 44942, Get nexts: 190371, Set requests: 10712,
  Get responses: 0, Traps: 0,
  Silent drops: 0, Proxy drops: 0, Commit pending drops: 0,
  Throttle drops: 0,
V3 Input:
  Unknown security models: 0, Invalid messages: 0
  Unknown pdu handlers: 0, Unavailable contexts: 0
  Unknown contexts: 0, Unsupported security levels: 1
  Not in time windows: 0, Unknown user names: 0
  Unknown engine ids: 44, Wrong digests: 23, Decryption errors: 0
Output:
  Packets: 246093, Too bigs: 0, No such names: 31561,
  Bad values: 0, General errors: 2,
  Get requests: 0, Get nexts: 0, Set requests: 0,
  Get responses: 246025, Traps: 0

```

**What It Means** The output shows a list of the SNMP statistics, including details about the number and types of packets transmitted. Verify the following information:

- The number of requests and traps is increasing as expected with the SNMP client configuration.
- Under **Bad community names**, the number of bad (invalid) communities is not increasing. A sharp increase in the number of invalid community names generally means that one or more community strings are configured incorrectly.

For more information about `show snmp statistics`, see the *JUNOS System Basics and Services Command Reference*.

## Chapter 4

# Configuring the DHCP Server

A Dynamic Host Configuration Protocol (DHCP) server can automatically allocate IP addresses and also deliver configuration settings to client hosts on a subnet. DHCP is particularly useful for managing a pool of IP addresses among hosts. An IP address can be leased to a host for a limited period of time, allowing the DHCP server to share a limited number of IP addresses among a group of hosts that do not need permanent IP addresses.

The Services Router acts as the DHCP server, providing IP addresses and settings to hosts, such as PCs, that are connected to router interfaces. The DHCP server is compatible with the DHCP servers of other vendors on the network.



**NOTE:** Currently, the DHCP server does not support IPv6 address assignment, user class-specific configuration, DHCP failover protocol, or dynamic Domain Name System (DNS) updates. You cannot use DHCP for virtual private network (VPN) connections.

You can use either the J-Web configuration editor or CLI configuration editor to configure the DHCP server.

This chapter contains the following topics:

- DHCP Terms on page 61
- DHCP Overview on page 62
- Before You Begin on page 64
- Configuring the DHCP Server with Quick Configuration on page 64
- Configuring the DHCP Server with a Configuration Editor on page 70
- Verifying a DHCP Server Configuration on page 73

## DHCP Terms

Before configuring the DHCP server on J-series Services Routers, become familiar with the terms defined in Table 34.

**Table 34: DHCP Terms**

Term	Definition
binding	Collection of configuration parameters, including at least an IP address, assigned by a DHCP server to a DHCP client. A binding can be dynamic (temporary) or static (permanent). Bindings are stored in the DHCP server's binding database.
conflict	Problem that occurs when an address within the IP address pool is being used by a host that does not have an associated binding in the DHCP server's database. Addresses with conflicts are removed from the pool and logged in a conflicts list until you clear the list.
DHCP client	Host that uses DHCP to obtain an IP address and configuration settings.
DHCP options	Configuration settings sent within a DHCP message from a DHCP server to a DHCP client. For a list of DHCP options, see RFC 2132, <i>DHCP Options and BOOTP Vendor Extensions</i> .
DHCP server	Host that provides an IP address and configuration settings to a DHCP client. The Services Router is a DHCP server.
Dynamic Host Configuration Protocol (DHCP)	Configuration management protocol you can use to supervise and automatically distribute IP addresses and deliver configuration settings to client hosts from a central DHCP server. An extension of BOOTP, DHCP is defined in RFC 2131, <i>Dynamic Host Configuration Protocol (DHCP)</i> .
gateway router	Router that passes DHCP messages between DHCP clients and DHCP servers. A gateway router is sometimes referred to as a relay agent.
IP address pool	Collection of IP addresses maintained by the DHCP server for assignment to DHCP clients. The address pool is associated with a subnet on either a logical or physical interface.
lease	Period of time during which an IP address is allocated, or bound, to a DHCP client. A lease can be temporary (dynamic binding) or permanent (static binding).
router solicitation address	IP address to which a DHCP client can transmit router solicitation requests.
Windows Name Service (WINS) server	Server running the Microsoft Windows name resolution service for network basic input/output system (NetBIOS) names. WINS is used by hosts running NetBIOS over TCP/IP (NetBT) to register NetBIOS names and to resolve NetBIOS names to IP addresses.

## DHCP Overview

DHCP is based on BOOTP, a bootstrap protocol that allows a client to discover its own IP address, the IP address of a server host, and the name of a bootstrap file. DHCP servers can handle requests from BOOTP clients, but provide additional capabilities beyond BOOTP, such as the automatic allocation of reusable IP addresses and additional configuration options.



**NOTE:** You cannot configure the Services Router as both a DHCP server and a BOOTP relay agent.

DHCP provides two primary functions:

- Allocate temporary or permanent IP addresses to clients.
- Store, manage, and provide client configuration parameters.



As a DHCP server, a Services Router can provide temporary IP addresses from an IP address pool to all clients on a specified subnet, a process known as dynamic binding. Services Routers can also perform static binding, assigning permanent IP addresses to specific clients based on their media access control (MAC) addresses. Static bindings take precedence over dynamic bindings.

## **DHCP Options**

In addition to its primary DHCP functions, you can also configure the Services Router to send configuration settings like the following to clients through DHCP:

- IP address of the DHCP server (Services Router).
- List of Domain Name System (DNS) and NetBIOS servers
- List of gateway routers
- IP address of the boot server and the filename of the boot file to use
- DHCP options defined in RFC 2132, *DHCP Options and BOOTP Vendor Extensions*

## **Compatibility with Autoinstallation**

Services Router DHCP server functions are compatible with the autoinstallation feature. The DHCP server automatically checks any autoinstallation settings for conflicts and gives the autoinstallation settings priority over corresponding DHCP settings. For example, an IP address set by autoinstallation takes precedence over an IP address set by the DHCP server.

## **Conflict Detection and Resolution**

A client that receives an IP address from the Services Router operating as a DHCP server performs a series of Address Resolution Protocol (ARP) tests to verify that the address is available and no conflicts exist. If the client detects an address conflict, it informs the DHCP server about the conflict and can request another IP address from the DHCP server.

The Services Router maintains a log of all client-detected conflicts and removes addresses with conflicts from the DHCP address pool. To display the conflicts list, you use the `show system services dhcp conflicts` command. The addresses in the conflicts list remain excluded until you use the `clear system services dhcp conflict` command to manually clear the list.

## **Interface Restrictions**

The Services Router supports DHCP client requests received on Fast Ethernet interfaces only. However, DHCP requests received from a relay agent are supported on all interface types.

DHCP is not supported on interfaces that are part of a virtual private network (VPN).

## Before You Begin

---

Before you begin configuring the Services Router as a DHCP server, complete the following tasks:


- Determine the IP address pools and the lease durations to use for each subnet.
- Obtain the MAC addresses of the clients that require permanent IP addresses. Determine the IP addresses to use for these clients.
- List the IP addresses that are available for the servers and routers on your network—DNS, NetBIOS servers, boot servers, and gateway routers, for example.
- Determine the DHCP options required by the subnets and clients in your network.

## Configuring the DHCP Server with Quick Configuration

---

The DHCP Quick Configuration pages allow you to configure DHCP pools for subnets and static bindings for DHCP clients. If DHCP pools or static bindings are already configured, you can use the Configure Global DHCP Parameters Quick Configuration page to add settings for these pools and static bindings. Settings that have been previously configured for DHCP pools or static bindings are not overridden when you use the Configure Global DHCP Parameters Quick Configuration page.

Figure 10 through Figure 12 show the DHCP Quick Configuration pages.

**Figure 10: DHCP Quick Configuration Main Page**


**ROUTER - J2300**

Logged in as: **regress**

[Help](#) [About](#) [Logout](#)

---

**Monitor** **Configuration** **Diagnose** **Manage** **Alarms**

---

▼ **Quick Configuration**

- Set Up
- Secure Access
- Interfaces
- Users
- SNMP
- Routing
- Firewall/NAT
- DHCP**
- IPSec Tunnels
- Realtime Performance Monitoring

► **View and Edit**

► **History**

► **Rescue**

[Configuration](#) > [Quick Configuration](#) > [DHCP](#)

## Quick Configuration

---

### DHCP

---

#### Global DHCP Parameters

Use the button below to configure global DHCP server parameters. These parameters will be inherited by any pools or static bindings that you set up. This option is useful if you have many pools or static bindings and wish to only specify this shared information once.

Configure Global DHCP Parameters...

---

#### DHCP Pools

DHCP is not configured to listen on any subnets.


Add...

---

#### DHCP Static Binding

DHCP is not configured to listen for any MAC addresses.

**Figure 11: DHCP Quick Configuration Pool Page**



**ROUTER - J2300**

Logged in as: **regress**  
[Help](#) [About](#) [Logout](#)

---

Monitor
Configuration
Diagnose
Manage
Alarms

▼ Quick Configuration

Set Up  
 Secure Access  
 Interfaces  
 Users  
 SNMP  
 Routing  
 Firewall/NAT  

DHCP

 IPSec Tunnels  
 Realtime Performance Monitoring  

▶ View and Edit  
 ▶ History  
 ▶ Rescue

## Quick Configuration

### DHCP

---

#### DHCP Pool Information

**\* DHCP Subnet**

**\* Address Range (Low)**

**\* Address Range (High)**

**Exclude Addresses**

**Lease Time**

**Maximum**

**Default**

**?**

**?**

**?**

**?**

---

#### Server Information

**Server Identifier**

**Boot Option**

**Boot File**

**Figure 12: DHCP Quick Configuration Static Binding Page**

Juniper NETWORKS ROUTER - J2300

Logged in as: regress [Help](#) [About](#) [Logout](#)

**Monitor Configuration Diagnose Manage Alarms**

**Quick Configuration**

Set Up  
Secure Access  
Interfaces  
Users  
SNMP  
Routing  
Firewall/NAT  
**DHCP**  
IPsec Tunnels  
Realtime Performance Monitoring  
View and Edit  
History  
Rescue

**Quick Configuration**

**DHCP**

**DHCP Static Binding Information**

\* DHCP MAC Address  ?

\* Fixed IP Address  ?

Host Name  ?

Client Identifier  ?

Add Delete

**Lease Time**

Maximum Lease Time  ?

Default Lease Time  ?

**Server Information**

Server Identifier  ?

**Boot Option**

Boot File  ?

To configure the DHCP server with Quick Configuration:

1. In the J-Web interface, select **Configuration > DHCP**.
2. Access a DHCP Quick Configuration page:
  - To configure a DHCP pool for a subnet, click **Add** in the DHCP Pools box.
  - To configure a static binding for a DHCP client, click **Add** in the DHCP Static Binding box.
  - To globally configure settings for existing DHCP pools and static bindings, click **Configure Global DHCP Parameters**.

3. Enter information into the DHCP Quick Configuration pages, as described in Table 35.
4. Click one of the following buttons on the DHCP Quick Configuration page:
  - To apply the configuration and return to the Quick Configuration page, click **OK**.
  - To cancel your entries and return to the Quick Configuration page, click **Cancel**.
5. Go on to one of the following procedures:
  - To display the configuration, see “Displaying a DHCP Server Configuration” on page 73.
  - To verify DHCP operation, see “Verifying a DHCP Server Configuration” on page 73.

**Table 35: DHCP Server Quick Configuration Pages Summary**

Field	Function	Your Action
<b>DHCP Pool Information</b>		
DHCP Subnet (required)	Specifies the subnet on which DHCP is configured.	Type an IP address prefix.
Address Range (Low) (required)	Specifies the lowest address in the IP address pool range.	Type an IP address that is part of the subnet specified in DHCP Subnet.
Address Range (High) (required)	Specifies the highest address in the IP address pool range.	Type an IP address that is part of the subnet specified in DHCP Subnet. This address must be greater than the address specified in Address Range (Low).
Exclude Addresses	Specifies addresses to exclude from the IP address pool.	Do either of the following: <ul style="list-style-type: none"> <li>■ To add an excluded address, type the address next to the <b>Add</b> button, and click <b>Add</b>.</li> <li>■ To delete an excluded address, select the address in the Exclude Addresses box, and click <b>Delete</b>.</li> </ul>
<b>Lease Time</b>		
Maximum Lease Time (Seconds)	Specifies the maximum length of time a client can hold a lease. (Dynamic BOOTP lease lengths can exceed this maximum time.)	Type a number between 60 and 4,294,967,295 (seconds). You can also type <b>infinite</b> to specify a lease that never expires.
Default Lease Time (Seconds)	Specifies the length of time a client can hold a lease, for clients that do not request a specific lease length.	Type a number between 60 and 2,147,483,647 (seconds). You can also type <b>infinite</b> to specify a lease that never expires.
<b>Server Information</b>		

**Table 35: DHCP Server Quick Configuration Pages Summary (continued)**

Field	Function	Your Action
Server Identifier	Specifies the IP address of the DHCP server reported to a client.	Type the IP address of the Services Router. If you do not specify a server identifier, the primary address of the interface on which the DHCP exchange occurs is used.
Domain Name	Specifies the domain name that clients must use to resolve hostnames.	Type the name of the domain.
Domain Search	Specifies the order—from top to bottom—in which clients must append domain names when resolving hostnames using DNS.	Do either of the following: <ul style="list-style-type: none"> <li>■ To add a domain name, type the name next to the <b>Add</b> button, and click <b>Add</b>.</li> <li>■ To delete a domain name, select the name in the Domain Search box, and click <b>Delete</b>.</li> </ul>
DNS Name Servers	Defines a list of DNS servers the client can use, in order of preference—from top to bottom.	Do either of the following: <ul style="list-style-type: none"> <li>■ To add a DNS server, type an IP address next to the <b>Add</b> button, and click <b>Add</b>.</li> <li>■ To remove a DNS server, select the IP address in the DNS Name Servers box, and click <b>Delete</b>.</li> </ul>
Gateway Routers	Defines a list of relay agents on the subnet, in order of preference—from top to bottom.	Do either of the following: <ul style="list-style-type: none"> <li>■ To add a relay agent, type an IP address next to the <b>Add</b> button, and click <b>Add</b>.</li> <li>■ To remove a relay agent, select the IP address in the Gateway Routers box, and click <b>Delete</b>.</li> </ul>
WINS Servers	Defines a list of NetBIOS name servers, in order of preference—from top to bottom.	Do either of the following: <ul style="list-style-type: none"> <li>■ To add a NetBIOS name server, type an IP address next to the <b>Add</b> button, and click <b>Add</b>.</li> <li>■ To remove a NetBIOS name server, select the IP address in the WINS Servers box, and click <b>Delete</b>.</li> </ul>
<b>Boot Options</b>		
Boot File	Specifies the path and filename of the initial boot file to be used by the client.	Type a path and filename.
Boot Server	Specifies the TFTP server that provides the initial boot file to the client.	Type the IP address or hostname of the TFTP server.
<b>DHCP Static Binding Information</b>		
DHCP MAC Address (required)	Specifies the MAC address of the client to be permanently assigned a static IP address.	Type the hexadecimal MAC address of the client.

**Table 35: DHCP Server Quick Configuration Pages Summary (continued)**

Field	Function	Your Action
Fixed IP Addresses (required)	Defines a list of IP addresses permanently assigned to the client. A static binding must have at least one fixed address assigned to it, but multiple addresses are also allowed.	Do either of the following: <ul style="list-style-type: none"> <li>■ To add an IP address, type it next to the <b>Add</b> button, and click <b>Add</b>.</li> <li>■ To remove an IP address, select it in the Fixed IP Addresses box, and click <b>Delete</b>.</li> </ul>
Host Name	Specifies the name of the client used in DHCP messages exchanged between the server and the client. The name must be unique to the client within the subnet on which the client resides.	Type a client hostname.
Client Identifier	Specifies the name of the client used by the DHCP server to index its database of address bindings. The name must be unique to the client within the subnet on which the client resides.	Type a client identifier in string form.
Hexadecimal Client Identifier	Specifies the name of the client, in hexadecimal, used by the DHCP server to index its database of address bindings. The name must be unique to the client within the subnet on which the client resides.	Type a client identifier in hexadecimal form.

## Configuring the DHCP Server with a Configuration Editor

A typical DHCP server configuration provides the following configuration settings for a particular subnet on a Services Router interface:

- An IP address pool, with one address excluded from the pool.
- Default and maximum lease times.
- Domain search suffixes. These suffixes specify the domain search list used by a client when resolving hostnames with DNS. See RFC 3397, *Dynamic Host Configuration Protocol (DHCP) Domain Search Option*, for more information.
- A DNS name server.
- A DHCP option—Router solicitation address option (option 32). The IP address excluded from the IP address pool is reserved for this option.

In addition, the DHCP server might assign a static address to at least one client on the subnet. Table 36 provides the settings and values for the sample DHCP server configuration used in this section.



**Table 36: Sample DHCP Server Configuration Settings**

Settings	Sample Value or Values
<b>DHCP Subnet Configuration</b>	
Address pool subnet address	192.168.2.0/24
High address in the pool range	192.168.2.254
Low address in the pool range	192.168.2.2
Address pool default lease time, in seconds	1,209,600 (14 days)
Address pool maximum lease time, in seconds	2,419,200 (28 days)
Domain search suffixes	mycompany.net mylab.net
Address to exclude from the pool	192.168.2.33
DNS server address	192.168.10.2
Identifier code for router solicitation address option	32
Type choice for router solicitation address option	Ip address
IP address for router solicitation address option	192.168.2.33
<b>DHCP MAC Address Configuration</b>	
Static binding MAC address	01:03:05:07:09:0B
Fixed address	192.168.2.50

To configure the Services Router as a DHCP server for a subnet and a single client:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. Perform the configuration tasks described in Table 37.
3. If you are finished configuring the router, commit the configuration.
4. To verify DHCP server configuration and operation, see “Verifying a DHCP Server Configuration” on page 73.

**Table 37: Configuring the DHCP Server**

Task	J-Web Configuration Editor	CLI Configuration Editor
Navigate to the <b>Dhcp server</b> level in the configuration hierarchy.	In the configuration editor hierarchy, select <b>System &gt; Services &gt; Dhcp server</b> .	From the top of the configuration hierarchy, enter  edit system services dhcp

**Table 37: Configuring the DHCP Server (continued)**

<b>Task</b>	<b>J-Web Configuration Editor</b>	<b>CLI Configuration Editor</b>
Define the IP address pool.	<ol style="list-style-type: none"> <li>Next to Pool, click <b>Add new entry</b>.</li> <li>In the Subnet address box, type <b>192.168.2.0/24</b>.</li> <li>Next to Address range, select the check box.</li> <li>Next to Address range, click <b>Configure</b>.</li> <li>In the High box, type <b>192.168.2.254</b>.</li> <li>In the Low box, type <b>192.168.2.2</b>.</li> <li>Click <b>OK</b>.</li> </ol>	Set the IP address pool range:  <b>set pool 192.168.2.0/24 address-range low 192.168.2.2 high 192.168.2.254</b>
Define the default and maximum lease times, in seconds.	<ol style="list-style-type: none"> <li>From the Default lease time list, select <b>Enter Specific Value</b>.</li> <li>In the Length box, type <b>1209600</b>.</li> <li>From the Maximum lease time list, select <b>Enter Specific Value</b>.</li> <li>Next to Maximum lease time, type <b>2419200</b>.</li> </ol>	Set the default and maximum lease times:  <b>set pool 192.168.2.0/24 default-lease-time 1209600 maximum-lease-time 2419200</b>
Define the domain search suffixes to be used by the clients.	<ol style="list-style-type: none"> <li>Next to Domain search, click <b>Add new entry</b>.</li> <li>In the Suffix box, type <b>mycompany.net</b>.</li> <li>Click <b>OK</b>.</li> <li>Next to Domain search, click <b>Add new entry</b>.</li> <li>In the Suffix box, type <b>mylab.net</b>.</li> <li>Click <b>OK</b>.</li> </ol>	Set the domain search suffixes:  <b>set pool 192.168.2.0/24 domain-search mycompany.net</b>  <b>set pool 192.168.2.0/24 domain-search mylab.net</b>
Exclude addresses from the IP address pool.	<ol style="list-style-type: none"> <li>Next to Exclude address, click <b>Add new entry</b>.</li> <li>In the Address box, type <b>192.168.2.33</b>.</li> <li>Click <b>OK</b>.</li> </ol>	Set the address to exclude from the IP address pool:  <b>set pool 192.168.2.0/24 exclude-address 192.168.2.33</b>
Define a DNS server.	<ol style="list-style-type: none"> <li>Next to Name server, click <b>Add new entry</b>.</li> <li>In the Address box, type <b>192.168.10.2</b>.</li> <li>Click <b>OK</b>.</li> </ol>	Set the DNS server IP address:  <b>set pool 192.168.2.0/24 name-server 192.168.10.2</b>

**Table 37: Configuring the DHCP Server (continued)**

<b>Task</b>	<b>J-Web Configuration Editor</b>	<b>CLI Configuration Editor</b>
Define DHCP option 32—the router solicitation address option.	<ol style="list-style-type: none"> <li>Next to Option, click <b>Add new entry</b>.</li> <li>In the Option identifier code box, type 32.</li> <li>From the Option type choice list, select <b>Ip address</b>.</li> <li>In the Ip address box, type 192.168.2.33.</li> <li>Click <b>OK</b> twice.</li> </ol>	<p>Set the router solicitation IP address:</p> <pre>set pool 192.168.2.0/24 option 32 ip-address 192.168.2.33</pre>
Assign a static IP address of 192.168.2.50 to MAC address 01:03:05:07:09:0B.	<ol style="list-style-type: none"> <li>Next to Static binding, click <b>Add new entry</b>.</li> <li>In the Mac address box, type 01:03:05:07:09:0B.</li> <li>Next to Fixed address, click <b>Add new entry</b>.</li> <li>In the Address box, type 192.168.2.50.</li> <li>Click <b>OK</b> until you return to the Configuration page.</li> </ol>	<p>Associate a fixed IP address with the MAC address of the client:</p> <pre>set static-binding 01:03:05:07:09:0B fixed-address 192.168.2.50</pre>

## Verifying a DHCP Server Configuration

To verify a DHCP server configuration, perform the following tasks:

- Displaying a DHCP Server Configuration on page 73
- Verifying the DHCP Binding Database on page 74
- Verifying DHCP Server Operation on page 75
- Displaying DHCP Statistics on page 77

### Displaying a DHCP Server Configuration

**Purpose** Verify the configuration of a DHCP server.

**Action** From the J-Web interface, select **Configuration > View and Edit > View Configuration Text**. Alternatively, from configuration mode in the CLI, enter the show system services dhcp command from the top level.

You can also view the IP address pool from the CLI in operational mode by entering the show system services dhcp pool command.

**Sample Output** [edit]

```

user@host# show system services dhcp
pool 192.168.2.0/24 {
    address-range low 192.168.2.2 high 192.168.2.254;
    exclude-address {
        192.168.2.33;
    }
    maximum-lease-time 2419200;
    default-lease-time 1209600;
    name-server {
        192.168.10.2;
    }
    domain-search {
        mycompany.net;
        mylab.net;
    }
    option 16 ip-address 192.168.2.33;
}
static-binding 01.03.05.07.09.0b {
    fixed-address {
        192.168.2.50;
    }
}

```

**What It Means** Verify that the output shows the intended configuration of the DHCP server. For more information about the format of a configuration file, see the *J-series Services Router Configuration Guide*.

## Verifying the DHCP Binding Database

**Purpose** Verify that the DHCP binding database reflects your DHCP server configuration.

**Action** From operational mode in the CLI, to display all active bindings in the database, enter the `show system services dhcp binding` command. To display all bindings in the database, including their current binding state, enter the `show system services dhcp binding detail` command. To display more information about a client, including its DHCP options, enter the `show system services dhcp binding ip-address detail` command, replacing *ip-address* with the IP address of the client.

The DHCP binding database resulting from the configuration defined in “Configuring the DHCP Server with a Configuration Editor” on page 70 is displayed in the following sample output.

To clear the DHCP binding database, enter the `clear system services dhcp binding` command. To remove a specific entry from the DHCP binding database, enter the `clear system services dhcp binding ip-address` command, replacing *ip-address* with the IP address of the client.

You can also use the J-Web interface to view information in the DHCP binding database. For more information, see “Monitoring DHCP” on page 121.

**Sample Output** `user@host> show system services dhcp binding`

IP Address	Hardware Address	Type	Lease Expires
------------	------------------	------	---------------

```

192.168.2.2  02:04:06:08:0A:0C  dynamic      2005-02-07 8:48:59 PDT
192.168.2.50 01:03:05:07:09:0B  static      never

```

```
user@host> show system services dhcp binding 192.168.2.2 detail
```

DHCP binding information:

```

IP address      192.168.2.2
Hardware address 02:04:06:08:0A:0C
Pool            192.168.2.0/24
Request received on fe-0/0/0

```

Lease information:

```

Type            dynamic
Obtained at      2005-01-24 8:48:59 PDT
Expires at      2005-02-07 8:48:59 PDT
State           active

```

DHCP options:

```

Name: domain-name, Value: mycompany.net mylab.net
Name: name-server, Value: 192.168.10.2
Code: 16, Type: ip-address, Value: 192.168.2.33

```

```
user@host> show system services dhcp conflicts
```

#### What It Means

Verify the following information:

- For each dynamic binding, verify that the IP address is within the range of the configured IP address pool. Under **Lease Expires**, verify that the difference between the date and time when the lease expires and the current date and time is less than the maximum configured lease time.
- For each static binding, verify that the IP address corresponds to the MAC address displayed under **Hardware Address** (as defined in the **static-binding** statement in the configuration). Under **Lease Expires**, verify that the lease expiration is **never**.
- In the output displayed by the `show system services dhcp binding ip-address detail` command, verify that the options under **DHCP options** are correct for the subnet.
- Verify that the `show system services dhcp conflicts` command does not display any conflicts.

## Verifying DHCP Server Operation

**Purpose** Verify that the DHCP server is operating as configured.

**Action** Take the following actions:

- Use the `ping` command to verify that a client responds to ping packets containing the destination IP address assigned by the Services Router.
- Display the IP configuration on the client. For example, on a PC running Microsoft Windows, enter `ipconfig /all` at the command prompt to display the PC's IP configuration.

**Sample Output**

```

user@host> ping 192.168.2.2

PING 192.168.2.2 (192.168.2.2): 56 data bytes
64 bytes from 192.168.2.2: icmp_seq=0 ttl=255 time=8.856 ms
64 bytes from 192.168.2.2: icmp_seq=1 ttl=255 time=11.543 ms
64 bytes from 192.168.2.2: icmp_seq=2 ttl=255 time=10.315 ms
...

C:\Documents and Settings\user> ipconfig /all

Windows 2000 IP Configuration

        Host Name . . . . . : my-pc
        Primary DNS Suffix . . . . . : mycompany.net
        Node Type . . . . . : Hybrid
        IP Routing Enabled. . . . . : No
        WINS Proxy Enabled. . . . . : No
        DNS Suffix Search List. . . . . : mycompany.net
                                          mylab.net

Ethernet adapter Local Area Connection 2:

        Connection-specific DNS Suffix . : mycompany.net mylab.net
        Description . . . . . : 10/100 LAN Fast Ethernet Card
        Physical Address. . . . . : 02-04-06-08-0A-0C
        DHCP Enabled. . . . . : Yes
        Autoconfiguration Enabled . . . . : Yes
        IP Address. . . . . : 192.168.2.2
        Subnet Mask . . . . . : 255.255.254.0
        Default Gateway . . . . . : 192.168.10.3
        DHCP Server . . . . . : 192.168.2.1
        DNS Servers . . . . . : 192.168.10.2
        Primary WINS Server . . . . . : 192.168.10.4
        Secondary WINS Server . . . . . : 192.168.10.5
        Lease Obtained. . . . . : Monday, January 24, 2005 8:48:59 AM
        Lease Expires . . . . . : Monday, February 7, 2005 8:48:59 AM

```

**What It Means**

Verify the following:

- The client returns a ping response.

For information about using the J-Web interface to ping a host, see “Using the J-Web Ping Host Tool” on page 134. For more information about the ping command, see “Pinging Hosts from the CLI” on page 148 or the *JUNOS System Basics and Services Command Reference*.

- The client IP configuration displayed contains the configured values. For example, for the DHCP configuration in “Configuring the DHCP Server with a Configuration Editor” on page 70, you can verify the following settings:
  - DNS Suffix Search List is correct.
  - IP address is within the IP address pool you configured.
  - DHCP Server is the primary IP address of the Services Router interface on which the DHCP message exchange occurs. If you include the

server-identifier statement in your configuration, the DHCP server IP address specified in this statement is displayed.

- Lease Obtained and Lease Expires times are correct.

The `ipconfig` command also displays other DHCP client settings that can be configured on the Services Router, including the client's hostname, default gateways, and WINS servers.

## Displaying DHCP Statistics

**Purpose** Display DHCP statistics, including lease times, packets dropped, and DHCP and BOOTP messages received and sent, to verify normal operation.

**Action** Enter the `show system services dhcp statistics` command to display the DHCP statistics.

**Sample Output** `user@host> show system services dhcp statistics`

```
Default settings:
  Default lease time      14 days
  Minimum lease time     1 minute
  Maximum lease time     28 days
  BOOTP lease length     0 seconds
  BOOTP lease cutoff     unknown

Packets dropped:
  Total                  0

Messages received:
  BOOTREQUEST           0
  DHCPDECLINE           0
  DHCPDISCOVER          0
  DHCPINFORM            0
  DHCPRELEASE           0
  DHCPREQUEST           78

Messages sent:
  BOOTREPLY             0
  DHCPOFFER             0
  DHCPACK               78
  DHCPNAK               0
```

**What It Means** Verify the following:

- The default settings displayed are consistent with your DHCP server configuration.
- The number of dropped packets and errors is small.
- DHCPREQUEST messages have been received and DHCPACK messages have been sent.





## Chapter 5

# Configuring and Monitoring Alarms

Alarms on a J-series Services Router alert you to conditions on a network interface, on the router chassis, or in the system software that might prevent the router from operating normally. You can set the conditions that trigger alarms on an interface. Chassis and system alarm conditions are preset.

An active alarm lights the ALARM LED on the front panel of the router. You can monitor active alarms from the J-Web interface or the CLI.

This chapter contains the following topics. For more information about alarms, see the *JUNOS System Basics Configuration Guide*.

- Alarm Terms on page 79
- Alarm Overview on page 80
- Before You Begin on page 86
- Configuring Alarms with a Configuration Editor on page 86
- Checking Active Alarms on page 88
- Verifying the Alarms Configuration on page 90

## Alarm Terms

Before configuring and monitoring alarms on Services Routers, become familiar with the terms defined in Table 38.

**Table 38: Alarm Terms**

Term	Definition
alarm	Signal alerting you to conditions that might prevent normal operation. On a Services Router, the alarm signal is the yellow <b>ALARM</b> LED lit on the front of the chassis.
alarm condition	Failure event that triggers an alarm.
alarm severity	Seriousness of the alarm. The level of severity can be either major (red) or minor (yellow).
chassis alarm	Predefined alarm triggered by a physical condition on the router such as a power supply failure, excessive component temperature, or media failure.

**Table 38: Alarm Terms (continued)**

Term	Definition
interface alarm	<p>Alarm triggered by the state of a physical link on a fixed or installed Physical Interface Module (PIM), such as a link failure or a missing signal.</p> <p>Interface alarms are triggered by conditions on a T1 (DS1), Fast Ethernet, serial, or T3 (DS3) physical interface or by conditions on the <b>sp-0/0/0</b> adaptive services interface for stateful firewall filter, Network Address Translation (NAT), intrusion detection service (IDS), or IP Security (IPSec) services.</p> <p>To enable an interface alarm, you must explicitly set an alarm condition.</p>
system alarm	Predefined alarm triggered by a missing rescue configuration or failure to install a license for a licensed software feature.

## Alarm Overview

Services Router alarms warn you about conditions that can prevent the router from operating normally.

When an alarm condition triggers an alarm, the Services Router lights the yellow (amber) **ALARM** LED on the front panel. When the condition is corrected, the light turns off.



**NOTE:** The **ALARM** LED on the Services Router lights yellow whether the alarm condition is major (red) or minor (yellow).

This section contains the following topics:

- Alarm Types on page 80
- Alarm Severity on page 81
- Alarm Conditions on page 81

## Alarm Types

The Services Router supports three types of alarms:

- Interface alarms indicate a problem in the state of the physical links on fixed or installed PIMs. To enable interface alarms, you must configure them.
- Chassis alarms indicate a failure on the router or one of its component. Chassis alarms are preset and cannot be modified.
- System alarms indicate a missing rescue configuration or software license. System alarms are preset and cannot be modified, although you can configure them to appear automatically in the J-Web or CLI display.

## Alarm Severity

Alarms on a Services Router have two severity levels:

- Major (red)—Indicates a critical situation on the router that has resulted from one of the following conditions. A red alarm condition requires immediate action.
  - One or more hardware components have failed.
  - One or more hardware components have exceeded temperature thresholds.
  - An alarm condition configured on an interface has triggered a critical warning.
- Minor (yellow)—Indicates a noncritical condition on the router that, if left unchecked, might cause an interruption in service or degradation in performance. A yellow alarm condition requires monitoring or maintenance.

A missing rescue configuration or software license generates a yellow system alarm.

## Alarm Conditions

To enable alarms on a Services Router interface, you must select an alarm condition and an alarm severity. In contrast, alarm conditions and severity are preconfigured for chassis alarms and system alarms.

This section contains the following topics:

- Interface Alarm Conditions on page 81
- Chassis Alarm Conditions and Corrective Actions on page 84
- System Alarm Conditions and Corrective Actions on page 85

### Interface Alarm Conditions

Table 39 lists the interface conditions, sorted by interface type, that you can configure for an alarm. Each alarm condition can be configured to trigger either a major (red) alarm or minor a (yellow) alarm. The corresponding configuration option is included.

For the services stateful firewall filters, NAT, IDS, and IPSec, which operate on an internal adaptive services module within a Services Router, you can configure alarm conditions on the integrated services and services interfaces.

**Table 39: Interface Alarm Conditions**

<b>Interface</b>	<b>Alarm Condition</b>	<b>Description</b>	<b>Configuration Option</b>
DS1 (T1)	Alarm indication signal	The normal T1 traffic signal contained a defect condition and has been replaced by the AIS. A transmission interruption occurred at the remote endpoint or upstream of the remote endpoint. This all-ones signal is transmitted to prevent consequential downstream failures or alarms.	ais
	Yellow alarm	The remote endpoint is in red alarm failure. This condition is also known as a far end alarm failure.	ylw
Ethernet (Fast Ethernet)	Link is down	The physical link is unavailable.	link-down
Integrated services	Hardware or software failure	On the adaptive services module, either the hardware associated with the module, or the software that drives the module, has failed.	failure
Serial	Clear-to-Send signal absent	The remote endpoint of the serial link is not transmitting a CTS signal. The CTS signal must be present before data can be transmitted across a serial link.	cts-absent
	Data Carrier Detect signal absent	The remote endpoint of the serial link is not transmitting a DCD signal. Because the DCD signal transmits the state of the router, no signal probably indicates that the remote endpoint of the serial link is unavailable.	dcd-absent
	Data Set Ready signal absent	The remote endpoint of the serial link is not transmitting a DSR signal. The DSR signal indicates that the remote endpoint is ready to receive and transmit data across the serial link.	dsr-absent
	Loss of receive clock	The clock signal from the remote endpoint is not present. Serial connections require clock signals to be transmitted from one endpoint and received by the other endpoint of the link.	loss-of-rx-clock
	Loss of transmit clock	The local clock signal is not present. Serial connections require clock signals to be transmitted from one endpoint and received by the other endpoint of the link.	loss-of-tx-clock

**Table 39: Interface Alarm Conditions (continued)**

<b>Interface</b>	<b>Alarm Condition</b>	<b>Description</b>	<b>Configuration Option</b>
Services	Services module hardware down	A hardware problem has occurred on the Services Router's services module. This error typically means that one or more of the CPUs on the module has failed.	hw-down
	Services link down	The link between the Services Router and its services module is unavailable.	linkdown
	Services module held in reset	The Services Router's services module is stuck in reset mode. If the services module fails to start up five or more times in a row, the services module is held in reset mode. Startup fails when the amount of time from CPU release to CPU halt is less than 300 seconds.	pic-hold-reset
	Services module reset	The Services Router's services module is resetting. The module resets after it crashes or is reset from the CLI, or when it takes longer than 60 seconds to start up.	pic-reset
	Services module software down	A software problem has occurred on the Services Router's services module.	sw-down
E3	Alarm indication signal	The normal E3 traffic signal contained a defect condition and has been replaced by the AIS. A transmission interruption occurred at the remote endpoint or upstream of the remote endpoint. This all-ones signal is transmitted to prevent consequential downstream failures or alarms.	ais
	Loss of signal	No remote E3 signal is being received at the E3 interface.	los
	Out of frame	An out-of-frame (OOF) condition has existed for 10 seconds. This alarm applies only to E3 interfaces configured in frame mode. The OOF failure is cleared when no OOF or LOS defects have occurred for 20 seconds.	oof
	Remote defect indication	An AIS, LOS, or OOF condition exists. This alarm applies only to E3 interfaces configured in frame mode.	rdi

**Table 39: Interface Alarm Conditions (continued)**

<b>Interface</b>	<b>Alarm Condition</b>	<b>Description</b>	<b>Configuration Option</b>
T3 (DS3)	Alarm indication signal	The normal T3 traffic signal contained a defect condition and has been replaced by the AIS. A transmission interruption occurred at the remote endpoint or upstream of the remote endpoint. This all-ones signal is transmitted to prevent consequential downstream failures or alarms.	ais
	Excessive number of zeros	The bit stream received from the upstream host has more consecutive zeros than are allowed in a T3 frame.	exz
	Far-end receive failure	The remote endpoint of the connection has failed. A FERF differs from a yellow alarm, because the failure can be any failure, not just an out-of-frame (OOF) or loss-of-signal (LOS) failure.	ferf
	Idle alarm	The Idle signal is being received from the remote endpoint.	idle
	Line code violation	Either the line encoding along the T3 link is corrupted, or a mismatch between the encoding at the local and remote endpoints of a T3 connection occurred.	lcv
	Loss of frame	An out-of-frame (OOF) or loss-of-signal (LOS) condition has existed for 10 seconds. The loss-of-frame (LOF) failure is cleared when no OOF or LOS defects have occurred for 20 seconds. A LOF failure is also called a red failure.	lof
	Loss of signal	No remote T3 signal is being received at the T3 interface.	los
	Phase-locked loop out of lock	The clocking signals for the local and remote endpoints no longer operate in lock-step.	pll
	Yellow alarm	The remote endpoint is in red alarm failure. This condition is also known as a far end alarm failure.	ylw

## Chassis Alarm Conditions and Corrective Actions

Table 40 lists chassis components with preset alarms, the conditions that can trigger an alarm, the alarm severity, and the action you take to correct the condition.

**Table 40: Chassis Alarm Conditions and Corrective Actions**

Component	Alarm Conditions	Corrective Action	Alarm Severity
Alternative boot media	The Services Router boots from an alternative boot device—the removable compact flash disk or the USB storage device.	Typically, the router boots from the primary compact flash disk. If you configured your router to boot from an alternative boot device, ignore this alarm condition.  If you did not configure the router to boot from an alternative boot device, contact JTAC. (See “Requesting Support” on page xviii.)	Yellow (minor)
PIM	A PIM has failed.  When a PIM fails, it attempts to reboot. If the Routing Engine detects that a PIM is rebooting too often, it shuts down the PIM.	Replace the failed PIM. (See the <i>J-series Services Router Getting Started Guide</i> .)	Red (major)
Routing Engine	An error occurred during the process of reading or writing compact flash.	Reformat the compact flash and install a bootable image. (See “Performing Software Upgrades and Reboots” on page 189.)  If this remedy fails, you must replace the failed Routing Engine. To contact JTAC, see “Requesting Support” on page xviii.	Yellow (minor)
	Routing Engine temperature is too warm.	■ Check the room temperature. (See the <i>J-series Services Router Getting Started Guide</i> .)	Yellow (minor)
	Routing Engine temperature is too hot.	■ Check the air flow. (See the <i>J-series Services Router Getting Started Guide</i> .)  ■ Check the fans. (See the <i>J-series Services Router Getting Started Guide</i> .) If you must replace a fan or the Routing Engine, contact JTAC. (See “Requesting Support” on page xviii.)	Red (major)
	Routing Engine fan has failed.	Replace the failed fan. To contact JTAC, see “Requesting Support” on page xviii.	Red (major)

## System Alarm Conditions and Corrective Actions

Table 41 lists the two preset system alarms, the condition that triggers each alarm, and the action you take to correct the condition.

**Table 41: System Alarm Conditions and Corrective Actions**

Alarm Type	Alarm Condition	Corrective Action
Configuration	The rescue configuration is not set.	Set the rescue configuration. For instructions, see the <i>J-series Services Router Configuration Guide</i> .
License	<p>You have configured at least one software feature that requires a feature license, but no valid license for the feature is currently installed.</p> <p><b>NOTE:</b> This alarm indicates that you are in violation of the software license agreement. You must install a valid license key to be in compliance with all agreements.</p>	Install a valid license key. For instructions, see “Installing and Managing J-series Licenses” on page 3.

## Before You Begin

Before you begin configuring and monitoring alarms, complete the following tasks:

- Establish basic connectivity. See the *J-series Services Router Getting Started Guide*.
- Configure network interfaces. See the *J-series Services Router Configuration Guide*.

## Configuring Alarms with a Configuration Editor

To configure interface alarms on a Services Router, you must select the network interface on which to apply an alarm and the condition you to trigger the alarm. For a list of conditions, see “Interface Alarm Conditions” on page 81.

To configure interface alarms:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. Perform the configuration tasks described in Table 42.
3. If you are finished configuring the network, commit the configuration.
4. To verify the alarms configuration, see “Displaying Alarm Configurations” on page 90.
5. To check the status of active alarms, see “Checking Active Alarms” on page 88.



**Table 42: Configuring Interface Alarms**

<b>Task</b>	<b>J-Web Configuration Editor</b>	<b>CLI Configuration Editor</b>
Navigate to the <b>Alarm</b> level in the configuration hierarchy.	In the configuration editor hierarchy, select <b>Chassis &gt; Alarm</b> .	From the top of the configuration hierarchy, enter  edit chassis alarm
Configure the system to generate a red interface alarm when a Yellow alarm is detected on a T1 (DS1) link.	<ol style="list-style-type: none"> <li>1. In the Ds1 field, click <b>Configure</b>.</li> <li>2. From the the Ylw list, select <b>red</b>.</li> <li>3. Click <b>OK</b>.</li> </ol>	Enter  set ds1 ylw red
Configure the system to generate a red interface alarm when a link down failure is detected on a Fast Ethernet link.	<ol style="list-style-type: none"> <li>1. In the Ethernet field, click <b>Configure</b>.</li> <li>2. From the Link down list, select <b>red</b>.</li> <li>3. Click <b>OK</b>.</li> </ol>	Enter  set ethernet link-down red
Configure the system to generate the following interface alarms on a serial link: <ul style="list-style-type: none"> <li>■ Yellow alarm when no CTS signal is detected</li> <li>■ Yellow alarm when no DCD signal is detected</li> <li>■ Red alarm when the receiver clock is not detected</li> <li>■ Red alarm when the transmission clock is not detected</li> </ul>	<ol style="list-style-type: none"> <li>1. In the Serial field, click <b>Configure</b>.</li> <li>2. From the Cts absent list, select <b>yellow</b>.</li> <li>3. From the Dcd absent list, select <b>yellow</b>.</li> <li>4. From the Loss of rx clock list, select <b>red</b>.</li> <li>5. From the Loss of tx clock list, select <b>red</b>.</li> <li>6. Click <b>OK</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Enter set serial cts-absent yellow</li> <li>2. Enter set serial dcd-absent yellow</li> <li>3. Enter set serial loss-of-rx-clock red</li> <li>4. Enter set serial loss-of-tx-clock red</li> </ol>

**Table 42: Configuring Interface Alarms (continued)**

Task	J-Web Configuration Editor	CLI Configuration Editor
Configure the system to generate the following interface alarms on a T3 link:	1. In the T3 field, click <b>Configure</b> .	1. Enter
■ Red alarm when the remote endpoint is experiencing a Red failure	2. From the Ylw list, select <b>red</b> .	set t3 ylw red
■ Yellow alarm when the upstream bit stream has more consecutive zeros than are permitted	3. From the Exz list, select <b>yellow</b> .	2. Enter
	4. From the Los list, select <b>red</b> .	set t3 exz yellow
■ Red alarm when there is a loss of signal on the interface	5. Click <b>OK</b> .	3. Enter
		set t3 los red
Configure the system to display active system alarms whenever a user with the login class <b>admin</b> logs in to the router.	1. From the top of the configuration editor hierarchy, select <b>System &gt; Login</b> .	1. Enter
	2. In the Class field, click <b>Add new entry</b> .	edit system login
	3. In the Class name field, type <b>admin</b> .	2. Enter
	4. Select the <b>Login alarms</b> check box.	set class admin login-alarms
	5. Click <b>OK</b> .	3. Add the login class <b>admin</b> to users. For details, see “Defining Login Classes” on page 38.
	6. Add the login class <b>admin</b> to users. For details, see “Defining Login Classes” on page 38.	

## Checking Active Alarms

The alarm information includes alarm type, alarm severity, and a brief description for each active alarm on the Services Router. To view the active alarms, select **Alarms** in the J-Web interface, or enter the following CLI show commands:

- show chassis alarms
- show system alarms



**NOTE:** If a Services Router has active alarms and you have not displayed the View Alarms page, *Alarms* in the task bar appears in red. After you view the alarms, *Alarms* returns to grey. If new alarms become active, *Alarms* is red until you again display the View Alarms page.

Figure 13 shows the View Alarms summary page. Click an alarm in the list of active alarms to display a detailed alarm message.

**Figure 13: J-Web View Alarms Summary Page**

Juniper NETWORKS ROUTER - J4300

Logged in as: **regress**

[Help](#) [About](#) [Logout](#)

**Monitor** **Configuration** **Diagnose** **Manage** **Alarms**

[Alarms > View Alarms](#)

**View Alarms**

### View Alarms

#### Alarm Summary

New?	Received At	Severity	Subject
No	2005-04-11 10:58:59 PDT	Major	<a href="#">fe-5/0/1: Link down</a>
No	2005-04-11 10:46:20 PDT	Minor	<a href="#">Stateful firewall usage requires a license</a>
No	2005-04-11 10:45:36 PDT	Minor	<a href="#">1 T1 port requires a license</a>
No	2005-04-04 10:17:08 PDT	Minor	<a href="#">Rescue configuration is not set</a>

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Table 43 summarizes the output fields on the alarms page.

**Table 43: Summary of Key Alarm Output Fields**

Field	Values	Additional Information
<b>Alarm Summary</b>		
New?	Viewed status of the alarm—either Yes (a new alarm) or No (a previously viewed alarm).	After you have once displayed the View Alarms page, any new alarms that appear on the page during the same J-Web session are identified as previously viewed.
Received at	Date and time when the alarm condition was detected.	
Severity	Alarm severity—either major (red) or minor (yellow).	A major (red) alarm condition requires immediate action. A minor (yellow) condition requires monitoring or maintenance.
Subject	Brief synopsis of the alarm.	Clicking the alarm subject displays a detailed alarm message.
<b>Detailed Alarm Message</b>		
Received at	Date and time when the failure was detected.	

**Table 43: Summary of Key Alarm Output Fields (continued)**

Field	Values	Additional Information
Severity	Alarm severity—either major (red) or minor (yellow).	A major (red) alarm condition requires immediate action. A minor (yellow) condition requires monitoring or maintenance.
Alarm Type	Category of the alarm: <ul style="list-style-type: none"> <li>■ Chassis—Indicates an alarm condition on the chassis (typically an environmental alarm such as temperature)</li> <li>■ Configuration—Indicates that no rescue configuration is set</li> <li>■ ETHER—Indicates an alarm condition on a Fast Ethernet interface</li> <li>■ DS3—Indicates an alarm condition on a DS3 interface</li> <li>■ License—Indicates a software license infringement</li> <li>■ Serial—Indicates an alarm condition on a serial interface</li> <li>■ Services—Indicates an alarm condition on the services module</li> </ul>	

## Verifying the Alarms Configuration

To verify alarms configuration, perform the following task.

### Displaying Alarm Configurations

<b>Purpose</b>	Verify the configuration of the alarms.
<b>Action</b>	From the J-Web interface, select <b>Configuration &gt; View and Edit &gt; View Configuration Text</b> . Alternatively, from configuration mode in the CLI, enter the <code>show chassis alarms</code> command.
<b>Sample Output</b>	<pre>[edit] user@host# show chassis alarms t3 {     exz yellow;     los red;     ylw red; } ds1 {     ylw red;</pre>

```

}
ethernet {
    link-down red;
}
serial {
    loss-of-rx-clock red;
    loss-of-tx-clock red;
    dcd-absent yellow;
    cts-absent yellow;
}

```

**What It Means** The sample output in this section displays the following alarm settings (in order). Verify that the output shows the intended configuration of the alarms.

- T3 alarms
- DS1 alarms
- Fast Ethernet alarms
- Serial alarms

For more information about the format of a configuration file, see the *J-series Services Router Configuration Guide*.



## Chapter 6

# Monitoring a Services Router

J-series Services Routers support a suite of J-Web tools and CLI operational mode commands for monitoring system health and performance. Monitoring tools and commands display the current state of the router.

This chapter contains the following topics. For complete descriptions of CLI operational mode commands, see the *JUNOS System Basics and Services Command Reference*, the *JUNOS Interfaces Command Reference*, and the *JUNOS Routing Protocols and Policies Command Reference*.

- Monitoring Terms on page 93
- Monitoring Overview on page 93
- Before You Begin on page 97
- Using the Monitoring Tools on page 98

## Monitoring Terms

Before monitoring J-series Services Routers, become familiar with the terms defined in Table 44.

**Table 44: J-series Monitoring Terms**

Term	Definition
autonomous system (AS)	Network of nodes that route packets based on a shared map of the network topology stored in their local databases.
Internet Control Message Protocol (ICMP)	TCP/IP protocol used to send error and information messages.
routing table	Database of routes learned from one or more protocols.

## Monitoring Overview

Use the J-Web Monitor and Manage options to monitor a Services Router. J-Web results are displayed in the browser.

You can also monitor the router with CLI operational mode commands. CLI command output appears on the screen of your console or management device, or you can filter the output to a file.

This section contains the following topics:

- Monitoring Tools Overview on page 94
- Filtering Command Output on page 96

## Monitoring Tools Overview

J-Web monitoring tools consist of the options that appear when you select **Monitor** in the task bar. The Monitor options display diagnostic information about the Services Router.

Alternatively, you can enter **show** commands from the CLI to display the same information, and often greater detail. CLI **show** commands display the current configuration and information about interfaces, routing protocols, routing tables, routing policy filters, and the chassis. Use the CLI **clear** command to clear statistics and protocol database information.

Table 45 describes the function of each J-Web Monitor option and lists the corresponding CLI **show** commands.

**Table 45: J-Web Monitor Options and CLI show Commands**

Monitor Option	Function	Corresponding CLI Commands
System	Displays Services Router system properties, such as the system identification and uptime, users, and resource usage.  For details, see “Monitoring System Properties” on page 98.	■ show system uptime
		■ show system users
		■ show system storage
		■ show system processes
Chassis	Displays alarm, environment, and hardware information.  For details, see “Monitoring the Chassis” on page 101.	■ show chassis alarms
		■ show chassis environment
		■ show chassis hardware
Interfaces	Hierarchically displays all Services Router physical and logical interfaces, including state and configuration information.  For details, see “Monitoring the Interfaces” on page 103.	■ show interfaces terse
		■ show interfaces detail
		■ show interfaces <i>interface-name</i>



**Table 45: J-Web Monitor Options and CLI show Commands (continued)**

<b>Monitor Option</b>	<b>Function</b>	<b>Corresponding CLI Commands</b>
<b>Routing</b>	<p>Displays routing information through the following options:</p> <ul style="list-style-type: none"> <li>■ Route Information—Information about the routes in a routing table, including destination, protocol, state, and parameter information. You can narrow the list of routes displayed by specifying search criteria.</li> <li>■ OSPF Information—Summary of OSPF neighbors, interfaces, and statistics.</li> <li>■ BGP Information—Summary of BGP routing and neighbor information.</li> <li>■ RIP Information—Summary of RIP neighbors and statistics.</li> </ul> <p>For details, see “Monitoring Routing Information” on page 105.</p>	<ul style="list-style-type: none"> <li>■ Route information <ul style="list-style-type: none"> <li>■ show route terse</li> <li>■ show route detail</li> </ul> </li> <li>■ OSPF information <ul style="list-style-type: none"> <li>■ show ospf neighbors</li> <li>■ show ospf interfaces</li> <li>■ show ospf statistics</li> </ul> </li> <li>■ BGP information <ul style="list-style-type: none"> <li>■ show bgp summary</li> <li>■ show bgp neighbor</li> </ul> </li> <li>■ RIP information <ul style="list-style-type: none"> <li>■ show rip statistics</li> <li>■ show rip neighbors</li> </ul> </li> </ul>
<b>MPLS</b>	<p>Displays information about MPLS label-switched paths (LSPs) and virtual private networks (VPNs) through the following options:</p> <ul style="list-style-type: none"> <li>■ Interfaces—Information about the interfaces on which MPLS is enabled, including operational state and any administrative groups applied to an interface.</li> <li>■ LSP Information—Information about LSP sessions currently active on the Services Router, including inbound (ingress) and outbound (egress) addresses, LSP state, and LSP name.</li> <li>■ LSP Statistics—Statistics for LSP sessions currently active on the Services Router, including the total number of packets and bytes forwarded through an LSP.</li> <li>■ RSVP Sessions—Information about RSVP-signaled LSP sessions currently active on the Services Router, including inbound (ingress) and outbound (egress) addresses, LSP state, and LSP name.</li> <li>■ RSVP Interfaces—Information about the interfaces on which RSVP is enabled, including the interface name, total bandwidth through the interface, and total current reserved and reservable (available) bandwidth on the interface.</li> </ul> <p>For details, see “Monitoring MPLS Traffic Engineering Information” on page 110.</p>	<ul style="list-style-type: none"> <li>■ Interfaces—show mpls interface</li> <li>■ LSP information—show mpls lsp</li> <li>■ LSP Statistics—show mpls lsp statistics</li> <li>■ RSVP Sessions—show rsvp session</li> <li>■ RSVP Interfaces—show rsvp interface</li> </ul>
<b>Service Sets</b>	<p>Displays information about configured service sets.</p> <p>For details, see “Monitoring Service Sets” on page 113.</p>	<ul style="list-style-type: none"> <li>■ show services service-sets summary</li> <li>■ show services service-sets memory-usage</li> </ul>

**Table 45: J-Web Monitor Options and CLI show Commands (continued)**

<b>Monitor Option</b>	<b>Function</b>	<b>Corresponding CLI Commands</b>
<b>Firewall</b>	Displays firewall and intrusion detection service (IDS) information through the following options: <ul style="list-style-type: none"> <li>■ Stateful Firewall—Displays the stateful firewall configuration.</li> <li>■ IDS Information—Displays information about the configured IDS.</li> </ul> For details, see “Monitoring Firewalls” on page 115.	<ul style="list-style-type: none"> <li>■ Stateful firewall information <ul style="list-style-type: none"> <li>■ show services stateful-firewall conversations</li> <li>■ show services stateful-firewall flows</li> </ul> </li> <li>■ IDS information <ul style="list-style-type: none"> <li>■ show services ids destination-table</li> <li>■ show services ids source-table</li> <li>■ show services ids pair-table</li> </ul> </li> </ul>
<b>IPSec</b>	Displays configured IPSec tunnels and statistics, and IKE security associations.	■ show services ipsec-vpn ipsec statistics
	For details, see “Monitoring IPSec Tunnels” on page 118.	■ show services ipsec-vpn ipsec security-associations
		■ show services ipsec-vpn ike security-associations
<b>NAT</b>	Displays configured NAT pools.	■ show services nat pool
	For details, see “Monitoring NAT Pools” on page 120.	
<b>DHCP</b>	Displays DHCP dynamic and static leases, conflicts, pools, and statistics.	■ show system services dhcp binding
	For details, see “Monitoring DHCP” on page 121.	■ show system services dhcp conflict
		■ show system services dhcp pool
		■ show system services dhcp statistics
<b>RPM</b>	Displays probe results for all RPM probes configured on the Services Router, including the round-trip times, jitter, and loss percentage of probes sent. Additionally, the RPM monitoring page displays a graph that plots the probe results as a function of time.	show services rpm probe-results
	For details, see “Monitoring RPM Probes” on page 122.	

## Filtering Command Output

For operational commands that display output, such as the show commands, you can redirect the output into a filter or a file. When you display help

about these commands, one of the options listed is `|`, called a *pipe*, which allows you to filter the command output.

For example, if you enter the `show configuration` command, the complete Services Router configuration is displayed on the screen. To limit the display to only those lines of the configuration that contain `address`, issue the `show configuration` command using a pipe into the match filter:

```
user@host> show configuration | match address

address-range low 192.168.3.2 high 192.168.3.254;
address-range low 192.168.71.71 high 192.168.71.254;
address 192.168.71.70/21;
address 192.168.2.1/24;
address 127.0.0.1/32;
```

For a complete list of the filters, type a command, followed by the pipe, followed by a question mark (?):

```
user@host> show configuration | ?
Possible completions:
compare          Compare configuration changes with prior version
count            Count occurrences
display          Show additional kinds of information
except           Show only text that does not match a pattern
find             Search for first occurrence of pattern
hold             Hold text without exiting the --More-- prompt
last             Display end of output only
match            Show only text that matches a pattern
no-more          Don't paginate output
request          Make system-level requests
resolve          Resolve IP addresses
save             Save output text to file
trim             Trim specified number of columns from start of line
```

You can specify complex expressions as an option for the `match` and `except` filters. For more information about command output filtering and creating match expressions, see the *JUNOS System Basics Configuration Guide*.



**NOTE:** To filter the output of configuration mode commands, use the filter commands provided for the operational mode commands. In configuration mode, an additional filter is supported. See the *J-series Services Router Configuration Guide*.

---

## Before You Begin

To use the J-Web interface and CLI operational tools, you must have the appropriate access privileges. For more information about configuring access privilege levels, see “Adding New Users” on page 27 and the *JUNOS System Basics Configuration Guide*.

## Using the Monitoring Tools

This section describes the monitoring tools in detail. It contains the following topics:

- Monitoring System Properties on page 98
- Monitoring the Chassis on page 101
- Monitoring the Interfaces on page 103
- Monitoring Routing Information on page 105
- Monitoring MPLS Traffic Engineering Information on page 110
- Monitoring Service Sets on page 113
- Monitoring Firewalls on page 115
- Monitoring IPSec Tunnels on page 118
- Monitoring NAT Pools on page 120
- Monitoring DHCP on page 121
- Monitoring RPM Probes on page 122

### Monitoring System Properties

The system properties include everything from the name and IP address of the Services Router to the resource usage on the Routing Engine. To view these system properties, select **Monitor > System** in the J-Web interface, or enter the following CLI **show** commands:

- `show system uptime`
- `show system users`
- `show system storage`
- `show system processes`

Table 46 summarizes key output fields in system properties displays.

**Table 46: Summary of Key System Properties Output Fields**

Field	Values	Additional Information
<b>System Identification</b>		
Serial Number	Serial number for the J-series Services Router.	

**Table 46: Summary of Key System Properties Output Fields (continued)**

Field	Values	Additional Information
JUNOS Software Version	Version of JUNOS software active on the Services Router, including whether the software is for domestic or export use.	Export software is for use outside of the U.S. and Canada.
Router Hostname	Hostname of the Services Router, as defined with the <b>set system hostname</b> command.	
Router IP Address	IP address, in dotted decimal notation, of the Ethernet management port ( <b>fe-0/0/0</b> ), as defined with the <b>set interfaces fe-0/0/0</b> command.	
Loopback Addresses	IP address, in dotted decimal notation, of the loopback address, as defined with the <b>set interfaces lo0</b> command.	
Domain Name Servers	IP addresses, in dotted decimal notation, of the domain name servers, as defined with the <b>set system name-server</b> command.	
Time Zone	Time zone of the Services Router, as defined with the <b>set system time-zone</b> command.	
<b>System Time</b>		
Current Time	Current system time, in Coordinated Universal Time (UTC).	
System Booted Time	Date and time when the router was last booted and how long it has been running.	
Protocol Started Time	Date and time when the routing protocols were last started and how long they have been running.	
Last Configured Time	Date and time when a configuration was last committed. This field also shows the name of the user who issued the last <b>commit</b> command, through either the J-Web interface or the CLI.	
<b>Users</b>		
User	Username of any user logged in to the Services Router.	
TTY	Terminal through which the user is logged in.	
From	System from which the user has logged in. A hyphen indicates that the user is logged in through the console.	
Login Time	Time when the user logged in.	This is the <b>LOGIN@</b> field in <b>show system users</b> command output.
Idle Time	How long the user has been idle.	
Command	Processes that the user is running.	This is the <b>WHAT</b> field in <b>show system users</b> command output.
<b>Memory Usage</b>		

**Table 46: Summary of Key System Properties Output Fields (continued)**

Field	Values	Additional Information
Total Memory Available	Total RAM available on the Services Router.	
Total Memory Used	Total RAM currently being consumed by processes actively running on the Services Router, displayed both as a quantity of memory and as a percentage of the total RAM on the router.	
Process ID	Process identifier.	This is the PID field in <code>show system processes</code> command output.
Process Owner	Name of the process owner.	
Process Name	Command that is currently running.	Individual processes on the Services Router are listed here. Because each process within JUNOS operates in a protected memory environment, you can diagnose whether a particular process is consuming abnormally high amounts of resources.  If a software process is using too much CPU or memory, you can restart the process by entering the <code>restart</code> command from the CLI.
CPU Usage	Percentage of the CPU that is being used by the process.	
Memory Usage	Percentage of the installed RAM that is being used by the process.	
<b>CPU Usage</b>		
Total CPU Used	Sum of CPU usages by all processes, expressed as a percentage of total CPU available.	
Process ID	Process identifier.	This is the PID field in <code>show system processes</code> command output.
Process Owner	Name of the process' owner.	
Process Name	Command that is currently running.	Individual processes on the Services Router are listed here. Because each process within JUNOS operates in a protected memory environment, you can diagnose whether a particular process is consuming an abnormal amount of resources.  If a software process is using too much CPU or memory, you can restart the process by entering the <code>restart</code> command from the CLI.
CPU Usage	Percentage of the CPU that is being used by the process.	
Memory Usage	Percentage of the installed RAM that is being used by the process.	
<b>System Storage</b>		
Total Flash Size	Total size, in megabytes, of the primary flash device.	

**Table 46: Summary of Key System Properties Output Fields (continued)**

Field	Values	Additional Information
Usable Flash Size	Total usable memory, in megabytes, of the primary flash device.	The total usable flash memory is the total memory minus the size of the JUNOS image installed on the Services Router.
Flash Used	Total flash memory used, in megabytes and as a percentage of the total usable flash size, of the primary flash device.	
Log Files	Total size, in kilobytes, of the log files on the Services Router.	This is the sum of file sizes in the <code>/var/log</code> directory.
Temporary Files	Total size, in kilobytes, of the temporary files on the Services Router.	This is the sum of the file sizes in the <code>/var/tmp</code> directory.
Crash (Core) Files	Total size, in kilobytes, of the core files on the Services Router.	This is the sum of the file sizes in the <code>/var/crash</code> directory.
Database Files	Total size, in kilobytes, of the configuration database files on the Services Router.	This is the sum of the file sizes in the <code>/var/db</code> directory.

## Monitoring the Chassis

The chassis properties include the status of any alarms on the Services Router, environment measurements, and a summary of the field-replaceable units (FRUs) on the router. To view these chassis properties, select **Monitor > Chassis** in the J-Web interface, or enter the following CLI `show` commands:

- `show chassis alarms`
- `show chassis environment`
- `show chassis hardware`

Table 47 summarizes key output fields in chassis displays.

**Table 47: Summary of Key Chassis Output Fields**

Field	Values	Additional Information
<b>Alarm Summary</b>		
Alarm Time	Date and time the alarm was first recorded.	

**Table 47: Summary of Key Chassis Output Fields (continued)**

Field	Values	Additional Information
Alarm Class	Severity class for this alarm: Minor or Major.	<p>JUNOS has system-defined alarms and configurable alarms. System-defined alarms include FRU detection alarms (power supplies removed, for instance) and environmental alarms. The values for these alarms are defined within JUNOS.</p> <p>Configurable alarms are set in either of the following ways:</p> <ul style="list-style-type: none"> <li>■ In the J-Web configuration editor, on the <b>Chassis &gt; Alarm &gt; <i>interface-type</i></b> page</li> <li>■ In the CLI configuration editor, with the <b>alarm</b> statement at the <b>[edit chassis]</b> level of the configuration hierarchy</li> </ul> <p>For details, see “Configuring and Monitoring Alarms” on page 79.</p>
Alarm Description	A brief synopsis of the alarm.	
<b>Environment Information</b>		
Name	Chassis component. For J-series Services Routers, the chassis components are the Routing Engine and the fan.	
Gauge Status	Status of the temperature gauge on the specified hardware component.	
Temperature	Temperature of the air flowing past the hardware component.	
<b>Hardware Summary</b>		
Name	Chassis component. For J-series Services Routers, the chassis components are the Routing Engine, the Physical Interface Module (PIM) slot number (identified in the display as an FPC), and the PIM number (identified in the display as a PIC).	On J-series Services Routers, an FPC and a PIM are the same physical unit. The PIM number is always 0.
Version	Revision level of the specified hardware component.	Supply the version number when reporting any hardware problems to customer support.
Part Number	Part number of the chassis component.	
Serial Number	Serial number of the chassis component. The serial number of the backplane is also the serial number of the router chassis.	Use this serial number when you need to contact customer support about the router chassis.
Description	Brief description of the hardware item.	For J-series PIMs, the description lists the number and type of the ports on the PIM—identified in the display as a PIC.



## Monitoring the Interfaces

The interface information is divided into multiple parts. To view general interface information such as available interfaces, operation states of the interfaces, and descriptions of the configured interfaces, select **Monitor > Interfaces** in the J-Web interface. To view interface-specific properties such as administrative state or traffic statistics in the J-Web interface, select the interface name on the Interfaces page.

Alternatively, enter the following CLI `show` commands:

- `show interfaces terse`
- `show interfaces detail`
- `show interfaces interface-name`

Table 48 summarizes key output fields in interfaces displays.

**Table 48: Summary of Key Interfaces Output Fields**

Field	Values	Additional Information
<b>Interface Summary</b>		
Interface Name	Name of interface.	Click an interface name to see more information about the interface.
Oper State	Link state of the interface: <b>Up</b> or <b>Down</b> .	The operational state is the physical state of the interface. If the interface is physically operational, even if it is not configured, the operational state is <b>Up</b> . An operational state of <b>Down</b> indicates a problem with the physical interface.
Admin State	Whether the interface is enabled up ( <b>Up</b> ) or disabled ( <b>Down</b> ).	<p>Interfaces are enabled by default. To disable an interface:</p> <ul style="list-style-type: none"> <li>■ In the J-Web configuration editor, select the <b>Disable</b> check box on the <b>Interfaces &gt; <i>interfaces-name</i></b> page.</li> <li>■ In the CLI configuration editor, add the <code>disable</code> statement at the <code>[edit interfaces <i>interfaces-name</i>]</code> level of the configuration hierarchy</li> </ul>
Description	Configured description for the interface.	
<b>Interface:</b> <i>interface-name</i>		
State	Link state of the interface: <b>Up</b> or <b>Down</b> .	The operational state is the physical state of the interface. If the interface is physically operational, even if it is not configured, the operational state is <b>Up</b> . An operational state of <b>Down</b> indicates a problem with the physical interface.

**Table 48: Summary of Key Interfaces Output Fields (continued)**

Field	Values	Additional Information
Admin State	Whether the interface is enabled up (Up) or disabled (Down).	<p>Interfaces are enabled by default. To disable an interface:</p> <ul style="list-style-type: none"> <li>■ In the J-Web configuration editor, select the <b>Disable</b> check box on the <b>Interfaces &gt; interfaces-name</b> page.</li> <li>■ In the CLI configuration editor, add the <b>disable</b> statement at the <b>[edit interfaces interfaces-name]</b> level of the configuration hierarchy</li> </ul>
MTU	Maximum transmission unit (MTU) size on the physical interface.	
Speed	Speed at which the interface is running.	
Current Address	Configured media access control (MAC) address.	
Hardware Address	Hardware MAC address.	
Last Flapped	Date, time, and how long ago the interface changed state from <b>Down</b> to <b>Up</b> .	
Active Alarms	List of any active alarms on the interface.	<p>Configure alarms on interfaces as follows:</p> <ul style="list-style-type: none"> <li>■ In the J-Web configuration editor, on the <b>Chassis &gt; Alarm &gt; interface-type</b> page</li> <li>■ In the CLI configuration editor, with the <b>alarm</b> statement at the <b>[edit chassis]</b> level of the configuration hierarchy</li> </ul>
Traffic Statistics	Number of packets and bytes received and transmitted on the physical interface.	
Input Errors	Input errors on the interface. (See the following rows of this table for specific error types.)	
Drops	Number of packets dropped by the output queue.	If the interface is saturated, this number increments once for every packet that is dropped by the Services Router's random early detection (RED) mechanism.

**Table 48: Summary of Key Interfaces Output Fields (continued)**

Field	Values	Additional Information
Framing errors	Sum of ATM Adaptation Layer (AAL5) packets that have frame check sequence (FCS) errors, AAL5 packets that have reassembly timeout errors, and AAL5 packets that have length errors.	
Policed discards	Number of packets dropped as a result of routing policies configured on the interface.	

## Monitoring Routing Information

Routing information is divided into multiple parts:

- To view the inet.0 (IPv4) routing table in the J-Web interface, select **Monitor > Routing > Route Information**, or enter the following CLI commands:
  - `show route terse`
  - `show route detail`
- To view BGP routing information, select **Monitor > Routing > BGP Information**, or enter the following CLI commands:
  - `show bgp summary`
  - `show bgp neighbor`
- To view OSPF routing information, select **Monitor > Routing > OSPF Information**, or enter the following CLI commands:
  - `show ospf neighbors`
  - `show ospf interfaces`
  - `show ospf statistics`
- To view RIP routing information, select **Monitor > Routing > RIP Information**, or enter the following CLI commands:
  - `show rip statistics`
  - `show rip neighbors`

Table 49 summarizes key output fields in routing displays.

**Table 49: Summary of Key Routing Output Fields**

Field	Values	Additional Information
<b>Route Information</b>		
<i>n</i> destinations	Number of destinations for which there are routes in the routing table.	
<i>n</i> routes	Number of routes in the routing table: <ul style="list-style-type: none"> <li>■ <b>active</b>—Number of routes that are active.</li> <li>■ <b>holddown</b>—Number of routes that are in hold-down state (neither advertised nor updated) before being declared inactive.</li> <li>■ <b>hidden</b>—Number of routes not used because of routing policies configured on the Services Router.</li> </ul>	
Destination	Destination address of the route.	
Protocol/ Preference	Protocol from which the route was learned: <b>Static</b> , <b>Direct</b> , <b>Local</b> , or the name of a particular protocol.  The preference is the individual preference value for the route.	The route preference is used as one of the route selection criteria.
Next-Hop	Network layer address of the directly reachable neighboring system (if applicable) and the interface used to reach it.	<p>If a next hop is listed as <b>Discard</b>, all traffic with that destination address is discarded rather than routed. This value generally means that the route is a static route for which the <b>discard</b> attribute has been set.</p> <p>If a next hop is listed as <b>Reject</b>, all traffic with that destination address is rejected. This value generally means that the address is unreachable. For example, if the address is a configured interface address and the interface is unavailable, traffic bound for that address is rejected.</p> <p>If a next hop is listed as <b>Local</b>, the destination is an address on the host (either the loopback address or the Ethernet management port address, for example).</p>
Age	How long the route has been known.	
State	Flags for this route.	There are many possible flags. For a complete description, see the <i>JUNOS Routing Protocols and Policies Command Reference</i> .
AS Path	AS path through which the route was learned. The letters of the AS path indicate the path origin: <ul style="list-style-type: none"> <li>■ I — IGP.</li> <li>■ E — EGP.</li> <li>■ ? — Incomplete. Typically, the AS path was aggregated.</li> </ul>	
<b>BGP Summary</b>		
Groups	Number of BGP groups.	

**Table 49: Summary of Key Routing Output Fields (continued)**

Field	Values	Additional Information
Peers	Number of BGP peers.	
Down Peers	Number of unavailable BGP peers.	
Peer	Address of each BGP peer.	
InPkt	Number of packets received from the peer.	
OutPkt	Number of packets sent to the peer.	
Flaps	Number of times a BGP session has changed state from <b>Down</b> to <b>Up</b> .	A high number of flaps might indicate a problem with the interface on which the BGP session is enabled.
Last Up/Down	Last time that a session became available or unavailable, since the neighbor transitioned to or from the established state.	If the BGP session is unavailable, this time might be useful in determining when the problem occurred.
State	<p>A multipurpose field that displays information about BGP peer sessions. The contents of this field depend upon whether a session is established.</p> <ul style="list-style-type: none"><li>■ If a peer is not established, the field shows the state of the peer session: <b>Active</b>, <b>Connect</b>, or <b>Idle</b>.</li><li>■ If a BGP session is established, the field shows the number of active, received, and damped routes that are received from a neighbor. For example, <b>2/4/0</b> indicates two active routes, four received routes, and no damped routes.</li></ul>	
<b>BGP Neighbors</b>		
Peer	Address of the BGP neighbor.	
AS	AS number of the peer.	
Type	Type of peer: <b>Internal</b> or <b>External</b> .	

**Table 49: Summary of Key Routing Output Fields (continued)**

Field	Values	Additional Information
State	<p>Current state of the BGP session:</p> <ul style="list-style-type: none"> <li>■ <b>Active</b>—BGP is initiating a TCP connection in an attempt to connect to a peer. If the connection is successful, BGP sends an open message.</li> <li>■ <b>Connect</b>—BGP is waiting for the TCP connection to become complete.</li> <li>■ <b>Established</b>—The BGP session has been established, and the peers are exchanging BGP update messages.</li> <li>■ <b>Idle</b>—This is the first stage of a connection. BGP is waiting for a Start event.</li> <li>■ <b>OpenConfirm</b>—BGP has acknowledged receipt of an open message from the peer and is waiting to receive a keepalive or notification message.</li> <li>■ <b>OpenSent</b>—BGP has sent an open message and is waiting to receive an open message from the peer.</li> </ul>	<p>Generally, the most common states are <b>Active</b>, which indicates a problem establishing the BGP connection, and <b>Established</b>, which indicates a successful session setup. The other states are transition states, and BGP sessions normally do not stay in those states for extended periods of time.</p>
Export	Names of any export policies configured on the peer.	
Import	Names of any import policies configured on the peer.	
Number of flaps	Number of times the BGP sessions has changed state from <b>Down</b> to <b>Up</b> .	A high number of flaps might indicate a problem with the interface on which the session is established.
<b>OSPF Neighbors</b>		
Address	Address of the neighbor.	
Interface	Interface through which the neighbor is reachable.	
State	State of the neighbor: <b>Attempt</b> , <b>Down</b> , <b>Exchange</b> , <b>ExStart</b> , <b>Full</b> , <b>Init</b> , <b>Loading</b> , or <b>2way</b> .	Generally, only the <b>Down</b> state, indicating a failed OSPF adjacency, and the <b>Full</b> state, indicating a functional adjacency, are maintained for more than a few seconds. The other states are transitional states that a neighbor is in only briefly while an OSPF adjacency is being established.
ID	Router ID of the neighbor.	
Priority	Priority of the neighbor to become the designated router.	
Dead	Number of seconds until the neighbor becomes unreachable.	
<b>OSPF Interfaces</b>		
Interface	Name of the interface running OSPF.	
State	State of the interface: <b>BDR</b> , <b>Down</b> , <b>DR</b> , <b>DROther</b> , <b>Loop</b> , <b>PtToPt</b> , or <b>Waiting</b> .	The <b>Down</b> state, indicating that the interface is not functioning, and <b>PtToPt</b> state, indicating that a point-to-point connection has been established, are the most common states.

**Table 49: Summary of Key Routing Output Fields (continued)**

Field	Values	Additional Information
Area	Number of the area that the interface is in.	
DR ID	Address of the area's designated router.	
BDR ID	Address of the area's backup designated router.	
Nbrs	Number of neighbors on this interface.	
<b>OSPF Statistics</b>		
Packet Type	Type of OSPF packet.	
Total Sent/Total Received	Total number of packets sent and received.	
Last 5 seconds Sent/Last 5 seconds Received	Total number of packets sent and received in the last 5 seconds.	
Receive errors	Number and type of receive errors.	
<b>RIP Statistics</b>		
Rip info	Information about RIP on the specified interface, including UDP port number, hold-down interval (during which routes are neither advertised nor updated), and timeout interval.	
Logical interface	Name of the logical interface on which RIP is configured.	
Routes learned	Number of RIP routes learned on the logical interface.	
Routes advertised	Number of RIP routes advertised on the logical interface.	
<b>RIP Neighbors</b>		
Neighbor	Name of the RIP neighbor.	<p>This value is the name of the interface on which RIP is enabled. The name is set in either of the following ways:</p> <ul style="list-style-type: none"> <li>■ In the J-Web configuration editor, on the <b>Protocols &gt; RIP &gt; Group &gt; group-name &gt; Neighbor</b> page</li> <li>■ In the CLI configuration editor, with the <code>neighbor neighbor-name</code> statement at the <code>[edit protocols rip group group-name]</code> level of the configuration hierarchy</li> </ul>
State	State of the RIP connection: Up or Dn (Down).	
Source Address	Local source address.	This value is the configured address of the interface on which RIP is enabled.

**Table 49: Summary of Key Routing Output Fields (continued)**

Field	Values	Additional Information
Destination Address	Destination address.	This value is the configured address of the immediate RIP adjacency.
In Met	Value of the incoming metric configured for the RIP neighbor.	

## Monitoring MPLS Traffic Engineering Information

Multiprotocol Label Switching (MPLS) traffic engineering information is divided into separate parts:

- To view the interfaces on which MPLS is configured, select **Monitor > MPLS > Interfaces**, or enter the following CLI command:  
  
show mpls interface
- To view all label-switched paths (LSPs) configured on the Services Router, including all inbound (ingress), outbound (egress), and transit LSP information, select **Monitor > MPLS > LSP Information**, or enter the following CLI command:  
  
show mpls lsp
- To display accounting information about LSPs, select **Monitor > MPLS > LSP Statistics**, or enter the following CLI command:  
  
show mpls lsp statistics



**NOTE:** Statistics are not available for LSPs on the outbound router, because the penultimate router in the LSP sets the label to 0. Also, as the packet arrives at the outbound router, the hardware removes its MPLS header and the packet reverts to being an IPv4 packet. Therefore, it is counted as an IPv4 packet, not an MPLS packet.

- To view currently active RSVP session information, select **Monitor > MPLS > RSVP Sessions**, or enter the following CLI command:  
  
show rsvp session
- To view the interfaces on which RSVP is running, select **Monitor > MPLS > RSVP Interfaces**, or enter the following CLI command:  
  
show rsvp interface

Table 50 summarizes key output fields in traffic engineering displays.



**Table 50: Summary of Key MPLS Output Fields**

Field	Values	Additional Information
<b>Interfaces</b>		
Interface	Name of the interface on which MPLS is configured.	
State	State of the specified interface: <b>Up</b> or <b>Dn</b> (down).	
Administrative groups	Administratively assigned colors of the MPLS link configured on the interface.	
<b>LSP Information</b>		
Ingress LSP	Information about LSPs on the inbound router. Each session has one line of output.	
Egress LSP	Information about the LSPs on the outbound router. Each session has one line of output.	MPLS learns this information by querying RSVP, which holds all the transit and outbound session information.
Transit LSP	Number of LSPs on the transit routers and the state of these paths.	MPLS learns this information by querying RSVP, which holds all the transit and outbound session information.
To	Destination (outbound router) of the session.	
From	Source (inbound router) of the session.	
State	State of the path. It can be <b>Up</b> , <b>Down</b> , or <b>AdminDn</b> .	<b>AdminDn</b> indicates that the LSP is being taken down gracefully.
Rt	Number of active routes (prefixes) installed in the routing table.	For inbound RSVP sessions, the routing table is the primary IPv4 table ( <b>inet.0</b> ). For transit and outbound RSVP sessions, the routing table is the primary MPLS table ( <b>mpls.0</b> ).
Active Path	Name of the active path: <b>Primary</b> or <b>Secondary</b> .	This field is used for inbound LSPs only.
P	An asterisk (*) in this column indicates that the LSP is a primary path.	This field is used for inbound LSPs only.
LSPname	Configured name of the LSP.	
Style	RSVP reservation style. This field consists of two parts. The first is the number of active reservations. The second is the reservation style, which can be <b>FF</b> (fixed filter), <b>SE</b> (shared explicit), or <b>WF</b> (wildcard filter).	This field is used for outbound and transit LSPs only.
Labelin	Incoming label for this LSP.	
Labelout	Outgoing label for this LSP.	
Total	Total number of LSPs displayed for the particular type— <b>ingress</b> (inbound), <b>egress</b> (outbound), or <b>transit</b> .	
<b>LSP Statistics</b>		
Ingress LSP	Information about LSPs on the inbound router. Each session has one line of output.	
Egress LSP	Information about the LSPs on the outbound router. Each session has one line of output.	MPLS learns this information by querying RSVP, which holds all the transit and outbound session information.

**Table 50: Summary of Key MPLS Output Fields (continued)**

Field	Values	Additional Information
Transit LSP	Number of LSPs on the transit routers and the state of these paths.	MPLS learns this information by querying RSVP, which holds all the transit and outbound session information.
To	Destination (outbound router) of the session.	
From	Source (inbound router) of the session.	
State	State of the path: <b>Up</b> , <b>Down</b> , or <b>AdminDn</b> .	<b>AdminDn</b> indicates that the LSP is being taken down gracefully.
Packets	Total number of packets received on the LSP from the upstream neighbor.	
Bytes	Total number of bytes received on the LSP from the upstream neighbor.	
LSPname	Configured name of the LSP.	
Total	Total number of LSPs displayed for the particular type— <b>ingress</b> (inbound), <b>egress</b> (outbound), or <b>transit</b> .	
<b>RSVP Sessions</b>		
Ingress LSP	Information about inbound RSVP sessions. Each session has one line of output.	
Egress LSP	Information about outbound RSVP sessions. Each session has one line of output.	MPLS learns this information by querying RSVP, which holds all the transit and outbound session information.
Transit LSP	Information about transit RSVP sessions.	MPLS learns this information by querying RSVP, which holds all the transit and outbound session information.
To	Destination (outbound router) of the session.	
From	Source (inbound router) of the session.	
State	State of the path: <b>Up</b> , <b>Down</b> , or <b>AdminDn</b> .	<b>AdminDn</b> indicates that the LSP is being taken down gracefully.
Rt	Number of active routes (prefixes) installed in the routing table.	For inbound RSVP sessions, the routing table is the primary IPv4 table ( <b>inet.0</b> ). For transit and outbound RSVP sessions, the routing table is the primary MPLS table ( <b>mpls.0</b> ).
Style	RSVP reservation style. This field consists of two parts. The first is the number of active reservations. The second is the reservation style, which can be <b>FF</b> (fixed filter), <b>SE</b> (shared explicit), or <b>WF</b> (wildcard filter).	This field is used for outbound and transit LSPs only.
Labelin	Incoming label for this RSVP session.	
Labelout	Outgoing label for this RSVP session.	
LSPname	Configured name of the LSP.	
Total	Total number of RSVP sessions displayed for the particular type— <b>ingress</b> (inbound), <b>egress</b> (outbound), or <b>transit</b> .	

**Table 50: Summary of Key MPLS Output Fields (continued)**

Field	Values	Additional Information
<b>RSVP Interfaces</b>		
RSVP Interface	Number of interfaces on which RSVP is active. Each interface has one line of output.	
Interface	Name of the interface.	
State	State of the interface: <ul style="list-style-type: none"> <li>■ <b>Disabled</b>—No traffic engineering information is displayed.</li> <li>■ <b>Down</b>—The interface is not operational.</li> <li>■ <b>Enabled</b>—Displays traffic engineering information.</li> <li>■ <b>Up</b>—The interface is operational.</li> </ul>	
Active resv	Number of reservations that are actively reserving bandwidth on the interface.	
Subscription	User-configured subscription factor.	
Static BW	Total interface bandwidth, in bits per second (bps).	
Available BW	Amount of bandwidth that RSVP is allowed to reserve, in bits per second (bps). It is equal to (static bandwidth X subscription factor).	
Reserved BW	Currently reserved bandwidth, in bits per second (bps).	
Highwater mark	Highest bandwidth that has ever been reserved on this interface, in bits per second (bps).	

## Monitoring Service Sets

A service set is a group of rules from a stateful firewall filter, Network Address Translation (NAT), intrusion detection service (IDS), or IP Security (IPSec) that you apply to a services interface. You can configure IDS, NAT, and stateful firewall filter service rules within the same service set. You must configure IPSec services in a separate service set. For more information about using service sets with these features, see the *J-series Services Router Configuration Guide*.

Service set information includes the services interfaces on the Services Router, the number of services sets configured on the interfaces, and the total CPU used by the service sets. To view these service set properties, select **Monitor > Service Sets** in the J-Web interface, or enter the following CLI **show** commands:

- `show services service-sets summary`
- `show services service-sets memory-usage`

Table 51 summarizes key output fields in service sets displays.

**Table 51: Summary of Key Service Set Output Fields**

Field	Values	Additional Information
<b>Service Set Summary</b>		
Interface	Name of the adaptive services interface on the Services Router—always <b>sp-0/0/0</b> .	
Service sets configured	Total number of service sets configured on the Services Router.	
Bytes used	Total number of general-purpose memory bytes being used by the service set configuration.	A portion of the general-purpose memory on a Services Router is allocated for storing traffic flows, NAT pools, and so on.
Policy bytes used	Total number of configuration-object memory bytes being used by routing policies associated with the service set configuration.	A portion of the general-purpose memory on a Services Router is allocated for storing configuration objects like firewall rules, routing policies, and so on.
CPU utilization	Percentage of the CPU resources being used.	A high CPU utilization indicates that the router is under heavy load. High CPU utilization might cause performance degradation in forwarding or the application of other services.
<b>Memory Usage</b>		
Interface	Name of the adaptive services interface on the Services Router—always <b>sp-0/0/0</b> .	
Service set	Name of a service set.	
Memory Utilization %	Percentage of the memory resources being used by the service set.	A high CPU utilization indicates that the router is under heavy load. High CPU utilization might cause performance degradation in forwarding or the application of other services.
Memory zone	Memory zone in which the services interface is currently operating. Following are valid zones:	
	<ul style="list-style-type: none"> <li>■ Green—All new flows are allowed.</li> <li>■ Yellow—Unused memory is reclaimed. All new flows are allowed.</li> <li>■ Orange—New flows are only allowed for service sets that are using less than their equal share of memory.</li> <li>■ Red—No new flows are allowed.</li> </ul>	

## Monitoring Firewalls

Firewall information is divided into multiple parts:

- To view stateful firewall statistics in the J-Web interface, select **Monitor > Firewall > Statistics Summary**. Alternatively, enter the CLI command `show services stateful-firewall statistics`.
- To view stateful firewall information in the J-Web interface, select **Monitor > Firewall > Stateful Firewall**. To display firewall information for a particular address prefix, port, or other characteristic, type or select information in one or more of the Narrow Search boxes, and click **OK**.

Alternatively, enter the following CLI `show` commands:

- `show services stateful-firewall conversations`
- `show services stateful-firewall flows`
- To view intrusion detection service (IDS) information, select **Monitor > Firewall > IDS Information**. Click one of the following criteria to order the display accordingly:
  - **Bytes** (received bytes)
  - **Packets** (received packets)
  - **Flows**
  - **Anomalies**

To limit the display of IDS information, type or select information in one or more of the Narrow Search boxes listed in Table 52, and click **OK**.

**Table 52: IDS Search-Narrowing Characteristics**

Narrow Search Box	Entry or Selection
Destination Address	Type a destination address prefix to display IDS information for only that prefix.
IDS Table	Select one of the following: <ul style="list-style-type: none"> <li>■ <b>Destination</b>—Displays information for an address under attack.</li> <li>■ <b>Pair</b>—Displays information for a suspected attack source and destination pair.</li> <li>■ <b>Source</b>—Displays information for an address that is a suspected attacker.</li> </ul>
Number of IDS Entries to Display	Select a number between <b>25</b> and <b>500</b> to display only a particular number of entries.

**Table 52: IDS Search-Narrowing Characteristics (continued)**

Narrow Search Box	Entry or Selection
Threshold	Type a number to display events with only that number of bytes, packets, flows, or anomalies—whichever you selected to order the display. For example, to display all events with more than 100 flows, click <b>Flows</b> and then type <b>100</b> in the Threshold box.
Service Set	Select a service set to display information for only the set.

Alternatively, enter the following CLI `show` commands:

- `show services ids destination-table`
- `show services ids source-table`
- `show services ids pair-table`

Table 53 summarizes key output fields in firewall and IDS displays.

**Table 53: Summary of Key Firewall and IDS Output Fields**

Field	Values
<b>Statistics Summary</b>	
Interface	Name of the services interface on which the service set is applied.
Service Set	Name of the service set.
Accept	Number of packets accepted by all rules defined in the service set.
Discard	Number of packets discarded by all rules defined in the service set.
Reject	Number of packets rejected by all rules defined in the service set.
New flows	Number of packets matching rules defined in new flows: <ul style="list-style-type: none"> <li>■ Accept—Number of packets accepted.</li> <li>■ Discards—Number of packets discarded.</li> <li>■ Rejects—Number of packets rejected.</li> </ul>
Existing flows	Number of packets matching rules defined in existing flows: <ul style="list-style-type: none"> <li>■ Accept—Number of packets accepted.</li> <li>■ Discards—Number of packets discarded.</li> <li>■ Rejects—Number of packets rejected.</li> </ul>

**Table 53: Summary of Key Firewall and IDS Output Fields (continued)**

Field	Values
Drops	<p>Number of packets dropped due to the following match conditions:</p> <ul style="list-style-type: none"> <li>■ IP Option—Number of packets dropped due to the inspection of the IP options field of the packet.</li> <li>■ TCP SYN Defense—Number of packets dropped due to the SYN defender, which prevents denial-of-service (DoS) attacks.</li> <li>■ NAT Ports Exhausted—Number of packets dropped because the router has no available NAT ports to assign for a given source address.</li> </ul> <p>For more information about these match conditions, see the <i>J-series Services Router Configuration Guide</i> and the <i>JUNOS Services Interfaces Configuration Guide</i>.</p>
Errors	<p>Number of protocol errors detected:</p> <ul style="list-style-type: none"> <li>■ IP—Number of IPv4 errors (for example, Minimum IP header length check failures).</li> <li>■ TCP—Number of TCP errors (for example, Source or destination port number is zero).</li> <li>■ UDP—Number of UDP errors (for example, IP data length less than minimum UDP header length (8 bytes)).</li> <li>■ ICMP—Number of ICMP errors (for example, Duplicate ping sequence number).</li> <li>■ Non-IP Packets—Number of errors in packets that are not IPv4 packets.</li> <li>■ ALG—Number of application-level gateway (ALG) errors.</li> </ul> <p>For a complete list of protocol errors that are counted, see the description of the <b>show services stateful-firewall statistics</b> command in the <i>JUNOS System Basics and Services Command Reference</i>.</p>
<b>Stateful Firewall</b>	
Protocol	Protocol used for the specified stateful firewall flow.
Source IP	Source prefix of the stateful firewall flow.
Source Port	Source port number of stateful firewall flow.
Destination IP	Destination prefix of the stateful firewall flow.
Destination Port	Destination port number of the stateful firewall flow.
Flow State	<p>Status of the stateful firewall flow:</p> <ul style="list-style-type: none"> <li>■ Drop—Drop all packets in the flow without response.</li> <li>■ Forward—Forward the packet in the flow without inspecting it.</li> <li>■ Reject—Drop all packets in the flow with response.</li> <li>■ Watch—Inspect packets in the flow.</li> </ul>
Direction	Direction of the flow: I (input) or O (output).
Frames	Number of frames in the flow.
<b>IDS Information</b>	
Source Address	Source address for the event.
Destination address	Destination address for the event.

**Table 53: Summary of Key Firewall and IDS Output Fields (continued)**

Field	Values
Time	Total time the information has been in the IDS table.
Bytes	Total number of bytes sent from the source to the destination address, in thousands (k) or millions (m).
Packets	Total number of packets sent from the source to the destination address, in thousands (k) or millions (m).
Flows	Total number of flows of packets sent from the source to the destination address, in thousands (k) or millions (m).
Anomalies	Total number of anomalies in the anomaly table, in thousands (k) or millions (m).
Application	Configured application, such as FTP or telnet.

## Monitoring IPSec Tunnels

IPSec tunnel information includes information about active IPSec tunnels configured on the Services Router, as well as traffic statistics through the tunnels. To view IPSec tunnel information, select **Monitor > IPSec** in the J-Web interface, or enter the following CLI **show** commands:

- `show services ipsec-vpn ipsec statistics`
- `show services ipsec-vpn ipsec security-associations`
- `show services ipsec-vpn ike security-associations`

Table 54 summarizes key output fields in IPSec displays.

**Table 54: Summary of Key IPSec Output Fields**

Field	Values
<b>IPSec Tunnels</b>	
Service Set	Name of the service set for which the IPSec tunnel is defined.
Rule	Name of the rule set applied to the IPSec tunnel.
Term	Name of the IPSec term applied to the IPSec tunnel.
Local Gateway	Gateway address of the local system.
Remote Gateway	Gateway address of the remote system.
Direction	Direction of the IPSec tunnel: <b>Inbound</b> or <b>Outbound</b> .
Protocol	Protocol supported: either Encapsulation Security Protocol (ESP) or Authentication Header and ESP (AH+ESP).
Tunnel Index	Numeric identifier of the IPSec tunnel.
Tunnel Local Identity	Prefix and port number of the local endpoint of the IPSec tunnel.



**Table 54: Summary of Key IPSec Output Fields (continued)**

Field	Values
Tunnel Remote Identity	Prefix and port number of the remote endpoint of the IPSec tunnel.
<b>IPSec Statistics</b>	
Service Set	Name of the service set for which the IPSec tunnel is defined.
Local Gateway	Gateway address of the local system.
Remote Gateway	Gateway address of the remote system.
ESP Encrypted Bytes	Total number of bytes encrypted by the local system across the IPSec tunnel.
ESP Decrypted Bytes	Total number of bytes decrypted by the local system across the IPSec tunnel.
AH Input Bytes	Total number of bytes received by the local system across the IPSec tunnel.
AH Output Bytes	Total number of bytes transmitted by the local system across the IPSec tunnel.
<b>IKE Security</b>	
Remote Address	Responder's address.
State	State of the IKE security association: <ul style="list-style-type: none"> <li>■ <b>Matured</b>—IKE security association is established.</li> <li>■ <b>Not matured</b>—IKE security association is in the process of negotiation.</li> </ul>
Initiator Cookie	Random number sent to the remote node when the IKE negotiation is triggered. This number is generated by means of an algorithm and information shared during the IKE negotiation. Cookies provide a basic form of authenticity protection to help prevent denial-of-service (DoS) attacks.
Responder Cookie	Random number generated by the remote node when it receives the initiator cookie. The remote node sends the cookie back to the IKE initiator as verification that the negotiation packets were received.
Exchange Type	Type of IKE exchange. The IKE exchange type determines the number of messages in the exchange and the payload types contained in each message. Each exchange type provides a particular set of security services, such as anonymity of the participants, perfect forward secrecy of the keying material, and authentication of the participants. Services Routers support the following types of IKE exchanges: <ul style="list-style-type: none"> <li>■ <b>Main</b>—IKE exchange is done with six messages. The <b>Main</b> exchange type encrypts the payload, protecting the identity of the neighbor.</li> <li>■ <b>Aggressive</b>—IKE exchange is done with three messages. The <b>Aggressive</b> exchange type does not encrypt the payload, leaving the identity of the neighbor unprotected.</li> </ul>
Role	Role of the router in the IKE exchange: <b>Initiator</b> or <b>Responder</b> .
Authentication Method	Method used for IKE authentication. The type of authentication determines which payloads are exchanged and when they are exchanged. Services Routers support only the <b>pre-shared keys</b> authentication type.
Local Address	Prefix and port number of the local tunnel endpoint.
Remote Address	Prefix and port number of the remote tunnel endpoint.
Lifetime	Number of seconds remaining until the IKE security association expires.
Algorithm Authentication	Type of authentication algorithm used for the security association: <b>md5</b> or <b>sha1</b> .
Algorithm Encryption	Type of encryption algorithm used for the security association: <b>des-cbc</b> , <b>3des-cbc</b> , or <b>None</b> .

**Table 54: Summary of Key IPSec Output Fields (continued)**

Field	Values
Algorithm PRF	The pseudorandom function that generates highly unpredictable random numbers: hmac-md5 or hmac-sha1.
Input Bytes	Number of bytes received on the IKE security association.
Output Bytes	Number of bytes transmitted on the IKE security association.
Input Packets	Number of packets received on the IKE security association.
Output Packets	Number of packets transmitted on the IKE security association.
IPSec Security Associations	Number of IPSec security associations that have been created and deleted on the router. Only security associations whose negotiations are complete are listed. When a security association is taken down, it is listed as a deleted security association.
Phase 2 Negotiations in Progress	Number of phase 2 IKE negotiations in progress.

## Monitoring NAT Pools

NAT pool information includes information about the address ranges configured within the pool on the Services Router. To view NAT pool information, select **Monitor > NAT** in the J-Web interface, or enter the following CLI show command:

```
show services nat pool
```

Table 55 summarizes key output fields in NAT displays.

**Table 55: Summary of Key NAT Output Fields**

Field	Values
<b>NAT Pools</b>	
NAT Pool	Name of the NAT pool.
Pool Start Address	Lower address in the NAT pool address range.
Pool Address End	Upper address in the NAT pool address range.
Port High	Upper port in the NAT pool port range.

**Table 55: Summary of Key NAT Output Fields (continued)**

Field	Values
Port Low	Lower port in the NAT pool port range.
Ports In Use	Number of ports allocated in this NAT pool.

## Monitoring DHCP

A Services Router can operate as a DHCP server. To view information about dynamic and static DHCP leases, conflicts, pools, and statistics, select **Monitor > DHCP** in the J-Web interface or enter the following CLI commands:

- show system services dhcp binding
- show system services dhcp conflict
- show system services dhcp pool
- show system services dhcp statistics

In addition, you can display the globally configured DHCP settings by using the show system services global command from the CLI.

Table 56 summarizes the output fields in DHCP displays.

**Table 56: Summary of DHCP Output Fields**

Field	Values	Additional Information
<b>DHCP Leases</b>		
Allocated Address	List of IP addresses the DHCP server has assigned to clients.	
MAC Address	Corresponding media access control (MAC) address of the client.	
Binding Type	Type of binding assigned to the client: <b>dynamic</b> or <b>static</b> .	DHCP servers can assign a <b>dynamic</b> binding from a pool of IP addresses or a <b>static</b> binding to one or more specific IP addresses.
Lease Expires	Date and time the lease expires, or <b>never</b> for leases that do not expire.	
<b>DHCP Conflicts</b>		
Detection Time	Date and time the client detected the conflict.	
Detection Method	How the conflict was detected.	Only client-detected conflicts are displayed.
Address	IP address where the conflict occurs.	The addresses in the conflicts list remain excluded until you use the <b>clear system services dhcp conflict</b> command to manually clear the list.

**Table 56: Summary of DHCP Output Fields (continued)**

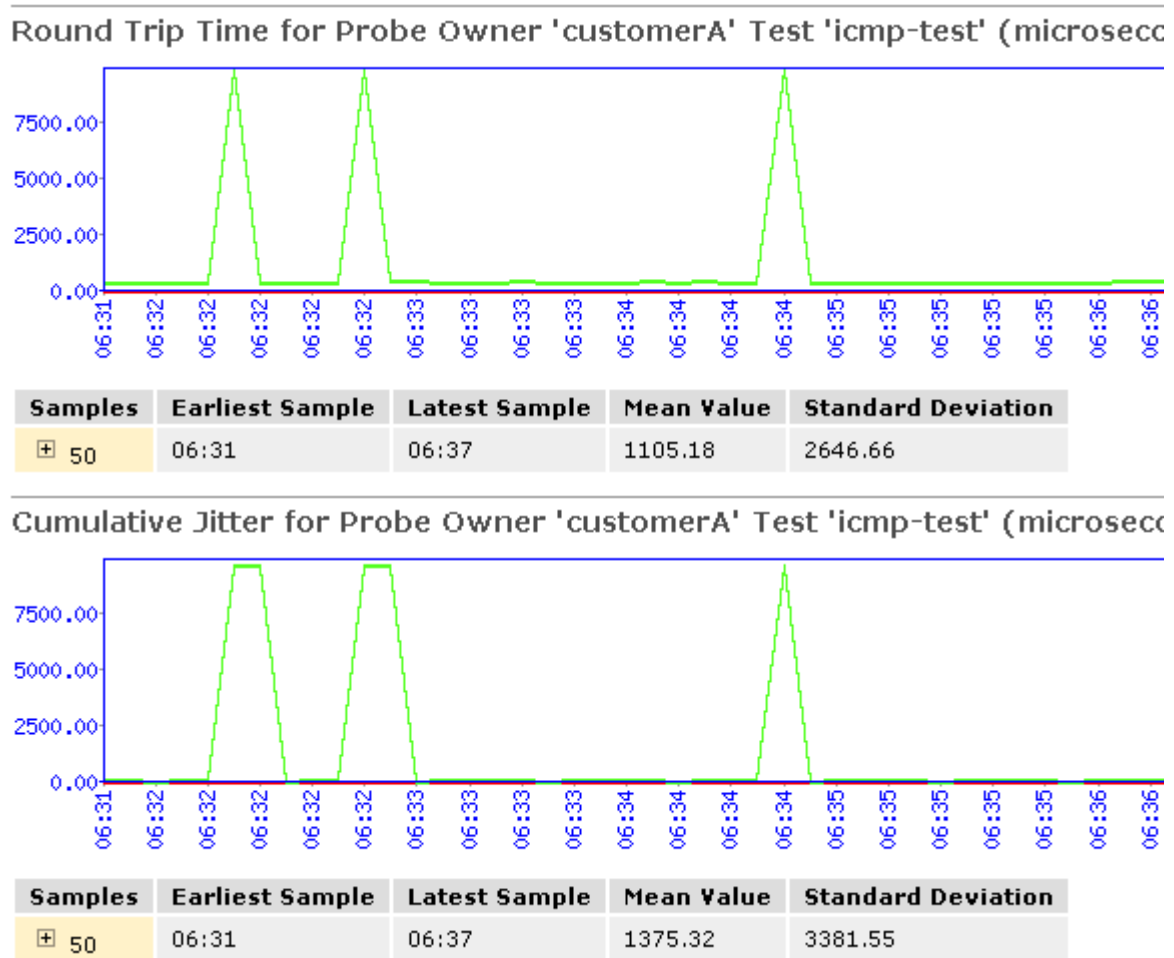
Field	Values	Additional Information
DHCP Pools		
Pool Name	Subnet on which the IP address pool is defined.	
Low Address	Lowest address in the IP address pool.	
High Address	Highest address in the IP address pool.	
Excluded Addresses	Addresses excluded from the address pool.	
DHCP Statistics		
Default lease time	Lease time assigned to clients that do not request a specific lease time.	
Maximum lease time	Minimum time a client can retain an IP address lease on the server.	
Maximum lease time	Maximum time a client can retain an IP address lease on the server.	
BOOTP lease length	Length of lease time assigned to BOOTP clients.	
BOOTP lease cutoff	Cutoff time when a BOOTP lease expires.	
Packets dropped	Total number of packets dropped and the number of packets dropped due to a particular condition.	
Messages received	Number of BOOTREQUEST, DHCPDECLINE, DHCPDISCOVER, DHCPINFORM, DHCPRELEASE, and DHCPREQUEST messages sent from DHCP clients and received by the DHCP server.	
Messages sent	Number of BOOTREPLY, DHCPACK, DHCPPOFFER, and DHCPNAK messages sent from the DHCP server to DHCP clients.	

## Monitoring RPM Probes

The RPM information includes the round-trip time, jitter, and standard deviation values for each configured RPM test on the Services Router. To view these RPM properties, select **Monitor > RPM** in the J-Web interface, or enter the following CLI **show** command:

```
show services rpm probe-results
```

In addition to the RPM statistics for each RPM test, the J-Web interface displays the round-trip times and cumulative jitter graphically. Figure 14 shows sample graphs for an RPM test.

**Figure 14: Sample RPM Graphs**

In Figure 14, the round-trip time and jitter values are plotted as a function of the system time. Large spikes in round-trip time or jitter indicate a slower outbound (egress) or inbound (ingress) time for the probe sent at that particular time.

Table 57 summarizes key output fields in RPM displays.

**Table 57: Summary of Key RPM Output Fields**

Field	Values	Additional Information
<b>Currently Running Tests</b>		
Graph		Click the <b>Graph</b> link to display the graph (if it is not already displayed) or to update the graph for a particular test.
Owner	Configured owner name of the RPM test.	

**Table 57: Summary of Key RPM Output Fields (continued)**

Field	Values	Additional Information
Test Name	Configured name of the RPM test.	
Probe Type	Type of RPM probe configured for the specified test. Following are valid probe types: <ul style="list-style-type: none"> <li>■ http-get</li> <li>■ http-get-metadata</li> <li>■ icmp-ping</li> <li>■ icmp-ping-timestamp</li> <li>■ tcp-ping</li> <li>■ udp-ping</li> </ul>	
Target Address	IP address or URL of the remote server that is being probed by the RPM test.	
Source Address	Explicitly configured source address that is included in the probe packet headers.	If no source address is configured, the RPM probe packets use the outgoing interface as the source address, and the Source Address field is empty.
Minimum RTT	Shortest round-trip time from the Services Router to the remote server, as measured over the course of the test.	
Maximum RTT	Longest round-trip time from the Services Router to the remote server, as measured over the course of the test.	
Average RTT	Average round-trip time from the Services Router to the remote server, as measured over the course of the test.	
Standard Deviation RTT	Standard deviation of round-trip times from the Services Router to the remote server, as measured over the course of the test.	
Probes Sent	Total number of probes sent over the course of the test.	
Loss Percentage	Percentage of probes sent for which a response was not received.	
<b>Round-Trip Time for a Probe</b>		
Samples	Total number of probes used for the data set.	The Services Router maintains records of the most recent 50 probes for each configured test. These 50 probes are used to generate RPM statistics for a particular test.
Earliest Sample	System time when the first probe in the sample was received.	
Latest Sample	System time when the last probe in the sample was received.	
Mean Value	Average round-trip time for the 50-probe sample.	

**Table 57: Summary of Key RPM Output Fields (continued)**

Field	Values	Additional Information
Standard Deviation	Standard deviation of the round-trip times for the 50-probe sample.	
Lowest Value	Shortest round-trip time from the Services Router to the remote server, as measured over the 50-probe sample.	
Time of Lowest Sample	System time when the lowest value in the 50-probe sample was received.	
Highest Value	Longest round-trip time from the Services Router to the remote server, as measured over the 50-probe sample.	
Time of Highest Sample	System time when the highest value in the 50-probe sample was received.	
<b>Cumulative Jitter for a Probe</b>		
Samples	Total number of probes used for the data set.	The Services Router maintains records of the most recent 50 probes for each configured test. These 50 probes are used to generate RPM statistics for a particular test.
Earliest Sample	System time when the first probe in the sample was received.	
Latest Sample	System time when the last probe in the sample was received.	
Mean Value	Average jitter for the 50-probe sample.	
Standard Deviation	Standard deviation of the jitter values for the 50-probe sample.	
Lowest Value	Smallest jitter value, as measured over the 50-probe sample.	
Time of Lowest Sample	System time when the lowest value in the 50-probe sample was received.	
Highest Value	Highest jitter value, as measured over the 50-probe sample.	
Time of Highest Sample	System time when the highest jitter value in the 50-probe sample was received.	





## Chapter 7

# Using Services Router Diagnostic Tools

J-series Services Routers support a suite of J-Web tools and CLI operational mode commands for evaluating system health and performance. Diagnostic tools and commands test the connectivity and reachability of hosts in the network.

This chapter contains the following topics. For complete descriptions of CLI operational mode commands, see the *JUNOS System Basics and Services Command Reference*, the *JUNOS Interfaces Command Reference*, and the *JUNOS Routing Protocols and Policies Command Reference*.

- Diagnostic Terms on page 127
- Diagnostic Tools Overview on page 128
- Before You Begin on page 132
- Pinging Hosts from the J-Web Interface on page 133
- Checking MPLS Connections from the J-Web Interface on page 138
- Tracing Unicast Routes from the J-Web Interface on page 143
- Using CLI Diagnostic Commands on page 147

## Diagnostic Terms

Before diagnosing J-series Services Routers, become familiar with the terms defined in Table 58.

**Table 58: J-series Diagnostic Terms**

Term	Definition
Don't Fragment (DF) bit	Bit in the IP header that instructs routers not to fragment a packet. You might set this bit if the destination host cannot reassemble the packet or if you want to test the path maximum transmission unit (MTU) for a destination host.
routing instance	Collection of routing tables, interfaces, and routing protocol interfaces. The set of interfaces belongs to the routing tables, and the routing protocol parameters control the information in the routing tables.

**Table 58: J-series Diagnostic Terms (continued)**

Term	Definition
loose source routing	Option in the IP header used to route a packet based on information supplied by the source. A gateway or host must route the packet using the routers specified by this information, but the packet can use other routers along the way.
strict source routing	Option in the IP header used to route a packet based on information supplied by the source. A gateway or host must route the packet exactly as specified by this information.
time to live (TTL)	Value (octet) in the IP header that is (usually) decremented by 1 for each hop the packet passes through. If the field reaches zero, the packet is discarded and a corresponding error message is sent to the source of the packet.
type of service (TOS)	Value (octet) in the IP header that defines the service the source host requests, such as the packet's priority and the preferred delay, throughput, and reliability.

## Diagnostic Tools Overview

Use the J-Web Diagnose options to diagnose a Services Router. J-Web results are displayed in the browser.

You can also diagnose the router with CLI operational mode commands. CLI command output appears on the screen of your console or management device, or you can filter the output to a file.

This section contains the following topics. To filter output to a file, see “Filtering Command Output” on page 96.

- J-Web Diagnostic Tools Overview on page 128
- CLI Diagnostic Commands Overview on page 129
- MPLS Connection Checking on page 131

### J-Web Diagnostic Tools Overview

The J-Web diagnostic tools consist of the options that appear when you select **Diagnose** and **Manage** in the task bar. Table 59 describes the functions of the Diagnose and Manage options.

**Table 59: J-Web Interface Diagnose and Manage Options**

Option	Function
<b>Diagnose Options</b>	
Ping Host	Allows you to ping a remote host. You can configure advanced options for the ping operation.  For details, see “Using the J-Web Ping Host Tool” on page 134.

**Table 59: J-Web Interface Diagnose and Manage Options (continued)**

Option	Function
Ping MPLS	Allows you to ping an MPLS endpoint using various options.  For details, see “MPLS Connection Checking” on page 131.
Traceroute	Allows you to trace a route between the Services Router and a remote host. You can configure advanced options for the traceroute operation.  For details, see “Tracing Unicast Routes from the J-Web Interface ” on page 143.
<b>Manage Options</b>	
Files	Allows you manage log, temporary, and core files on the Services Router.  For details, see “Managing Files with the J-Web Interface” on page 29.
Upgrade	Allows you to upgrade and manage Services Router software packages.  For details, see “Performing Software Upgrades and Reboots” on page 189.
Licenses	Displays a summary of the licenses needed and used for each feature that requires a license. Allows you to add licenses.  For details, see “Managing J-series Licenses with the J-Web Interface” on page 6.
Reboot	Allows you to reboot the Services Router at a specified time.  For details, see “Rebooting or Halting a Services Router with the J-Web Interface” on page 207.

## CLI Diagnostic Commands Overview

The CLI commands available in operational mode allow you to perform the same monitoring, troubleshooting, and management tasks you can perform with the J-Web interface. Instead of invoking the tools through a graphical interface, you use operational mode commands to perform the tasks.

Because the CLI is a superset of the J-Web interface, you can perform certain tasks only through the CLI. For example, you can use the `mtrace` command to display trace information about a multicast path from a source to a receiver, which is a feature available only through the CLI.

To view a list of top-level operational mode commands, type a question mark (?) at the command-line prompt. (See the *J-series Services Router Getting Started Guide*.)

At the top level of operational mode are the broad groups of CLI diagnostic commands listed in Table 60.

**Table 60: CLI Diagnostic Command Summary**

Command	Function
<b>Controlling the CLI Environment</b>	
<code>set option</code>	Configures the CLI display.

**Table 60: CLI Diagnostic Command Summary (continued)**

Command	Function
<b>Diagnosis and Troubleshooting</b>	
clear	Clears statistics and protocol database information.
mtrace	Traces information about multicast paths from source to receiver.  For details, see “Tracing Multicast Routes from the CLI” on page 155.
monitor	Performs real-time debugging of various software components, including the routing protocols and interfaces.  For details, see the following sections: <ul style="list-style-type: none"> <li>■ “Using the monitor interface Command” on page 160</li> <li>■ “Using the monitor traffic Command” on page 161</li> <li>■ “Displaying Log and Trace Files from the CLI” on page 159</li> </ul>
ping	Determines the reachability of a remote network host.  For details, see “Pinging Hosts from the CLI” on page 148.
ping mpls	Determines the reachability of an MPLS endpoint using various options.  For details, see “MPLS Connection Checking” on page 131.
test	Tests the configuration and application of policy filters and AS path regular expressions.
traceroute	Traces the route to a remote network host.  For details, see “Tracing Unicast Routes from the CLI” on page 154.
<b>Connecting to Other Network Systems</b>	
ssh	Opens secure shell connections.  For details, see “Using the ssh Command” on page 47.
telnet	Opens telnet sessions to other hosts on the network.  For details, see “Using the telnet Command” on page 47.
<b>Management</b>	
copy	Copies files from one location on the Services Router to another, from the router to a remote system, or from a remote system to the router.
restart <i>option</i>	Restarts the various JUNOS software processes, including the routing protocol, interface, and SNMP processes.
request	Performs system-level operations, including stopping and rebooting the Services Router and loading JUNOS software images.
start	Exits the CLI and starts a UNIX shell.

**Table 60: CLI Diagnostic Command Summary (continued)**

Command	Function
configuration	Enters configuration mode.  For details, see the <i>J-series Services Router Getting Started Guide</i> .
quit	Exits the CLI and returns to the UNIX shell.

## MPLS Connection Checking

Use either the J-Web ping MPLS diagnostic tool or the CLI `ping mpls` command to diagnose the state of label-switched paths (LSPs), Layer 2 and Layer 3 virtual private networks (VPNs), and Layer 2 circuits.

When you use the ping MPLS feature from a Services Router operating as the inbound (ingress) node at the entry point of an LSP or VPN, the router sends probe packets into the LSP or VPN. Based on how the LSP or VPN outbound (egress) node at the remote endpoint of the connection replies to the probes, you can determine the connectivity of the LSP or VPN.

Each probe is an echo request sent to the LSP or VPN exit point as an MPLS packet with a UDP payload. If the outbound node receives the echo request, it checks the contents of the probe and returns a value in the UDP payload of the response packet. If the Services Router receives the response packet, it reports a successful ping response.

Responses that take longer than 2 seconds are identified as failed probes.

Table 61 summarizes the options for using either the J-Web ping MPLS diagnostic tool or the CLI `ping mpls` command to display information about MPLS connections in VPNs and LSPs.

**Table 61: Options for Checking MPLS Connections**

J-Web Ping MPLS Tool	ping mpls Command	Purpose	Additional Information
Ping RSVP-signaled LSP	<code>ping mpls rsvp</code>	Checks the operability of an LSP that has been set up by the Resource Reservation Protocol (RSVP). The Services Router pings a particular LSP using the configured LSP name.	When an RSVP-signaled LSP has several paths, the Services Router sends the ping requests on the path that is currently active.
Ping LDP-signaled LSP	<code>ping mpls ldp</code>	Checks the operability of an LSP that has been set up by the Label Distribution Protocol (LDP). The Services Router pings a particular LSP using the forwarding equivalence class (FEC) prefix and length.	When an LDP-signaled LSP has several gateways, the Services Router sends the ping requests through the first gateway.  Ping requests sent to LDP-signaled LSPs use only the master routing instance.

**Table 61: Options for Checking MPLS Connections (continued)**

<b>J-Web Ping MPLS Tool</b>	<b>ping mpls Command</b>	<b>Purpose</b>	<b>Additional Information</b>
Ping LSP to Layer 3 VPN prefix	ping mpls l3vpn	Checks the operability of the connections related to a Layer 3 VPN. The Services Router tests whether a prefix is present in a provider edge (PE) router's VPN routing and forwarding (VRF) table, by means of a Layer 3 VPN destination prefix.	The Services Router does not test the connection between a PE router and a customer edge (CE) router.
Locate LSP using interface name	ping mpls l2vpn interface	Checks the operability of the connections related to a Layer 2 VPN. The Services Router directs outgoing request probes out the specified interface.	
Instance to which this connection belongs	ping mpls l2vpn instance	Checks the operability of the connections related to a Layer 2 VPN. The Services Router pings on a combination of the Layer 2 VPN routing instance name, the local site identifier, and the remote site identifier, to test the integrity of the Layer 2 VPN circuit (specified by the identifiers) between the inbound and outbound PE routers.	
Locate LSP from interface name	ping mpls l2circuit interface	Checks the operability of the Layer 2 circuit connections. The Services Router directs outgoing request probes out the specified interface.	
Locate LSP from virtual circuit information	ping mpls l2circuit virtual-circuit	Checks the operability of the Layer 2 circuit connections. The Services Router pings on a combination of the IPv4 prefix and the virtual circuit identifier on the outbound PE router, testing the integrity of the Layer 2 circuit between the inbound and outbound PE routers.	
Ping end point of LSP	ping mpls lsp-end-point	Checks the operability of an LSP endpoint. The Services Router pings an LSP endpoint using either an LDP FEC prefix or an RSVP LSP endpoint address.	

## Before You Begin

This section includes the following topics:

- General Preparation on page 133

- Ping MPLS Preparation on page 133

## General Preparation

To use the J-Web interface and CLI operational tools, you must have the appropriate access privileges. For more information about configuring access privilege levels, see “Adding New Users” on page 27 and the *JUNOS System Basics Configuration Guide*.

## Ping MPLS Preparation

Before using the ping MPLS feature, make sure that the receiving interface on the VPN or LSP remote endpoint has MPLS enabled, and that the loopback interface on the outbound node is configured as 127.0.0.1. The source address for MPLS probes must be a valid address on the Services Router.

### MPLS Enabled

To process ping MPLS requests, the remote endpoint of the VPN or LSP must be configured appropriately. You must enable MPLS on the receiving interface of the outbound node for the VPN or LSP. If MPLS is not enabled, the remote endpoint drops the incoming request packets and returns an “ICMP host unreachable” message to the Services Router. To enable MPLS on an interface, see the *J-series Services Router Configuration Guide*.

### Loopback Address

The loopback address (lo0) on the outbound node must be configured as 127.0.0.1. If this interface address is not configured correctly, the outbound node does not have this forwarding entry. It drops the incoming request packets and returns a “host unreachable” message to the Services Router. If the outbound node is a Services Router, see the *J-series Services Router Configuration Guide* to configure the loopback address.

### Source Address for Probes

The source IP address you specify for a set of probes must be an address configured on one of the Services Router interfaces. If it is not a valid Services Router address, the ping request fails with the error message “Can’t assign requested address.”

## Pinging Hosts from the J-Web Interface

---

This section contains the following topics:

- Using the J-Web Ping Host Tool on page 134
- Ping Host Results and Output Summary on page 137

## Using the J-Web Ping Host Tool

You can ping a host to verify that the host can be reached over the network. The output is useful for diagnosing host and network connectivity problems. The Services Router sends a series of ICMP echo (ping) requests to a specified host and receives ICMP echo responses.

Alternatively, you can use the CLI `ping` command. (See “Pinging Hosts from the CLI” on page 148.)

To use the ping host tool:

1. Select **Diagnose** from the task bar.
2. Next to Advanced options, click the expand icon (see Figure 15).
3. Enter information into the Ping Host page, as described in Table 62.

The Remote Host field is the only required field.

4. Click **Start**.

The results of the ping operation are displayed in the main pane (see Figure 16). If no options are specified, each ping response is in the following format:

```
bytes bytes from ip-address: icmp_seq=number ttl=number time=time
```

Table 63 summarizes the output fields of the display.

5. To stop the ping operation before it is complete, click **OK**.



Figure 15: Ping Host Page

Juniper NETWORKS ROUTER - J4300

Logged in as: **regress**

[Help](#) [About](#) [Logout](#)

**Monitor** **Configuration** **Diagnose** **Manage**

[Diagnose](#) > [Ping Host](#)

**Ping Host**

**Ping Host**

The ping diagnostic tool sends a series of ICMP "echo request" packets to the specified remote host.

The receipt of such packets will usually result in the remote host replying with an ICMP "echo response." Note that some hosts are configured not to respond to ICMP "echo requests," so a lack of responses does not necessarily represent a connectivity problem. Also, some firewalls block the ICMP packet types that ping uses, so you may find that you are not able to ping outside your local network.

Entering a host below creates a periodic ping task that will run until cancelled or until it times out as specified.

\* **Remote Host**  ?

+ **Advanced options**

Table 62: J-Web Ping Host Field Summary

Field	Function	Your Action
Remote Host	Identifies the host to ping.	Type the hostname or IP address of the host to ping.
<b>Advanced Options</b>		
Don't Resolve Addresses	Determines whether to display hostnames of the hops along the path.	<ul style="list-style-type: none"> <li>■ To suppress the display of the hop hostnames, select the check box.</li> <li>■ To display the hop hostnames, clear the check box.</li> </ul>
Interface	Specifies the interface on which the ping requests are sent.	From the list, select the interface on which ping requests are sent. If you select <b>any</b> , the ping requests are sent on all interfaces.
Count	Specifies the number of ping requests to send.	From the list, select the number of ping requests to send.

**Table 62: J-Web Ping Host Field Summary (continued)**

Field	Function	Your Action
Don't Fragment	Specifies the Don't Fragment (DF) bit in the IP header of the ping request packet.	<ul style="list-style-type: none"> <li>■ To set the DF bit, select the check box.</li> <li>■ To clear the DF bit, clear the check box.</li> </ul>
Record Route	Sets the record route option in the IP header of the ping request packet. The path of the ping request packet is recorded within the packet and displayed in the main pane.	<ul style="list-style-type: none"> <li>■ To record and display the path of the packet, select the check box.</li> <li>■ To suppress the recording and display of the path of the packet, clear the check box.</li> </ul>
Type-of-Service	Specifies the type-of-service (TOS) value in the IP header of the ping request packet.	From the list, select the decimal value of the TOS field.
Routing Instance	Name of the routing instance for the ping attempt.	From the list, select the routing instance name.
Interval	Specifies the interval, in seconds, between the transmission of each ping request.	From the list, select the interval.
Packet Size	Specifies the size of the ping request packet.	Type the size, in bytes, of the packet. The size can be from 0 through 65468. The router adds 8 bytes of ICMP header to the size.
Source Address	Specifies the source address of the ping request packet.	Type the source IP address.
Time-to-Live	Specifies the time-to-live (TTL) hop count for the ping request packet.	From the list, select the TTL.
Bypass Routing	<p>Determines whether ping requests are routed by means of the routing table.</p> <p>If the routing table is not used, ping requests are sent only to hosts on the interface specified in the Interface box. If the host is not on that interface, ping responses are not sent.</p>	<ul style="list-style-type: none"> <li>■ To bypass the routing table and send the ping requests to hosts on the specified interface only, select the check box.</li> <li>■ To route the ping requests using the routing table, clear the check box.</li> </ul>

Figure 16: Ping Host Results Page

Juniper NETWORKS

ROUTER - J4300

Logged in as: **regress**

[Help](#) [About](#) [Logout](#)

Monitor / Configuration / **Diagnose** / Manage

Diagnose > Ping Host

► Ping Host

► Traceroute

### Ping Host

#### Ping 172.17.28.19

```

PING 172.17.28.19 (172.17.28.19): 56 data bytes
64 bytes from 172.17.28.19: icmp_seq=0 ttl=61 time=0.579 ms
64 bytes from 172.17.28.19: icmp_seq=1 ttl=61 time=0.473 ms
64 bytes from 172.17.28.19: icmp_seq=2 ttl=61 time=0.455 ms
64 bytes from 172.17.28.19: icmp_seq=3 ttl=61 time=0.491 ms
64 bytes from 172.17.28.19: icmp_seq=4 ttl=61 time=0.493 ms
64 bytes from 172.17.28.19: icmp_seq=5 ttl=61 time=0.387 ms
64 bytes from 172.17.28.19: icmp_seq=6 ttl=61 time=0.534 ms
64 bytes from 172.17.28.19: icmp_seq=7 ttl=61 time=0.529 ms
64 bytes from 172.17.28.19: icmp_seq=8 ttl=61 time=0.445 ms
64 bytes from 172.17.28.19: icmp_seq=9 ttl=61 time=0.367 ms
--- 172.17.28.19 ping statistics ---
10 packets transmitted, 10 packets received, 0% packet loss
round-trip min/avg/max/stddev = 0.367/0.475/0.579/0.062 ms

```

OK

### Ping Host Results and Output Summary

Table 63 summarizes the output in the ping host display. If the Services Router receives no ping responses from the destination host, review the list after Table 63 for a possible explanation.

**Table 63: J-Web Ping Host Results and Output Summary**

Field	Description
<i>bytes</i> bytes from <i>ip-address</i>	<ul style="list-style-type: none"> <li><i>bytes</i> —Size of ping response packet, which is equal to the value you entered in the Packet Size box, plus 8.</li> <li><i>ip-address</i> —IP address of destination host that sent the ping response packet.</li> </ul>
icmp_seq= <i>number</i>	<i>number</i> —Sequence Number field of the ping response packet. You can use this value to match the ping response to the corresponding ping request.
ttl= <i>number</i>	<i>number</i> —Time-to-live hop-count value of the ping response packet.

**Table 63: J-Web Ping Host Results and Output Summary (continued)**

Field	Description
<i>time</i> = <i>time</i>	<i>time</i> —Total time between the sending of the ping request packet and the receiving of the ping response packet, in milliseconds. This value is also called round-trip time.
<i>number</i> packets transmitted	<i>number</i> —Number of ping requests (probes) sent to host.
<i>number</i> packets received	<i>number</i> —Number of ping responses received from host.
<i>percentage</i> packet loss	<i>percentage</i> —Number of ping responses divided by the number of ping requests, specified as a percentage.
round-trip min/avg/max/stddev = <i>min-time</i> / <i>avg-time</i> / <i>max-time</i> / <i>std-dev</i> ms	<ul style="list-style-type: none"> <li>■ <i>min-time</i> —Minimum round-trip time (see <i>time</i>= <i>time</i> field in this table).</li> <li>■ <i>avg-time</i> —Average round-trip time.</li> <li>■ <i>max-time</i> —Maximum round-trip time.</li> <li>■ <i>std-dev</i> —Standard deviation of the round-trip times.</li> </ul>

If the Services Router does not receive ping responses from the destination host (the output shows a packet loss of 100 percent), one of the following explanations might apply:

- The host is not operational.
- There are network connectivity problems between the Services Router and the host.
- The host might be configured to ignore ICMP echo requests.
- The host might be configured with a firewall filter that blocks ICMP echo requests or ICMP echo responses.
- The size of the ICMP echo request packet exceeds the MTU of a host along the path.
- The value you selected in the Time-to-Live box was less than the number of hops in the path to the host, in which case the host might reply with an ICMP error message.

For more information about ICMP, see RFC 792, *Internet Control Message Protocol*.

## Checking MPLS Connections from the J-Web Interface

Use the J-Web ping MPLS diagnostic tool to diagnose the state of label-switched paths (LSPs), Layer 2 and Layer 3 VPNs, and Layer 2 circuits.

Alternatively, you can use the CLI commands `ping mpls`, `ping mpls l2circuit`, `ping mpls l2vpn`, and `ping mpls l3vpn`. For more information, see “Pinging Hosts from the CLI” on page 148.

Before using the J-Web ping MPLS tool in your network, read “Ping MPLS Preparation” on page 133.

This section contains the following topics:

- Using the J-Web Ping MPLS Tool on page 139
- Ping MPLS Results and Output on page 142

### ***Using the J-Web Ping MPLS Tool***

Before using the ping MPLS feature, make sure that the receiving interface on the VPN or LSP remote endpoint has MPLS enabled, and that the loopback interface on the outbound node is configured as 127.0.0.1. The source address for MPLS probes must be a valid address on the Services Router.

To use the ping MPLS tool:

1. Select **Diagnose > Ping MPLS** from the task bar.
2. Next to the ping MPLS option you want to use, click the expand icon (see Figure 17).
3. Enter information into the Ping MPLS page, as described in Table 64.
4. Click **Start**.

Table 65 summarizes the output fields of the display.

5. To stop the ping operation before it is complete, click **OK**.

**Figure 17: Ping MPLS Page**

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**Router - J6300**

**Monitor** / **Configuration** / **Diagnose** / **Manage** / **Alarms**

[Diagnose](#) > [Ping MPLS](#)

**Ping MPLS**

Use the Ping MPLS diagnostic tool to send variations of ICMP "echo request" packets to the specified MPLS endpoint.

☐ **Ping RSVP-signaled LSP**

\* LSP Name  Count

Source Address  Detailed Output ☐

☐ **Ping LDP-signaled LSP**

**Table 64: J-Web Ping MPLS Field Summary**

Field	Function	Your Action
<b>Ping RSVP-signaled LSP</b>		
LSP Name	Identifies the LSP to ping.	Type the name of the LSP to ping.
Source Address	Specifies the source address of the ping request packet.	Type the source IP address—a valid address configured on a Services Router interface.
Count	Specifies the number of ping requests to send.	From the list, select the number of ping requests to send. The default is 5 requests.
Detailed Output	Requests the display of extensive rather than brief ping output.	Select the check box to display detailed output.
<b>Ping LDP-signaled LSP</b>		
FEC Prefix	Identifies the LSP to ping.	Type the forwarding equivalence class (FEC) prefix and length of the LSP to ping.

**Table 64: J-Web Ping MPLS Field Summary (continued)**

Field	Function	Your Action
Source Address	Specifies the source address of the ping request packet.	Type the source IP address—a valid address configured on a Services Router interface.
Count	Specifies the number of ping requests to send.	From the list, select the number of ping requests to send. The default is 5 requests.
Detailed Output	Requests the display of extensive rather than brief ping output.	Select the check box to display detailed output.
<b>Ping LSP to Layer 3 VPN prefix</b>		
Layer 3 VPN Name	Identifies the Layer 3 VPN to ping.	Type the name of the VPN to ping.
Count	Specifies the number of ping requests to send.	From the list, select the number of ping requests to send. The default is 5 requests.
Detailed Output	Requests the display of extensive rather than brief ping output.	Select the check box to display detailed output.
VPN Prefix	Identifies the IP address prefix and length of the Layer 3 VPN to ping.	Type the IP address prefix and length of the VPN to ping.
Source Address	Specifies the source address of the ping request packet.	Type the source IP address—a valid address configured on a Services Router interface.
<b>Locate LSP using interface name</b>		
Interface	Specifies the interface on which the ping requests are sent.	From the list, select the Services Router interface on which ping requests are sent. If you select <b>any</b> , the ping requests are sent on all interfaces.
Source Address	Specifies the source address of the ping request packet.	Type the source IP address—a valid address configured on a Services Router interface.
Count	Specifies the number of ping requests to send.	From the list, select the number of ping requests to send. The default is 5 requests.
Detailed Output	Requests the display of extensive rather than brief ping output.	Select the check box to display detailed output.
<b>Instance to which this connection belongs</b>		
Layer 2VPN Name	Identifies the Layer 2 VPN to ping.	Type the name of the VPN to ping.
Remote Site Identifier	Specifies the remote site identifier of the Layer 2 VPN to ping.	Type the remote site identifier for the VPN.
Source Address	Specifies the source address of the ping request packet.	Type the source IP address—a valid address configured on a Services Router interface.
Local Site Identifier	Specifies the local site identifier of the Layer 2 VPN to ping.	Type the local site identifier for the VPN.
Count	Specifies the number of ping requests to send.	From the list, select the number of ping requests to send. The default is 5 requests.
Detailed Output	Requests the display of extensive rather than brief ping output.	Select the check box to display detailed output.
<b>Locate LSP from interface name</b>		

**Table 64: J-Web Ping MPLS Field Summary (continued)**

Field	Function	Your Action
Interface	Specifies the interface on which the ping requests are sent.	From the list, select the Services Router interface on which ping requests are sent. If you select <b>any</b> , the ping requests are sent on all interfaces.
Source Address	Specifies the source address of the ping request packet.	Type the source IP address—a valid address configured on a Services Router interface.
Count	Specifies the number of ping requests to send.	From the list, select the number of ping requests to send. The default is 5 requests.
Detailed Output	Requests the display of extensive rather than brief ping output.	Select the check box to display detailed output.
<b>Locate LSP from virtual circuit information</b>		
Remote Neighbor	Identifies the remote neighbor (PE router) within the virtual circuit to ping.	Type the IP address of the remote neighbor within the virtual circuit.
Circuit Identifier	Specifies the virtual circuit identifier for the Layer 2 circuit to ping.	Type the virtual circuit identifier for the Layer 2 circuit.
Source Address	Specifies the source address of the ping request packet.	Type the source IP address—a valid address configured on a Services Router interface.
Count	Specifies the number of ping requests to send.	From the list, select the number of ping requests to send.
Detailed Output	Requests the display of extensive rather than brief ping output.	Select the check box to display detailed output.
<b>Ping end point of LSP</b>		
VPN Prefix	Identifies the LSP endpoint to ping.	Type either the LDP FEC prefix and length or the RSVP LSP endpoint address for the LSP to ping.
Source Address	Specifies the source address of the ping request packet.	Type the source IP address—a valid address configured on a Services Router interface.
Count	Specifies the number of ping requests to send.	From the list, select the number of ping requests to send.
Detailed Output	Requests the display of extensive rather than brief ping output.	Select the check box to display detailed output.

## Ping MPLS Results and Output

Table 65 summarizes the output in the ping MPLS display. If the Services Router receives no responses from the destination host, review the list after Table 65 for a possible explanation.

**Table 65: J-Web Ping MPLS Results and Output Summary**

Field	Description
Exclamation point (!)	Echo reply was received.
Period (.)	Echo reply was not received within the timeout period.



**Table 65: J-Web Ping MPLS Results and Output Summary (continued)**

Field	Description
x	Echo reply was received with an error code. Errored packets are not counted in the received packets count and are accounted for separately.
<i>number</i> packets transmitted	<i>number</i> —Number of ping requests (probes) sent to a host.
<i>number</i> packets received	<i>number</i> —Number of ping responses received from a host.
<i>percentage</i> packet loss	<i>percentage</i> —Number of ping responses divided by the number of ping requests, specified as a percentage.
time	For Layer 2 circuits only, the number of milliseconds required for the ping packet to reach the destination. This value is approximate, because the packet has to reach the Routing Engine.

If the Services Router does not receive ping responses from the destination host (the output shows a packet loss of 100 percent), one of the following explanations might apply:

- The host is not operational.
- There are network connectivity problems between the Services Router and the host.
- The host might be configured to ignore echo requests.
- The host might be configured with a firewall filter that blocks echo requests or echo responses.
- The size of the echo request packet exceeds the MTU of a host along the path.
- The outbound node at the remote endpoint is not configured to handle MPLS packets.
- The remote endpoint's loopback address is not configured to 127.0.0.1.

## Tracing Unicast Routes from the J-Web Interface

You can use the traceroute diagnostic tool to display a list of routers between the Services Router and a specified destination host. The output is useful for diagnosing a point of failure in the path from the Services Router to the destination host, and addressing network traffic latency and throughput problems.

The Services Router generates the list of routers by sending a series of ICMP traceroute packets in which the time-to-live (TTL) value in the messages sent to each successive router is incremented by 1. (The TTL value of the first traceroute packet is set to 1.) In this manner, each router along the path to the destination host replies with a Time Exceeded packet from which the source IP address can be obtained.

Alternatively, you can use the CLI `traceroute` command to generate the list.

This section contains the following topics:

- Using the J-Web Traceroute Tool on page 144
- Traceroute Results and Output Summary on page 146

### **Using the J-Web Traceroute Tool**

To use the traceroute tool:

1. Select **Diagnose > Traceroute**.
2. Next to Advanced options, click the expand icon (see Figure 18).
3. Enter information into the Traceroute page, as described in Table 66.

The **Remote Host** field is the only required field.

4. Click **Start**.

The results of the traceroute operation are displayed in the main pane. If no options are specified, each line of the traceroute display is in the following format:

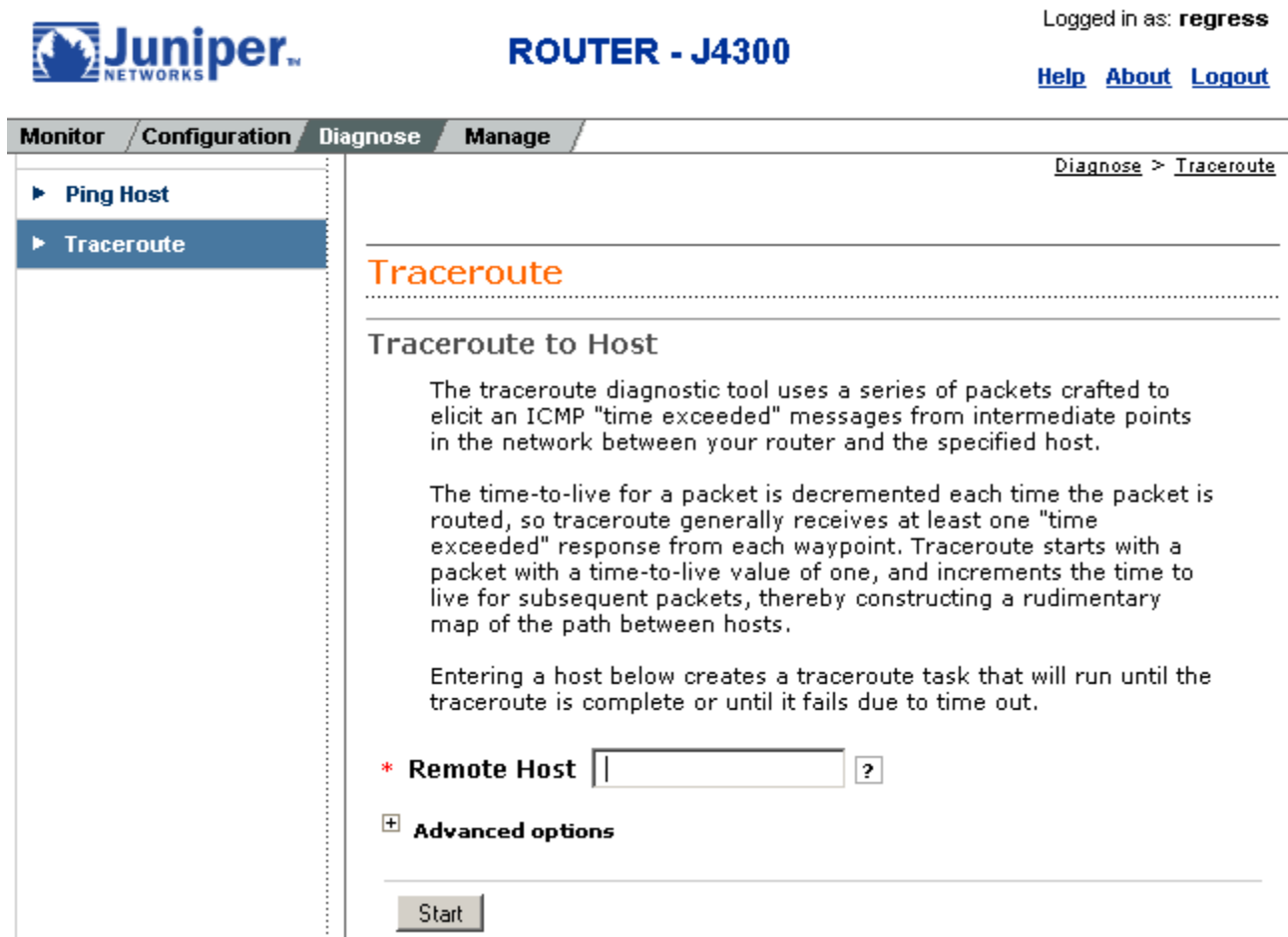
```
hop-number host ( ip-address ) [ as-number ] time1 time2 time3
```

The Services Router sends a total of three traceroute packets to each router along the path and displays the round-trip time for each traceroute operation. If the Services Router times out before receiving a **Time Exceeded** message, an asterisk (\*) is displayed for that round-trip time.

Table 67 summarizes the output fields of the display.

5. To stop the traceroute operation before it is complete, click **OK** while the results of the traceroute operation are being displayed.

Figure 18: Traceroute Page



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ROUTER - J4300

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► Ping Host

► Traceroute

## Traceroute

### Traceroute to Host

The traceroute diagnostic tool uses a series of packets crafted to elicit an ICMP "time exceeded" messages from intermediate points in the network between your router and the specified host.

The time-to-live for a packet is decremented each time the packet is routed, so traceroute generally receives at least one "time exceeded" response from each waypoint. Traceroute starts with a packet with a time-to-live value of one, and increments the time to live for subsequent packets, thereby constructing a rudimentary map of the path between hosts.

Entering a host below creates a traceroute task that will run until the traceroute is complete or until it fails due to time out.

\* Remote Host  ?

+ Advanced options

Start

Table 66: Traceroute Field Summary

Field	Function	Your Action
Remote Host	Identifies the destination host of the traceroute.	Type the hostname or IP address of the destination host.
<b>Advanced Options</b>		
Don't Resolve Addresses	Determines whether hostnames of the hops along the path are displayed, in addition to IP addresses.	<ul style="list-style-type: none"> <li>■ To suppress the display of the hop hostnames, select the check box.</li> <li>■ To display the hop hostnames, clear the check box.</li> </ul>
Gateway	Specifies the IP address of the gateway to route through.	Type the gateway IP address.
Source Address	Specifies the source address of the outgoing traceroute packets.	Type the source IP address.

**Table 66: Traceroute Field Summary (continued)**

Field	Function	Your Action
Bypass Routing	Determines whether traceroute packets are routed by means of the routing table.  If the routing table is not used, traceroute packets are sent only to hosts on the interface specified in the Interface box. If the host is not on that interface, traceroute responses are not sent.	<ul style="list-style-type: none"> <li>■ To bypass the routing table and send the traceroute packets to hosts on the specified interface only, select the check box.</li> <li>■ To route the traceroute packets by means of the routing table, clear the check box.</li> </ul>
Interface	Specifies the interface on which the traceroute packets are sent.	From the list, select the interface on which traceroute packets are sent. If you select <b>any</b> , the traceroute requests are sent on all interfaces.
Time-to-Live	Specifies the maximum time-to-live (TTL) hop count for the traceroute request packet.	From the list, select the TTL.
Type-of-Service	Specifies the type-of-service (TOS) value to include in the IP header of the traceroute request packet.	From the list, select the decimal value of the TOS field.
Resolve AS Numbers	Determines whether the autonomous system (AS) number of each intermediate hop between the router and the destination host is displayed.	<ul style="list-style-type: none"> <li>■ To display the AS numbers, select the check box.</li> <li>■ To suppress the display of the AS numbers, clear the check box.</li> </ul>

## Traceroute Results and Output Summary

Table 67 summarizes the output in the traceroute display. If the Services Router receives no responses from the destination host, review the list after Table 67 for a possible explanation.

**Table 67: J-Web Traceroute Results and Output Summary**

Field	Description
<i>hop-number</i>	Number of the hop (router) along the path.
<i>host</i>	Hostname, if available, or IP address of the router. If the Don't Resolve Addresses check box is selected, the hostname is not displayed.
<i>ip-address</i>	IP address of the router.
<i>as-number</i>	AS number of the router.
<i>time1</i>	Round-trip time between the sending of the first traceroute packet and the receiving of the corresponding Time Exceeded packet from that particular router.

**Table 67: J-Web Traceroute Results and Output Summary (continued)**

Field	Description
<i>time2</i>	Round-trip time between the sending of the second traceroute packet and the receiving of the corresponding Time Exceeded packet from that particular router.
<i>time3</i>	Round-trip time between the sending of the third traceroute packet and the receiving of the corresponding Time Exceeded packet from that particular router.

If the Services Router does not display the complete path to the destination host, one of the following explanations might apply:

- The host is not operational.
- There are network connectivity problems between the Services Router and the host.
- The host, or a router along the path, might be configured to ignore ICMP traceroute messages.
- The host, or a router along the path, might be configured with a firewall filter that blocks ICMP traceroute requests or ICMP time exceeded responses.
- The value you selected in the Time Exceeded box was less than the number of hops in the path to the host. In this case, the host might reply with an ICMP error message.

For more information about ICMP, see RFC 792, *Internet Control Message Protocol*.

## Using CLI Diagnostic Commands

Because the CLI is a superset of the J-Web interface, you can perform certain tasks only through the CLI. For an overview of the CLI operational mode commands, along with instructions for filtering command output, see “CLI Diagnostic Commands Overview” on page 129.

This section contains the following topics:

- Pinging Hosts from the CLI on page 148
- Checking MPLS Connections from the CLI on page 149
- Tracing Unicast Routes from the CLI on page 154
- Tracing Multicast Routes from the CLI on page 155
- Displaying Log and Trace Files from the CLI on page 159
- Monitoring Interfaces and Traffic from the CLI on page 159

## Pinging Hosts from the CLI

Use the CLI `ping` command to verify that a host can be reached over the network. This command is useful for diagnosing host and network connectivity problems. The Services Router sends a series of ICMP echo (ping) requests to a specified host and receives ICMP echo responses.

Alternatively, you can use the J-Web interface. (See “Using the J-Web Ping Host Tool” on page 134.)

Enter the `ping` command with the following syntax. Table 68 describes the `ping` command options.

```
user@host> ping host <interface source-interface> <bypass-routing>
<count number> <do-not-fragment> <inet | inet6> <interval seconds>
<logical-router logical-router-name> <loose-source [ hosts ]>
<no-resolve> <pattern string> <rapid> <record-route>
<routing-instance routing-instance-name> <size bytes>
<source source-address> <strict> <strict-source [ hosts ]>
<tos number> <ttl number> <wait seconds> <detail> <verbose>
```

To quit the `ping` command, press Ctrl-C.

**Table 68: CLI ping Command Options**

Option	Description
<i>host</i>	Pings the hostname or IP address you specify.
<i>interface source-interface</i>	(Optional) Sends the ping requests on the interface you specify. If you do not include this option, ping requests are sent on all interfaces.
<i>bypass-routing</i>	(Optional) Bypasses the routing tables and sends the ping requests only to hosts on directly attached interfaces. If the host is not on a directly attached interface, an error message is returned.  Use this option to ping a local system through an interface that has no route through it.
<i>count number</i>	(Optional) Limits the number of ping requests to send. Specify a count from 1 through 2,000,000,000. If you do not specify a count, ping requests are continuously sent until you press Ctrl-C.
<i>do-not-fragment</i>	(Optional) Sets the Don't Fragment (DF) bit in the IP header of the ping request packet.
<i>inet</i>	(Optional) Forces the ping requests to an IPv4 destination.
<i>inet6</i>	(Optional) Forces the ping requests to an IPv6 destination.
<i>interval seconds</i>	(Optional) Sets the interval between ping requests, in seconds. Specify an interval from 0.1 through 10,000. The default value is 1 second.
<i>loose-source [ hosts ]</i>	(Optional) For IPv4, sets the loose source routing option in the IP header of the ping request packet.
<i>no-resolve</i>	(Optional) Suppresses the display of the hostnames of the hops along the path.
<i>pattern string</i>	(Optional) Includes the hexadecimal string you specify, in the ping request packet.
<i>rapid</i>	(Optional) Sends ping requests rapidly. The results are reported in a single message, not in individual messages for each ping request. By default, five ping requests are sent before the results are reported. To change the number of requests, include the <code>count</code> option.

**Table 68: CLI ping Command Options (continued)**

Option	Description
record-route	(Optional) For IPv4, sets the record route option in the IP header of the ping request packet. The path of the ping request packet is recorded within the packet and displayed on the screen.
routing-instance routing-instance-name	(Optional) Uses the routing instance you specify for the ping request.
size bytes	(Optional) Sets the size of the ping request packet. Specify a size from 0 through 65,468. The default value is 56 bytes, which is effectively 64 bytes because 8 bytes of ICMP header data are added to the packet.
source source-address	(Optional) Uses the source address that you specify, in the ping request packet.
strict	(Optional) For IPv4, sets the strict source routing option in the IP header of the ping request packet.
strict-source [hosts]	(Optional) For IPv4, sets the strict source routing option in the IP header of the ping request packet, and uses the list of hosts you specify for routing the packet.
tos number	(Optional) Sets the type-of-service (TOS) value in the IP header of the ping request packet. Specify a value from 0 through 255.
ttl number	(Optional) Sets the time-to-live (TTL) value for the ping request packet. Specify a value from 0 through 255.
wait seconds	(Optional) Sets the maximum time to wait after sending the last ping request packet. If you do not specify this option, the default delay is 10 seconds. If you use this option without the count option, the Services Router uses a default count of 5 packets.
detail	(Optional) Displays the interface on which the ping response was received.
verbose	(Optional) Displays detailed output.

Following is sample output from a ping command:

```

user@host> ping host3 count 4
PING host3.site.net (176.26.232.111): 56 data bytes
64 bytes from 176.26.232.111: icmp_seq=0 ttl=122 time=0.661 ms
64 bytes from 176.26.232.111: icmp_seq=1 ttl=122 time=0.619 ms
64 bytes from 176.26.232.111: icmp_seq=2 ttl=122 time=0.621 ms
64 bytes from 176.26.232.111: icmp_seq=3 ttl=122 time=0.634 ms

--- host3.site.net ping statistics ---
4 packets transmitted, 4 packets received, 0% packet loss
round-trip min/avg/max/stddev = 0.619/0.634/0.661/0.017 ms

```

The fields in the display are the same as those displayed by the J-Web ping host diagnostic tool. For information, see “Ping Host Results and Output Summary” on page 137.

## Checking MPLS Connections from the CLI

Use the ping mpls commands to diagnose the state of LSPs, Layer 2 and Layer 3 VPNs, and Layer 2 circuits. When you issue a command from a Services Router operating as the inbound node at the entry point of an LSP or VPN, the router sends probe packets into the LSP or VPN. Based on how the LSP or VPN outbound node at

the remote endpoint of the connection replies to the probes, you can determine the connectivity of the LSP or VPN.

Each probe is an echo request sent to the LSP or VPN exit point as an MPLS packet with a UDP payload. If the outbound node receives the echo request, it checks the contents of the probe and returns a value in the UDP payload of the response packet. If the Services Router receives the response packet, it reports a successful ping response. Responses that take longer than 2 seconds are identified as failed probes.

Alternatively, you can use the J-Web ping MPLS tool. For more information, see “Checking MPLS Connections from the J-Web Interface” on page 138.

Before using `ping mpls` commands in your network, read “Ping MPLS Preparation” on page 133.

The `ping mpls` commands diagnose the connectivity of MPLS and VPN networks in the following ways:

- Pinging RSVP-Signaled LSPs and LDP-Signaled LSPs on page 150
- Pinging Layer 3 VPNs on page 151
- Pinging Layer 2 VPNs on page 152
- Pinging Layer 2 Circuits on page 153

### Pinging RSVP-Signaled LSPs and LDP-Signaled LSPs

Enter the `ping mpls` command with the following syntax. Table 69 describes the `ping mpls` command options.

```
user@host> ping mpls (ldp fec | lsp-end-point prefix-name
| rsvp lsp-name) <exp forwarding-class> <count number>
<source source-address> <detail>
```

To quit the `ping mpls` command, press Ctrl-C.

Alternatively, you can use the J-Web interface. (See “Checking MPLS Connections from the J-Web Interface” on page 138.)

**Table 69: CLI ping mpls ldp and ping mpls lsp-end-point Command Options**

Option	Description
<code>ldp fec</code>	Pings an LDP-signaled LSP identified by the forwarding equivalence class (FEC) prefix and length.
<code>lsp-end-point prefix-name</code>	Pings an LSP endpoint using either an LDP FEC or a RSVP LSP endpoint address.
<code>rsvp lsp-name</code>	Pings an RSVP-signaled LSP identified by the specified LSP name.
<code>exp forwarding-class</code>	(Optional) Specifies the value of the forwarding class to be used in the MPLS ping packets.



**Table 69: CLI ping mpls ldp and ping mpls lsp-end-point Command Options (continued)**

Option	Description
count <i>number</i>	(Optional) Limits the number of ping requests to send. Specify a count from 0 through 1,000,000. The default value is 5. If you do not specify a count, ping requests are continuously sent until you press Ctrl-C.
source <i>source-address</i>	(Optional) Uses the source address that you specify, in the ping request packet.
detail	(Optional) Displays detailed output about the echo requests sent and received. Detailed output includes the MPLS labels used for each request and the return codes for each request.

Following is sample output from a ping mpls command:

```

user@host> ping mpls rsvp count 5
!!xxx
--- lsping statistics ---
5 packets transmitted, 2 packets received, 60% packet loss
3 packets received with error status, not counted as received.
```

The fields in the display are the same as those displayed by the J-Web ping MPLS diagnostic tool. For information, see “Ping MPLS Results and Output” on page 142.

## Pinging Layer 3 VPNs

Enter the ping mpls l3vpn command with the following syntax. Table 70 describes the ping mpls l3vpn command options.

```

user@host> ping mpls l3vpn prefix prefix-name <l3vpn-name>
<bottom-label-ttl> <exp forwarding-class> <count number>
<source source-address> <detail>
```

To quit the ping mpls l3vpn command, press Ctrl-C.

Alternatively, you can use the J-Web interface. (See “Checking MPLS Connections from the J-Web Interface” on page 138.)

**Table 70: CLI ping mpls l3vpn Command Options**

Option	Description
l3vpn prefix <i>prefix-name</i>	Pings the remote host specified by the prefix to verify that the prefix is present in the PE router’s VPN routing and forwarding (VRF) table. This option does not test the connectivity between a PE router and a CE router.
<i>l3vpn-name</i>	(Optional) Layer 3 VPN name.
bottom-label-ttl	(Optional) Displays the time-to-live (TTL) value for the bottom label in the MPLS label stack.
exp <i>forwarding-class</i>	(Optional) Specifies the value of the forwarding class to be used in the MPLS ping packets.
count <i>number</i>	(Optional) Limits the number of ping requests to send. Specify a count from 0 through 1,000,000. The default value is 5. If you do not specify a count, ping requests are continuously sent until you press Ctrl-C.

**Table 70: CLI ping mpls l3vpn Command Options (continued)**

Option	Description
source <i>source-address</i>	(Optional) Uses the source address that you specify, in the ping request packet.
detail	(Optional) Displays detailed output about the echo requests sent and received. Detailed output includes the MPLS labels used for each request and the return codes for each request.

Following is sample output from a ping mpls l3vpn command:

```

user@host> ping mpls l3vpn vpn1 prefix 10.255.245.122/32
!!!!!
--- lsping statistics ---
5 packets transmitted, 5 packets received, 0% packet loss

```

The fields in the display are the same as those displayed by the J-Web ping MPLS diagnostic tool. For information, see “Ping MPLS Results and Output” on page 142.

## Pinging Layer 2 VPNs

Enter the ping mpls l2vpn command with the following ping syntax. Table 71 describes the ping mpls l2vpn command options.

```

user@host> ping mpls l2vpn interface interface-name | instance
l2vpn-instance-name local-site-id local-site-id-number remote-site-id
remote-site-id-number <bottom-label-ttl> <exp forwarding-class>
<count number> <source source-address> <detail>

```

To quit the ping mpls l2vpn command, press Ctrl-C.

Alternatively, you can use the J-Web interface. (See “Checking MPLS Connections from the J-Web Interface” on page 138.)

**Table 71: CLI ping mpls l2vpn Command Options**

Option	Description
l2vpn interface <i>interface-name</i>	Sends ping requests out the specified interface configured for the Layer 2 VPN on the outbound (egress) PE router.
l2vpn instance <i>l2vpn-instance-name</i> <i>local-site-id</i> <i>local-site-id-number</i> <i>remote-site-id</i> <i>remote-site-id-number</i>	Pings on a combination of the Layer 2 VPN routing instance name, the local site identifier, and the remote site identifier, testing the integrity of the Layer 2 VPN circuit (specified by the identifiers) between the inbound (ingress) and outbound PE routers.
bottom-label-ttl	(Optional) Displays the time-to-live (TTL) value for the bottom label in the MPLS label stack.
exp <i>forwarding-class</i>	(Optional) Specifies the value of the forwarding class to be used in the MPLS ping packets.
count <i>number</i>	(Optional) Limits the number of ping requests to send. Specify a count from 0 through 1,000,000. The default value is 5. If you do not specify a count, ping requests are continuously sent until you press Ctrl-C.

**Table 71: CLI ping mpls l2vpn Command Options (continued)**

Option	Description
source <i>source-address</i>	(Optional) Uses the source address that you specify, in the ping request packet.
detail	(Optional) Displays detailed output about the echo requests sent and received. Detailed output includes the MPLS labels used for each request and the return codes for each request.

Following is sample output from a ping mpls l2vpn command:

```

user@host> ping mpls l2vpn instance vpn1 remote-site-id 1
local-site-id 2 detail
Request for seq 1, to interface 68, labels <800001, 100176>
Reply for seq 1, return code: Egress-ok
Request for seq 2, to interface 68, labels <800001, 100176>
Reply for seq 2, return code: Egress-ok
Request for seq 3, to interface 68, labels <800001, 100176>
Reply for seq 3, return code: Egress-ok
Request for seq 4, to interface 68, labels <800001, 100176>
Reply for seq 4, return code: Egress-ok
Request for seq 5, to interface 68, labels <800001, 100176>
Reply for seq 5, return code: Egress-ok

--- lsping statistics ---
5 packets transmitted, 5 packets received, 0% packet loss

```

The fields in the display are the same as those displayed by the J-Web ping MPLS diagnostic tool. For information, see “Ping MPLS Results and Output” on page 142.

## Pinging Layer 2 Circuits

Enter the ping mpls l2circuit command with the following syntax. Table 72 describes the ping mpls l2circuit command options.

```

user@host> ping mpls l2circuit (interface interface-name |
virtual-circuit neighbor prefix-name virtual-circuit-id)
<exp forwarding-class> <count number> <source source-address>
<detail>

```

To quit the ping mpls l2circuit command, press Ctrl-C.

Alternatively, you can use the J-Web interface. (See “Checking MPLS Connections from the J-Web Interface” on page 138.)

**Table 72: CLI ping mpls l2circuit Command Options**

Option	Description
l2circuit interface <i>interface-name</i>	Sends ping requests out the specified interface configured for the Layer 2 circuit on the outbound PE router.
l2circuit virtual-circuit neighbor <i>prefix-name</i> <i>virtual-circuit-id</i>	Pings on a combination of the IPv4 prefix and the virtual circuit identifier on the outbound PE router, testing the integrity of the Layer 2 circuit between the inbound and outbound PE routers.

**Table 72: CLI ping mpls l2circuit Command Options (continued)**

Option	Description
<code>exp forwarding-class</code>	(Optional) Specifies the value of the forwarding class to be used in the MPLS ping packets.
<code>count number</code>	(Optional) Limits the number of ping requests to send. Specify a count from 0 through 1,000,000. The default value is 5. If you do not specify a count, ping requests are continuously sent until you press Ctrl-C.
<code>source source-address</code>	(Optional) Uses the source address that you specify, in the ping request packet.
<code>detail</code>	(Optional) Displays detailed output about the echo requests sent and received. Detailed output includes the MPLS labels used for each request and the return codes for each request.

Following is sample output from a ping mpls l2circuit command:

```
user@host> ping mpls l2circuit interface fe-1/0/0.0
Request for seq 1, to interface 69, labels <100000, 100208>
Reply for seq 1, return code: Egress-ok, time: 0.439 ms
```

The fields in the display are the same as those displayed by the J-Web ping MPLS diagnostic tool. For information, see “Ping MPLS Results and Output” on page 142.

## Tracing Unicast Routes from the CLI

Use the CLI `traceroute` command to display a list of routers between the Services Router and a specified destination host. This command is useful for diagnosing a point of failure in the path from the Services Router to the destination host, and addressing network traffic latency and throughput problems.

The Services Router generates the list of routers by sending a series of ICMP traceroute packets in which the time-to-live (TTL) value in the messages sent to each successive router is incremented by 1. (The TTL value of the first traceroute packet is set to 1.) In this manner, each router along the path to the destination host replies with a Time Exceeded packet from which the source IP address can be obtained.

Alternatively, you can use the J-Web interface. (See “Tracing Unicast Routes from the J-Web Interface ” on page 143.)

Enter the `traceroute` command with the following syntax. Table 73 describes the `traceroute` command options.

```
user@host> traceroute host <interface interface-name>
<as-number-lookup> <bypass-routing> <gateway address> <inet
| inet6> <logical-router logical-router-name> <no-resolve>
<routing-instance routing-instance-name> <source source-address>
<tos number> <ttl number> <wait seconds>
```

To quit the `traceroute` command, press Ctrl-C.

**Table 73: CLI traceroute Command Options**

Option	Description
<i>host</i>	Sends traceroute packets to the hostname or IP address you specify.
interface <i>interface-name</i>	(Optional) Sends the traceroute packets on the interface you specify. If you do not include this option, traceroute packets are sent on all interfaces.
as-number-lookup	(Optional) Displays the autonomous system (AS) number of each intermediate hop between the router and the destination host.
bypass-routing	(Optional) Bypasses the routing tables and sends the traceroute packets only to hosts on directly attached interfaces. If the host is not on a directly attached interface, an error message is returned.  Use this option to display a route to a local system through an interface that has no route through it.
gateway <i>address</i>	(Optional) Uses the gateway you specify to route through.
logical-router <i>logical-router-name</i>	(Optional) Sends traceroute packets to this logical router.
inet	(Optional) Forces the traceroute packets to an IPv4 destination.
inet6	(Optional) Forces the traceroute packets to an IPv6 destination.
no-resolve	(Optional) Suppresses the display of the hostnames of the hops along the path.
routing-instance <i>routing-instance-name</i>	(Optional) Uses the routing instance you specify for the traceroute.
source <i>address</i>	(Optional) Uses the source address you specify in the traceroute packet.
tos <i>number</i>	(Optional) Sets the type-of-service (TOS) value in the IP header of the traceroute packet. Specify a value from 0 through 255.
ttl <i>number</i>	(Optional) Sets the time-to-live (TTL) value for the traceroute packet. Specify a hop count from 0 through 128.
wait <i>seconds</i>	(Optional) Sets the maximum time to wait for a response.

Following is sample output from a `traceroute` command:

```

user@host> traceroute host2
traceroute to 173.24.232.66 (172.24.230.41), 30 hops max, 40 byte packets
 1  173.18.42.253 (173.18.42.253)  0.482 ms  0.346 ms  0.318 ms
 2  host4.site1.net (173.18.253.5)  0.401 ms  0.435 ms  0.359 ms
 3  host5.site1.net (173.18.253.5)  0.401 ms  0.360 ms  0.357 ms
 4  173.24.232.65 (173.24.232.65)  0.420 ms  0.456 ms  0.378 ms
 5  173.24.232.66 (173.24.232.66)  0.830 ms  0.779 ms  0.834 ms

```

The fields in the display are the same as those displayed by the J-Web traceroute diagnostic tool. For information, see “Traceroute Results and Output Summary” on page 146.

## Tracing Multicast Routes from the CLI

Use CLI `mtrace` commands to trace information about multicast paths. The `mtrace from-source` command displays information about a multicast path from a source to

the Services Router. The `mtrace monitor` command monitors and displays multicast trace operations.

This section contains the following topics. For more information about `mtrace` commands, see the *JUNOS System Basics and Services Command Reference*.

- Using the `mtrace from-source` Command on page 156
- Using the `mtrace monitor` Command on page 158

## Using the `mtrace from-source` Command

To display information about a multicast path from a source to the Services Router, enter the `mtrace from-source` command with the following syntax. Table 74 describes the `mtrace from-source` command options.

```
user@host> mtrace from-source source host
<extra-hops number> <group address> <interval seconds>
<max-hops number> <max-queries number> <response host>
<routing-instance routing-instance-name> <ttl number>
<wait-time seconds> <loop> <multicast-response | unicast-response>
<no-resolve> <no-router-alert> <brief | detail>
```

**Table 74: CLI `mtrace from-source` Command Options**

Option	Description
<code>source host</code>	Traces the path to the specified hostname or IP address.
<code>extra-hops number</code>	(Optional) Sets the number of extra hops to trace past nonresponsive routers. Specify a value from 0 through 255.
<code>group address</code>	(Optional) Traces the path for the specified group address. The default value is 0.0.0.0.
<code>interval seconds</code>	(Optional) Sets the interval between statistics gathering. The default value is 10.
<code>max-hops number</code>	(Optional) Sets the maximum number of hops to trace toward the source. Specify a value from 0 through 255. The default value is 32.
<code>max-queries number</code>	(Optional) Sets the maximum number of query attempts for any hop. Specify a value from 1 through 32. The default value is 3.
<code>response host</code>	(Optional) Sends the response packets to the specified hostname or IP address. By default, the response packets are sent to the Services Router.
<code>routing-instance routing-instance-name</code>	(Optional) Traces the routing instance you specify.
<code>ttl number</code>	(Optional) Sets the time-to-live (TTL) value in the IP header of the query packets. Specify a hop count from 0 through 255. The default value for local queries to the <i>all routers</i> multicast group is 1. Otherwise, the default value is 127.
<code>wait-time seconds</code>	(Optional) Sets the time to wait for a response packet. The default value is 3 seconds.
<code>loop</code>	(Optional) Loops indefinitely, displaying rate and loss statistics. To quit the <code>mtrace</code> command, press Ctrl-C.
<code>multicast-response</code>	(Optional) Forces the responses to use multicast.
<code>unicast-response</code>	(Optional) Forces the response packets to use unicast.

**Table 74: CLI mtrace from-source Command Options (continued)**

Option	Description
no-resolve	(Optional) Does not display hostnames.
no-router-alert	(Optional) Does not use the router alert IP option in the IP header.
brief	(Optional) Does not display packet rates and losses.
detail	(Optional) Displays packet rates and losses if a group address is specified.

Following is sample output from the mtrace from-source command:

```

user@host> mtrace from-source source 192.1.4.1 group 224.1.1.1
Mtrace from 192.1.4.1 to 192.1.30.2 via group 224.1.1.1
Querying full reverse path... * *
  0 ? (192.1.30.2)
 -1 ? (192.1.30.1) PIM thresh^ 1
 -2 routerC.mycompany.net (192.1.40.2) PIM thresh^ 1
 -3 hostA.mycompany.net (192.1.4.1)
Round trip time 22 ms; total ttl of 2 required.

Waiting to accumulate statistics...Results after 10 seconds:

Source      Response Dest      Overall      Packet Statistics For Traffic From
192.1.4.1   192.1.30.2      Packet      192.1.4.1 To 224.1.1.1
  v      ___/  rtt   16 ms      Rate      Lost/Sent = Pct  Rate
192.168.195.37
192.1.40.2   routerC.mycompany.net
  v      ^      ttl    2              0/0    =  --    0 pps
192.1.40.1
192.1.30.1   ?
  v      \__  ttl    3              ?/0              0 pps
192.1.30.2   192.1.30.2
Receiver      Query Source

```

Each line of the trace display is usually in the following format (depending on the options selected and the responses from the routers along the path):

```
hop-number host (ip-address) protocol ttl
```

Table 75 summarizes the output fields of the display.



**NOTE:** The packet statistics gathered from Juniper Networks routers and routing nodes are always displayed as 0.

**Table 75: CLI mtrace from-source Command Output Summary**

Field	Description
hop-number	Number of the hop (router) along the path.

**Table 75: CLI mtrace from-source Command Output Summary (continued)**

Field	Description
<i>host</i>	Hostname, if available, or IP address of the router. If the <b>no-resolve</b> option was entered in the command, the hostname is not displayed.
<i>ip-address</i>	IP address of the router.
<i>protocol</i>	Protocol used.
<i>ttl</i>	TTL threshold.
Round trip time <i>milliseconds ms</i>	Total time between the sending of the query packet and the receiving of the response packet.
total ttl of <i>number</i> required	Total number of hops required to reach the source.
Source	Source IP address of the response packet.
Response Dest	Response destination IP address.
Overall	Average packet rate for all traffic at each hop.
Packet Statistics For Traffic From	Number of packets lost, number of packets sent, percentage of packets lost, and average packet rate at each hop.
Receiver	IP address receiving the multicast packets.
Query Source	IP address of the host sending the query packets.

## Using the mtrace monitor Command

To monitor and display multicast trace operations, enter the **mtrace monitor** command:

```

user@host> mtrace monitor
Mtrace query at Apr 21 16:00:54 by 192.1.30.2, resp to 224.0.1.32, qid 2a83aa
packet from 192.1.30.2 to 224.0.0.2
from 192.1.30.2 to 192.1.4.1 via group 224.1.1.1 (mxhop=60)

Mtrace query at Apr 21 16:00:57 by 192.1.30.2, resp to 224.0.1.32, qid 25dc17
packet from 192.1.30.2 to 224.0.0.2
from 192.1.30.2 to 192.1.4.1 via group 224.1.1.1 (mxhop=60)

Mtrace query at Apr 21 16:01:00 by 192.1.30.2, resp to same, qid 20e046
packet from 192.1.30.2 to 224.0.0.2
from 192.1.30.2 to 192.1.4.1 via group 224.1.1.1 (mxhop=60)

Mtrace query at Apr 21 16:01:10 by 192.1.30.2, resp to same, qid 1d25ad
packet from 192.1.30.2 to 224.0.0.2
from 192.1.30.2 to 192.1.4.1 via group 224.1.1.1 (mxhop=60)

```

This example displays only mtrace queries. When the Services Router captures an mtrace response, the display is similar, but the complete mtrace response is also displayed—exactly as it is displayed in **mtrace from-source** command output.

Table 76 summarizes the output fields of the display.



**Table 76: CLI mtrace monitor Command Output Summary**

Field	Description
mtrace <i>operation-type</i> at <i>time-of-day</i>	<ul style="list-style-type: none"> <li>■ <i>operation-type</i> —Type of multicast trace operation: <i>query</i> or <i>response</i>.</li> <li>■ <i>time-of-day</i> —Date and time the multicast trace query or response was captured.</li> </ul>
by	IP address of the host issuing the query.
resp to <i>address</i>	<i>address</i> —Response destination address.
qid <i>qid</i>	<i>qid</i> —Query ID number.
packet from <i>source</i> to <i>destination</i>	<ul style="list-style-type: none"> <li>■ <i>source</i> —IP address of the source of the query or response.</li> <li>■ <i>destination</i> —IP address of the destination of the query or response.</li> </ul>
from <i>source</i> to <i>destination</i>	<ul style="list-style-type: none"> <li>■ <i>source</i> —IP address of the multicast source.</li> <li>■ <i>destination</i> —IP address of the multicast destination.</li> </ul>
via group <i>address</i>	<i>address</i> —Group address being traced.
mxhop= <i>number</i>	<i>number</i> —Maximum hop setting.

## Displaying Log and Trace Files from the CLI

You can enter the `monitor start` command to display real-time additions to system logs and trace files:

```
user@host> monitor start filename
```

When the Services Router adds a record to the file specified by *filename*, the record is displayed on the screen. For example, if you have configured a system log file named `system-log` (by including the `syslog` statement at the [edit system] hierarchy level), you can enter the `monitor start system-log` command to display the records added to the system log.

To display a list of files that are being monitored, enter the `monitor list` command. To stop the display of records for a specified file, enter the `monitor stop filename` command.

## Monitoring Interfaces and Traffic from the CLI

This section contains the following topics:

- Using the `monitor interface` Command on page 160
- Using the `monitor traffic` Command on page 161

## Using the monitor interface Command

Use the CLI `monitor interface` command to display real-time traffic, error, alarm, and filter statistics about a physical or logical interface. Enter the command with the following syntax:

```
user@host> monitor interface ( interface-name | traffic)
```

Replace *interface-name* with the name of a physical or logical interface. If you specify the `traffic` option, statistics for all active interfaces are displayed.

The real-time statistics are updated every second. The **Current delta** and **Delta** columns display the amount the statistics counters have changed since the `monitor interface` command was entered or since you cleared the delta counters. Table 77 and Table 78 list the keys you use to control the display using the *interface-name* and `traffic` options. (The keys are not case sensitive.)

**Table 77: CLI monitor interface Output Control Keys**

Key	Action
c	Clears (returns to 0) the delta counters in the <b>Current delta</b> column. The statistics counters are not cleared.
f	Freezes the display, halting the update of the statistics and delta counters.
i	Displays information about a different interface. You are prompted for the name of a specific interface.
n	Displays information about the next interface. The Services Router scrolls through the physical and logical interfaces in the same order in which they are displayed by the <code>show interfaces terse</code> command.
q or ESC	Quits the command and returns to the command prompt.
t	Thaws the display, resuming the update of the statistics and delta counters.

**Table 78: CLI monitor interface traffic Output Control Keys**

Key	Action
b	Displays the statistics in units of bytes and bytes per second (bps).
c	Clears (returns to 0) the delta counters in the <b>Delta</b> column. The statistics counters are not cleared.
d	Displays the <b>Delta</b> column instead of the rate column—in bps or packets per second (pps).
p	Displays the statistics in units of packets and packets per second (pps).
q or ESC	Quits the command and returns to the command prompt.
r	Displays the rate column—in bps and pps—instead of the <b>Delta</b> column.

Following are sample displays from the `monitor interface` command:

```

user@host> monitor interface fe-0/0/0
host1                               Seconds: 11                Time: 16:47:49
                                          Delay: 0/0/0

Interface: fe-0/0/0, Enabled, Link is Up
Encapsulation: Ethernet, Speed: 100mbps

Traffic statistics:                                Current delta
Input bytes:                                     381588589             [11583]
Output bytes:                                   9707279                [6542]
Input packets:                                 4064553                [145]
Output packets:                               66683                  [25]

Error statistics:
Input errors:                                  0                      [0]
Input drops:                                  0                      [0]
Input framing errors:                         0                      [0]
Carrier transitions:                          0                      [0]
Output errors:                                0                      [0]
Output drops:                                0                      [0]

```



**NOTE:** The output fields displayed when you enter the monitor interface *interface-name* command are determined by the interface you specify.

```

user@host> monitor interface traffic
Interface  Link  Input packets  (pps)  Output packets  (pps)
fe-0/0/0   Up    42334          (5)    23306           (3)
fe-0/0/1   Up    587525876     (12252)  589621478     (12891)

```

## Using the monitor traffic Command

Use the CLI monitor traffic command to display packet headers transmitted through network interfaces.



**NOTE:** Using the monitor traffic command can degrade Services Router performance. We recommend that you use filtering options—such as count and matching—to minimize the impact to packet throughput on the Services Router.

Enter the monitor traffic command with the following syntax. Table 79 describes the monitor traffic command options.

```

user@host> monitor traffic <absolute-sequence> <count number>
<interface interface-name> <layer2-headers> <matching "expression">
<no-domain-names> <no-promiscuous> <no-resolve> <no-timestamp>
<print-ascii> <print-hex> <size bytes> <brief | detail | extensive>

```

To quit the monitor traffic command and return to the command prompt, press Ctrl-C.

**Table 79: CLI monitor traffic Command Options**

Option	Description
<code>absolute-sequence</code>	(Optional) Displays the absolute TCP sequence numbers.
<code>count number</code>	(Optional) Displays the specified number of packet headers. Specify a value from 0 through 100,000. The command quits and exits to the command prompt after this number is reached.
<code>interface interface-name</code>	(Optional) Displays packet headers for traffic on the specified interface. If an interface is not specified, the lowest numbered interface is monitored.
<code>layer2-headers</code>	(Optional) Displays the link-layer packet header on each line.
<code>matching "expression"</code>	(Optional) Displays packet headers that match an expression enclosed in quotation marks (" "). Table 80 through Table 82 list match conditions, logical operators, and arithmetic, binary, and relational operators you can use in the expression.
<code>no-domain-names</code>	(Optional) Suppresses the display of the domain name portion of the hostname.
<code>no-promiscuous</code>	(Optional) Specifies <i>not</i> to place the monitored interface in promiscuous mode.  In promiscuous mode, the interface reads every packet that reaches it. In nonpromiscuous mode, the interface reads only the packets addressed to it.
<code>no-resolve</code>	(Optional) Suppresses the display of hostnames.
<code>no-timestamp</code>	(Optional) Suppresses the display of packet header timestamps.
<code>print-ascii</code>	(Optional) Displays each packet header in ASCII format.
<code>print-hex</code>	(Optional) Displays each packet header, except link-layer headers, in hexadecimal format.
<code>size bytes</code>	(Optional) Displays the number of bytes for each packet that you specify. If a packet header exceeds this size, the displayed packet header is truncated. The default value is 96.
<code>brief</code>	(Optional) Displays minimum packet header information. This is the default.
<code>detail</code>	(Optional) Displays packet header information in moderate detail. For some protocols, you must also use the <b>size</b> option to see detailed information.
<code>extensive</code>	(Optional) Displays the most extensive level of packet header information. For some protocols, you must also use the <b>size</b> option to see extensive information.

To limit the packet header information displayed by the `monitor traffic` command, include the `matching "expression"` option. An expression consists of one or more match conditions listed in Table 80, enclosed in quotation marks (" "). You can combine match conditions by using the logical operators listed in Table 81 (shown in order of highest to lowest precedence).

For example, to display TCP or UDP packet headers, enter the following command:

```
user@host> monitor traffic matching "tcp || udp"
```

To compare the following types of expressions, use the relational operators listed in Table 82 (listed from highest to lowest precedence):

- Arithmetic—Expressions that use the arithmetic operators listed in Table 82.
- Binary—Expressions that use the binary operators listed in Table 82.
- Packet data accessor—Expressions that use the following syntax:

```
protocol [ byte-offset <size>]
```

Replace *protocol* with any protocol in Table 80. Replace *byte-offset* with the byte offset, from the beginning of the packet header, to use for the comparison. The optional *size* parameter represents the number of bytes examined in the packet header—1, 2, or 4 bytes.

For example, the following command displays all multicast traffic:

```
user@host> monitor traffic matching "ether[0] & 1 !=0"
```

**Table 80: CLI monitor traffic Match Conditions**

Match Condition	Description
<b>Entity Type</b>	
host [ <i>address</i>   <i>hostname</i> ]	Matches packet headers that contain the specified address or hostname. You can prepend any of the following protocol match conditions, followed by a space, to <i>host</i> : <i>arp</i> , <i>ip</i> , <i>rarp</i> , or any of the Directional match conditions.
network <i>address</i>	Matches packet headers with source or destination addresses containing the specified network address.
network <i>address</i> mask <i>mask</i>	Matches packet headers containing the specified network address and subnet mask.
port [ <i>port-number</i>   <i>port-name</i> ]	Matches packet headers containing the specified source or destination TCP or UDP port number or port name.
<b>Directional</b>	Directional match conditions can be prepended to any Entity Type match conditions, followed by a space.
destination	Matches packet headers containing the specified destination.
source	Matches packet headers containing the specified source.
source and destination	Matches packet headers containing the specified source <i>and</i> destination.
source or destination	Matches packet headers containing the specified source <i>or</i> destination.
<b>Packet Length</b>	
less <i>bytes</i>	Matches packets with lengths less than or equal to the specified value, in bytes.
greater <i>bytes</i>	Matches packets with lengths greater than or equal to the specified value, in bytes.
<b>Protocol</b>	
arp	Matches all ARP packets.
ether	Matches all Ethernet frames.

**Table 80: CLI monitor traffic Match Conditions (continued)**

Match Condition	Description
ether [broadcast   multicast]	Matches broadcast or multicast Ethernet frames. This match condition can be prepended with <b>source</b> or <b>destination</b> .
ether protocol [ address   (\arp   \ip   \rarp)]	Matches Ethernet frames with the specified address or protocol type. The arguments <b>arp</b> , <b>ip</b> , and <b>rarp</b> are also independent match conditions, so they must be preceded with a backslash (\) when used in the <b>ether protocol</b> match condition.
icmp	Matches all ICMP packets.
ip	Matches all IP packets.
ip [broadcast   multicast]	Matches broadcast or multicast IP packets.
ip protocol [ address   (\icmp   igrp   \tcp   \udp)]	Matches IP packets with the specified address or protocol type. The arguments <b>icmp</b> , <b>tcp</b> , and <b>udp</b> are also independent match conditions, so they must be preceded with a backslash (\) when used in the <b>ip protocol</b> match condition.
isis	Matches all IS-IS routing messages.
rarp	Matches all RARP packets.
tcp	Matches all TCP packets.
udp	Matches all UDP packets.

**Table 81: CLI monitor traffic Logical Operators**

Logical Operator	Description
!	Logical NOT. If the first condition does not match, the next condition is evaluated.
&&	Logical AND. If the first condition matches, the next condition is evaluated. If the first condition does not match, the next condition is skipped.
	Logical OR. If the first condition matches, the next condition is skipped. If the first condition does not match, the next condition is evaluated.
()	Group operators to override default precedence order. Parentheses are special characters, each of which must be preceded by a backslash (\).

**Table 82: CLI monitor traffic Arithmetic, Binary, and Relational Operators**

Operator	Description
<b>Arithmetic Operator</b>	
+	Addition operator.
-	Subtraction operator.
/	Division operator.
<b>Binary Operator</b>	

**Table 82: CLI monitor traffic Arithmetic, Binary, and Relational Operators (continued)**

Operator	Description
&	Bitwise AND.
*	Bitwise exclusive OR.
	Bitwise inclusive OR.
Relational Operator	
<=	A match occurs if the first expression is less than or equal to the second.
>=	A match occurs if the first expression is greater than or equal to the second.
<	A match occurs if the first expression is less than the second.
>	A match occurs if the first expression is greater than the second.
=	A match occurs if the first expression is equal to the second.
!=	A match occurs if the first expression is not equal to the second.

Following is sample output from the monitor traffic command:

```

user@host> monitor traffic count 4 matching "arp" detail
Listening on fe-0/0/0, capture size 96 bytes

15:04:16.276780 In arp who-has 193.1.1.1 tell host1.site2.net
15:04:16.376848 In arp who-has host2.site2.net tell host1.site2.net
15:04:16.376887 In arp who-has 193.1.1.2 tell host1.site2.net
15:04:16.601923 In arp who-has 193.1.1.3 tell host1.site2.net

```





## Chapter 8

# Monitoring Real-Time Performance

J-series Services Routers support a tool that allows network operators and their customers to accurately measure the performance between two network endpoints. With the real-time performance monitoring (RPM) feature, you configure and send probes to a specified target and monitor the analyzed results to determine packet loss, round-trip time, and jitter.

This chapter contains the following topics. For more information about RPM, see the *JUNOS Services Interfaces Configuration Guide*.

- RPM Terms on page 167
- RPM Overview on page 168
- Before You Begin on page 171
- Configuring RPM with Quick Configuration on page 171
- Configuring RPM with a Configuration Editor on page 178
- Verifying an RPM Configuration on page 185

## RPM Terms

Before configuring and monitoring RPM on J-series Services Routers, become familiar with the terms defined in Table 83.

**Table 83: RPM Terms**

Term	Definition
egress	Outbound. Characterizing packets exiting a Services Router.
ingress	Inbound. Characterizing packets entering a Services Router.
jitter	Variation in the rate at which packets in a stream are received, which can cause quality degradation in some real-time applications such as voice over IP (VoIP) and video.
probe	An action taken or an object used to learn something about the state of the network. Real-time performance monitoring (RPM) uses several types of requests to probe a network.
probe interval	Time, in seconds, between probe packets.

**Table 83: RPM Terms (continued)**

<b>Term</b>	<b>Definition</b>
<b>real-time performance monitoring (RPM)</b>	Monitoring tool that measures the performance of a network between two endpoints by collecting statistics on packet loss, round-trip time, and jitter.
<b>RPM target</b>	Remote network endpoint, identified by an IP address or URL, to which the Services Router sends a real-time performance monitoring (RPM) probe.
<b>RPM test</b>	A collection of real-time performance monitoring (RPM) probes sent out at regular intervals.
<b>test interval</b>	Time, in seconds, between RPM tests.

## RPM Overview

Real-time performance monitoring (RPM) allows you to perform service-level monitoring. When RPM is configured on a Services Router, the router calculates network performance based on packet response time, jitter, and packet loss. These values are gathered by Hypertext Transfer Protocol (HTTP) GET requests, Internet Control Message Protocol (ICMP) requests, and TCP and UDP requests, depending on the configuration.

This section contains the following topics:

- RPM Probes on page 168
- RPM Tests on page 169
- Probe and Test Intervals on page 169
- RPM Statistics on page 169
- RPM Thresholds and Traps on page 170

### RPM Probes

You gather RPM statistics by sending out probes to a specified probe target, identified by an IP address or URL. When the target receives the probe, it generates responses, which are received by the Services Router. By analyzing the transit times to and from the remote server, the Services Router can determine network performance statistics.

The Services Router sends out the following probe types:

- HTTP GET request at a target URL
- HTTP GET request for metadata at a target URL
- ICMP echo request to a target address
- ICMP timestamp request to a target address
- UDP ping packets to a target
- TCP ping packets to a target

UDP and TCP probe types require that the remote server be configured as an RPM receiver so that it generates responses to the probes.

## **RPM Tests**

Each probed target is monitored over the course of a test. A test represents a collection of probes, sent out at regular intervals, as defined in the configuration. Statistics are then returned for each test. Because a test is a collection of probes that have been monitored over some amount of time, test statistics such as standard deviation and jitter can be calculated and included with the average probe statistics.

## **Probe and Test Intervals**

Within a test, RPM probes are sent at regular intervals, configured in seconds. When the total number of probes have been sent and the corresponding responses received, the test is complete. You can manually set the probe interval for each test to control how the RPM test is conducted.

After all the probes for a particular test have been sent, the test begins again. The time between tests is the test interval. You can manually set the test interval to tune RPM performance.

## **RPM Statistics**

At the end of each test, the Services Router collects the statistics for packet round-trip time, packet inbound and outbound times (for ICMP timestamp probes only), and probe loss shown in Table 84.

**Table 84: RPM Statistics**

<b>RPM Statistics</b>	<b>Description</b>
<b>Round-Trip Times</b>	
Minimum round-trip time	Shortest round-trip time from the Services Router to the remote server, as measured over the course of the test

**Table 84: RPM Statistics (continued)**

<b>RPM Statistics</b>	<b>Description</b>
Maximum round-trip time	Longest round-trip time from the Services Router to the remote server, as measured over the course of the test
Average round-trip time	Average round-trip time from the Services Router to the remote server, as measured over the course of the test
Standard deviation round-trip time	Standard deviation of the round-trip times from the Services Router to the remote server, as measured over the course of the test
Jitter	Difference between the maximum and minimum round-trip times, as measured over the course of the test
<b>Inbound and Outbound Times (ICMP Timestamp Probes Only)</b>	
Minimum egress time	Shortest one-way time from the Services Router to the remote server, as measured over the course of the test
Maximum ingress time	Shortest one-way time from the remote server to the Services Router, as measured over the course of the test
Average egress time	Average one-way time from the Services Router to the remote server, as measured over the course of the test
Average ingress time	Average one-way time from the remote server to the Services Router, as measured over the course of the test
Standard deviation egress time	Standard deviation of the one-way times from the Services Router to the remote server, as measured over the course of the test
Standard deviation ingress time	Standard deviation of the one-way times from the remote server to the Services Router, as measured over the course of the test
Egress jitter	Difference between the maximum and minimum outbound times, as measured over the course of the test
Ingress jitter	Difference between the maximum and minimum inbound times, as measured over the course of the test
<b>Probe Counts</b>	
Probes sent	Total number of probes sent over the course of the test
Probe responses received	Total number of probe responses received over the course of the test
Loss percentage	Percentage of probes sent for which a response was not received

## **RPM Thresholds and Traps**

You can configure RPM threshold values for the round-trip times, ingress (inbound) times, and egress (outbound) times that are measured for each probe, as well as for the standard deviation and jitter values that are measured for each test. Additionally, you can configure threshold values for the number of successive lost probes within a test and the total number of lost probes within a test.

If the result of a probe or test exceeds any threshold, the Services Router generates a system log message and sends any Simple Network Management Protocol (SNMP) notifications (traps) that you have configured.

## Before You Begin

---

Before you begin configuring RPM, complete the following tasks:


- Establish basic connectivity. See the *J-series Services Router Getting Started Guide*.
- Configure network interfaces. See the *J-series Services Router Configuration Guide*.
- Configure SNMP. See “Configuring SNMP for Network Management” on page 49.

## Configuring RPM with Quick Configuration

---

J-Web Quick Configuration allows you to configure RPM parameters. Figure 19 shows the main Quick Configuration page for RPM. Figure 20 shows the probe test Quick Configuration page for RPM.

**Figure 19: Main Quick Configuration Page for RPM**



# ROUTER - J6300

Logged in as: **regress**

[Help](#) [About](#) [Logout](#)

---

Monitor

Configuration

Diagnose

Manage

▼ Quick Configuration

Set Up

SSL

Interfaces

Users

SNMP

Routing

Firewall/NAT

IPSec Tunnels

Realtime Performance Monitoring

▶ View and Edit

▶ History

▶ Rescue

[Configuration](#) > [Quick Configuration](#) > [Realtime Performance Monitoring](#)

## Quick Configuration

### Realtime Performance Monitoring

---

#### Probe Owners

No performance probe owners are defined.

---

#### Maximum Number of Concurrent Probes

Maximum Number of Concurrent Probes

?

---

#### Probe Servers

TCP Probe Server

?

UDP Probe Server

?

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Figure 20: Probe Test Quick Configuration Page for RPM

Juniper NETWORKS

ROUTER - J6300

Logged in as: **regress**

[Help](#) [About](#) [Logout](#)

**Monitor** **Configuration** **Diagnose** **Manage**

[Configuration](#) > [Quick Configuration](#) > [Realtime Performance Monitoring](#)

### Quick Configuration

## Realtime Performance Monitoring

[Add a Probe Test](#)

---

### Identification

\* **Test Name**

\* **Target (Address or URL)**

**Source Address**

**Routing Instance**  ?

**History Size**  ? (50)

---

### Request Information

\* **Probe Type**  ▼

**Interval**  ?

\* **Test Interval**  ?

**Probe Count**  ?

**Destination Port**  ?

To configure RPM parameters with Quick Configuration:

1. In the J-Web user interface, select **Configuration > RPM**.
2. Enter information into the Quick Configuration page for RPM, as described in Table 85.
3. From the main RPM Quick Configuration page, click one of the following buttons:
  - To apply the configuration and stay on the Quick Configuration RPM page, click **Apply**.
  - To apply the configuration and return to the Quick Configuration main page, click **OK**.

- To cancel your entries and return to the Quick Configuration RPM page, click **Cancel**.
4. To check the configuration, see “Verifying an RPM Configuration” on page 185.

**Table 85: RPM Quick Configuration Summary**

Field	Function	Your Action
<b>Performance Probe Owners</b>		
Owner Name (required)	Identifies an RPM owner for which one or more RPM tests are configured. In most implementations, the owner name identifies a network on which a set of tests is being run (a particular customer, for example).	Type the name of the RPM owner.
<b>Identification</b>		
Test name (required)	Uniquely identifies the RPM test	Type the name of the RPM test.
Target (Address or URL) (required)	IP address or URL of probe target	Type the IP address, in dotted decimal notation, or the URL of the probe target. If the target is a URL, type a fully formed URL that includes <code>http://</code> .
Source Address	Explicitly configured IP address to be used as the probe source address	Type the source address to be used for the probe. If the source IP address is not one of the router's assigned addresses, the packet uses the outgoing interface's address as its source.
Routing Instance	Particular routing instance over which the probe is sent	Type the routing instance name. The routing instance applies only to probes of type <code>icmp</code> and <code>icmp-timestamp</code> . The default routing instance is <code>inet.0</code> .
History Size	Number of probe results saved in the probe history	Type a number between 0 and 255. The default history size is 50 probes.
<b>Request Information</b>		
Probe Type (required)	Specifies the type of probe to send as part of the test.	Select the desired probe type from the list: <ul style="list-style-type: none"> <li>■ <code>http-get</code></li> <li>■ <code>http-get-metadata</code></li> <li>■ <code>icmp-ping</code></li> <li>■ <code>icmp-ping-timestamp</code></li> <li>■ <code>tcp-ping</code></li> <li>■ <code>udp-ping</code></li> </ul>
Interval	Sets the wait time (in seconds) between each probe transmission	Type a number between 1 and 255 (seconds).
Test Interval (required)	Sets the wait time (in seconds) between tests.	Type a number between 0 and 86400 (seconds).



**Table 85: RPM Quick Configuration Summary (continued)**

Field	Function	Your Action
Probe Count	Sets the total number of probes to be sent for each test.	Type a number between 1 and 15.
Destination Port	Specifies the TCP or UDP port to which probes are sent.  To use TCP or UDP probes, you must configure the remote server as a probe receiver. Both the probe server (Services Router) and the remote server must be Juniper Networks routers configured to receive and transmit RPM probes on the same TCP or UDP port.	Type the number 7—a standard TCP or UDP port number—or a port number from 49152 through 65535.
DSCP Bits	Specifies the Differentiated Services code point (DSCP) bits. This value must be a valid 6-bit pattern. The default is 000000.  For information about DSCPs and their use within class-of-service (CoS) features, see the <i>J-series Services Router Configuration Guide</i> .	Type a valid 6-bit pattern.
Data Size	Specifies the size of the data portion of the ICMP probes.	Type a size (in bytes) between 0 and 65507.
Data Fill	Specifies the contents of the data portion of the ICMP probes.	Type a hexadecimal value between 1 and 800h to use as the contents of the ICMP probe data.
<b>Maximum Probe Thresholds</b>		
Successive Lost Probes	Sets the total number of probes that must be lost successively to trigger a probe failure and generate a system log message.	Type a number between 0 and 15.
Lost Probes	Sets the total number of probes that must be lost to trigger a probe failure and generate a system log message.	Type a number between 0 and 15.
Round Trip Time	Sets the total round-trip time (in microseconds), from the Services Router to the remote server, that triggers a probe failure and generates a system log message.	Type a number between 0 and 60,000,000 (microseconds).
Jitter	Sets the total jitter (in microseconds), for a test, that triggers a probe failure and generates a system log message.	Type a number between 0 and 60,000,000 (microseconds).
Standard Deviation	Sets the maximum allowable standard deviation (in microseconds) for a test, which, if exceeded, triggers a probe failure and generates a system log message.	Type a number between 0 and 60,000,000 (microseconds).

**Table 85: RPM Quick Configuration Summary (continued)**

Field	Function	Your Action
Egress Time	Sets the total one-way time (in microseconds), from the Services Router to the remote server, that triggers a probe failure and generates a system log message.	Type a number between 0 and 60,000,000 (microseconds).
Ingress Time	Sets the total one-way time (in microseconds), from the remote server to the Services Router, that triggers a probe failure and generates a system log message.	Type a number between 0 and 60,000,000 (microseconds)
Jitter Egress Time	Sets the total outbound-time jitter (in microseconds), for a test, that triggers a probe failure and generates a system log message.	Type a number between 0 and 60,000,000 (microseconds)
Jitter Ingress Time	Sets the total inbound-time jitter (in microseconds), for a test, that triggers a probe failure and generates a system log message.	Type a number between 0 and 60,000,000 (microseconds).
Egress Standard Deviation	Sets the maximum allowable standard deviation of outbound times (in microseconds) for a test, which, if exceeded, triggers a probe failure and generates a system log message.	Type a number between 0 and 60,000,000 (microseconds).
Ingress Standard Deviation	Sets the maximum allowable standard deviation of inbound times (in microseconds) for a test, which, if exceeded, triggers a probe failure and generates a system log message.	Type a number between 0 and 60,000,000 (microseconds).
<b>Traps</b>		
Egress Jitter Exceeded	Generates SNMP traps when the threshold for jitter in outbound time is exceeded.	<ul style="list-style-type: none"> <li>■ To enable SNMP traps for this condition, select the check box.</li> <li>■ To disable SNMP traps, clear the check box.</li> </ul>
Egress Standard Deviation Exceeded	Generates SNMP traps when the threshold for standard deviation in outbound times is exceeded.	<ul style="list-style-type: none"> <li>■ To enable SNMP traps for this condition, select the check box.</li> <li>■ To disable SNMP traps, clear the check box.</li> </ul>
Egress Time Exceeded	Generates SNMP traps when the threshold for maximum outbound time is exceeded.	<ul style="list-style-type: none"> <li>■ To enable SNMP traps for this condition, select the check box.</li> <li>■ To disable SNMP traps, clear the check box.</li> </ul>
Ingress Jitter Exceeded	Generates SNMP traps when the threshold for jitter in inbound time is exceeded.	<ul style="list-style-type: none"> <li>■ To enable SNMP traps for this condition, select the check box.</li> <li>■ To disable SNMP traps, clear the check box.</li> </ul>

**Table 85: RPM Quick Configuration Summary (continued)**

Field	Function	Your Action
Ingress Standard Deviation Exceeded	Generates SNMP traps when the threshold for standard deviation in inbound times is exceeded.	<ul style="list-style-type: none"> <li>■ To enable SNMP traps for this condition, select the check box.</li> <li>■ To disable SNMP traps, clear the check box.</li> </ul>
Ingress Time Exceeded	Generates traps when the threshold for maximum inbound time is exceeded.	<ul style="list-style-type: none"> <li>■ To enable SNMP traps for this condition, select the check box.</li> <li>■ To disable SNMP traps, clear the check box.</li> </ul>
Jitter Exceeded	Generates traps when the threshold for jitter in round-trip time is exceeded.	<ul style="list-style-type: none"> <li>■ To enable SNMP traps for this condition, select the check box.</li> <li>■ To disable SNMP traps, clear the check box.</li> </ul>
Probe Failure	Generates traps when the threshold for the number of successive lost probes is reached.	<ul style="list-style-type: none"> <li>■ To enable SNMP traps for this condition, select the check box.</li> <li>■ To disable SNMP traps, clear the check box.</li> </ul>
RTT Exceeded	Generates traps when the threshold for maximum round-trip time is exceeded.	<ul style="list-style-type: none"> <li>■ To enable SNMP traps for this condition, select the check box.</li> <li>■ To disable SNMP traps, clear the check box.</li> </ul>
Standard Deviation Exceeded	Generates traps when the threshold for standard deviation in round-trip times is exceeded.	<ul style="list-style-type: none"> <li>■ To enable SNMP traps for this condition, select the check box.</li> <li>■ To disable SNMP traps, clear the check box.</li> </ul>
Test Completion	Generates traps when a test is completed.	<ul style="list-style-type: none"> <li>■ To enable SNMP traps for this condition, select the check box.</li> <li>■ To disable SNMP traps, clear the check box.</li> </ul>
Test Failure	Generates traps when the threshold for the total number of lost probes is reached.	<ul style="list-style-type: none"> <li>■ To enable SNMP traps for this condition, select the check box.</li> <li>■ To disable SNMP traps, clear the check box.</li> </ul>
<b>Performance Probe Server</b>		
TCP Probe Server	Specifies the port on which the Services Router is to receive and transmit TCP probes.	Type the number 7—a standard TCP or UDP port number—or a port number from 49152 through 65535.
UDP Probe Server	Specifies the port on which the Services Router is to receive and transmit UDP probes.	Type the number 7—a standard TCP or UDP port number—or a port number from 49152 through 65535.

## Configuring RPM with a Configuration Editor

---

To configure the Services Router to perform real-time performance tests, you must perform the following tasks marked *(Required)*. For information about using the J-Web and CLI configuration editors, see the *J-series Services Router Configuration Guide*.

- Configuring Basic RPM Probes (Required) on page 178
- Configuring TCP and UDP Probes (Optional) on page 182
- Tuning RPM Probes (Optional) on page 184

### Configuring Basic RPM Probes (Required)

To configure basic RPM probes, you must configure the probe owner, the test, and the specific parameters of the RPM probe.

In this sample use of RPM, basic probes are configured for two customers: Customer A and Customer B. The probe for Customer A uses ICMP timestamp packets and sets RPM thresholds and corresponding SNMP traps to catch lengthy inbound times. The probe for Customer B uses HTTP packets and sets thresholds and corresponding SNMP traps to catch excessive lost probes. To configure these RPM probes:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. Perform the configuration tasks described in Table 86.
3. If you are finished configuring the network, commit the configuration.
4. Go on to one of the following procedures:
  - To configure a TCP or UDP probe, see “Configuring TCP and UDP Probes (Optional)” on page 182.
  - To tune a probe, see “Tuning RPM Probes (Optional)” on page 184.
  - To check the configuration, see “Verifying an RPM Configuration” on page 185.

**Table 86: Configuring Basic RPM Probes**

<b>Task</b>	<b>J-Web Configuration Editor</b>	<b>CLI Configuration Editor</b>
Navigate to the <b>Services &gt; RPM</b> level in the configuration hierarchy.	<ol style="list-style-type: none"> <li>1. In the configuration editor hierarchy, select <b>Services</b>.</li> <li>2. Select the <b>Yes</b> check box.</li> <li>3. Click <b>Configure</b>.</li> </ol>	<p>From the top of the configuration hierarchy, enter</p> <pre>edit services rpm</pre>
Configure the RPM owners <b>customerA</b> and <b>customerB</b> .	<ol style="list-style-type: none"> <li>1. In the Probe box, click <b>Add new entry</b>.</li> <li>2. In the Owner box, type <b>customerA</b>.</li> <li>3. Click <b>OK</b>.</li> <li>4. Repeat the above steps and add an RPM probe owner for <b>customerB</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Enter  <code>set probe customerA</code></li> <li>2. Enter  <code>set probe customerB</code></li> </ol>
<p>Configure the RPM test <b>icmp-test</b> for the RPM owner <b>customerA</b>.</p> <p>The sample RPM test is an ICMP probe with a test interval (probe frequency) of 15 seconds, a probe type of <b>icmp-ping-timestamp</b>, and a target address of <b>192.178.16.5</b>.</p>	<ol style="list-style-type: none"> <li>1. In the configuration editor hierarchy, select <b>customerA</b>.</li> <li>2. In the Test box, click <b>Add new entry</b></li> <li>3. In the Name box, type <b>icmp-test</b>.</li> <li>4. In the Probe frequency box, type <b>15</b>.</li> <li>5. In the Probe type box, select <b>icmp-ping-timestamp</b>.</li> <li>6. In the Target box, select the <b>Yes</b> check box, and click <b>Configure</b>.</li> <li>7. In the Target type box, select <b>Address</b>.</li> <li>8. In the Address box, type <b>192.178.16.5</b>.</li> <li>9. Click <b>OK</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. From the top of the configuration hierarchy, enter  <code>edit services rpm probe customerA</code></li> <li>2. Enter  <code>set test icmp-test probe-frequency 15</code></li> <li>3. Enter  <code>set test icmp-test probe-type icmp-pingtimestamp</code></li> <li>4. Enter  <code>set test icmp-test target address 192.178.16.5</code></li> </ol>

**Table 86: Configuring Basic RPM Probes (continued)**

<b>Task</b>	<b>J-Web Configuration Editor</b>	<b>CLI Configuration Editor</b>
Configure RPM thresholds and corresponding SNMP traps to catch ingress (inbound) times greater than 3000 microseconds.	<ol style="list-style-type: none"> <li>1. In the configuration editor hierarchy, select <b>icmp-test</b>.</li> <li>2. In the Thresholds box, select the <b>Yes</b> check box, and click <b>Configure</b>.</li> <li>3. In the Ingress time box, type 3000.</li> <li>4. Click <b>OK</b>.</li> <li>5. In the Traps box, click <b>Add new entry</b>.</li> <li>6. In the Value box, select <b>ingress-time-exceeded</b>.</li> <li>7. Click <b>OK</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Enter  set probe customerA test icmp-test thresholds ingress-time 3000</li> <li>2. Enter  set probe customerA test icmp-test traps ingress-time-exceeded</li> </ol>

**Table 86: Configuring Basic RPM Probes (continued)**

<b>Task</b>	<b>J-Web Configuration Editor</b>	<b>CLI Configuration Editor</b>
Configure the RPM test <b>http-test</b> for the RPM owner <b>customerB</b> .  The sample RPM test is an HTTP probe with a test interval (probe frequency) of 30 seconds, a probe type of <b>http-get</b> , and a target URL of <b>http://customerB.net</b> .	<ol style="list-style-type: none"> <li>1. In the configuration editor hierarchy, select <b>customerB</b>.</li> <li>2. In the Test box, click <b>Add new entry</b>.</li> <li>3. In the Name box, type <b>http-test</b>.</li> <li>4. In the Probe frequency box, type <b>30</b>.</li> <li>5. In the Probe type box, select <b>http-get</b>.</li> <li>6. In the Target box, select the <b>Yes</b> check box, and click <b>Configure</b>.</li> <li>7. In the Target type box, select <b>Url</b>.</li> <li>8. In the Url box, type <b>http://customerB.net</b>.</li> <li>9. Click <b>OK</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. From the top of the configuration hierarchy, enter <b>edit services rpm probe customerB</b></li> <li>2. Enter <b>set test http-test probe-frequency 30</b></li> <li>3. Enter <b>set test http-test probe-type http-get</b></li> <li>4. Enter <b>set test http-test target url http://customerB.net</b></li> </ol>
Configure RPM thresholds and corresponding SNMP traps to catch 3 or more successive lost probes and total lost probes of 10 or more.	<ol style="list-style-type: none"> <li>1. In the configuration editor hierarchy, select <b>http-test</b>.</li> <li>2. In the Thresholds box, select the <b>Yes</b> check box, and click <b>Configure</b>.</li> <li>3. In the Successive loss box, type <b>3</b>.</li> <li>4. In the Total loss box, type <b>10</b>.</li> <li>5. Click <b>OK</b>.</li> <li>6. In the Traps box, click <b>Add new entry</b>.</li> <li>7. In the Value box, select <b>probe-failure</b>.</li> <li>8. Click <b>OK</b>.</li> <li>9. In the Traps box, click <b>Add new entry</b>.</li> <li>10. In the Value box, select <b>test-failure</b>.</li> <li>11. Click <b>OK</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Enter <b>set probe customerB test icmp-test thresholds successive-loss 3</b></li> <li>2. Enter <b>set probe customerB test icmp-test thresholds total-loss 10</b></li> <li>3. Enter <b>set probe customerB test icmp-test traps probe-failure</b></li> <li>4. Enter <b>set probe customerB test icmp-test traps test-failure</b></li> </ol>

## Configuring TCP and UDP Probes (Optional)

To configure RPM using TCP and UDP probes, in addition to the basic RPM properties, you must configure both the host Services Router and the remote Services Router to act as TCP and UDP servers.

In this sample use of RPM, a probe is configured for one customer: Customer C. The probe for Customer C uses TCP packets. The remote router is configured as an RPM server for both TCP and UDP packets, using ports 50000 and 50037, respectively. Router A is the host router in this example, and router B is the remote router. To configure this RPM probe:

1. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
2. Perform the configuration tasks described in Table 87.
3. If you are finished configuring the network, commit the configuration.
4. Go on to one of the following procedures:
  - To tune a probe, see “Tuning RPM Probes (Optional)” on page 184.
  - To check the configuration, see “Verifying an RPM Configuration” on page 185.

**Table 87: Configuring TCP and UDP Probes**

Task	J-Web Configuration Editor	CLI Configuration Editor
<b>Router A Configuration</b>		
Navigate to the <b>Services &gt; RPM</b> level in the configuration hierarchy.	1. In the configuration editor hierarchy, select <b>Services</b> .	From the top of the configuration hierarchy, enter
	2. Select the <b>Yes</b> check box.	<code>edit services rpm</code>
	3. Click <b>Configure</b> .	
Configure the RPM owner <b>customerC</b> .	1. In the Probe box, click <b>Add new entry</b> .	Enter
	2. In the Owner box, type <b>customerC</b> .	<code>set probe customerC</code>
	3. Click <b>OK</b> .	



**Table 87: Configuring TCP and UDP Probes (continued)**

<b>Task</b>	<b>J-Web Configuration Editor</b>	<b>CLI Configuration Editor</b>
Configure the RPM test <b>tcp-test</b> for the RPM owner <b>customerC</b> .  The sample RPM test is a TCP probe with a test interval (probe frequency) of <b>5</b> , a probe type of <b>tcp-ping</b> , and a target address of <b>192.162.45.6</b> .	<ol style="list-style-type: none"> <li>1. In the configuration editor hierarchy, select <b>customerC</b>.</li> <li>2. In the Test box, click <b>Add new entry</b>.</li> <li>3. In the Name box, type <b>tcp-test</b>.</li> <li>4. In the Probe frequency box, type <b>5</b>.</li> <li>5. In the Probe type box, select <b>tcp-ping</b>.</li> <li>6. In the Target box, select the <b>Yes</b> check box, and click <b>Configure</b>.</li> <li>7. In the Target type box, select <b>Address</b>.</li> <li>8. In the Address box, type <b>192.162.45.6</b>.</li> <li>9. Click <b>OK</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. From the top of the configuration hierarchy, enter <b>edit services rpm probe customerC</b></li> <li>2. Enter <b>set test tcp-test probe-frequency 5</b></li> <li>3. Enter <b>set test tcp-test probe-type tcp-ping</b></li> <li>4. Enter <b>set test tcp-test target address 192.162.45.6</b></li> </ol>
Configure port <b>50000</b> as the TCP port to which the RPM probes are sent.	In the Destination port box, type <b>50000</b> .	Enter  <b>set test tcp-test destination-port 50000</b>
<b>Router B Configuration</b>		
Navigate to the <b>Services &gt; RPM</b> level in the configuration hierarchy.	<ol style="list-style-type: none"> <li>1. In the configuration editor hierarchy, select <b>Services</b>.</li> <li>2. Select the Yes check box.</li> <li>3. Click <b>Configure</b>.</li> </ol>	From the top of the configuration hierarchy, enter  <b>edit services rpm</b>
Configure Router B to act as a TCP server, using port <b>50000</b> to send and receive TCP probes.	<ol style="list-style-type: none"> <li>1. In the configuration editor hierarchy, select <b>Probe Server</b>.</li> <li>2. In the Tcp box, click <b>Configure</b>.</li> <li>3. In the Port box, type <b>50000</b>.</li> <li>4. Click <b>OK</b>.</li> </ol>	Enter  <b>set probe-server tcp port 50000</b>
Configure Router B to act as a UDP server, using port <b>50037</b> to send and receive UDP probes.	<ol style="list-style-type: none"> <li>1. In the configuration editor hierarchy, select <b>Probe Server</b>.</li> <li>2. In the Udp box, click <b>Configure</b>.</li> <li>3. In the Port box, type <b>50037</b>.</li> <li>4. Click <b>OK</b>.</li> </ol>	Enter  <b>set probe-server udp port 50037</b>

## Tuning RPM Probes (Optional)

After configuring an RPM probe, you can set parameters to control probe functions, such as the interval between probes, the total number of concurrent probes that a system can handle, and the source address used for each probe packet. This example tunes the ICMP probe set for customer A in “Configuring Basic RPM Probes (Required)” on page 178.

To configure tune RPM probes:

1. Perform the configuration tasks described in Table 86.
2. Navigate to the top of the configuration hierarchy in either the J-Web or CLI configuration editor.
3. Perform the configuration tasks described in Table 88.
4. If you are finished configuring the network, commit the configuration.
5. To check the configuration, see “Verifying an RPM Configuration” on page 185.

**Table 88: Tuning RPM Probes**

Task	J-Web Configuration Editor	CLI Configuration Editor
Navigate to the <b>Services &gt; RPM</b> level in the configuration hierarchy.	<ol style="list-style-type: none"> <li>1. In the configuration editor hierarchy, select <b>Services</b>.</li> <li>2. Select the <b>Yes</b> check box.</li> <li>3. Click <b>Edit</b>.</li> </ol>	From the top of the configuration hierarchy, enter  <b>edit services rpm</b>
Set the maximum number of concurrent probes allowed on the system to <b>10</b> .	In the Probe limit box, type <b>10</b> .	Enter  <b>set probe-limit 10</b>
Navigate to the <b>Services &gt; RPM &gt; Probe &gt; CustomerA &gt; Test &gt; Icmp-test</b> level in the configuration hierarchy.	<ol style="list-style-type: none"> <li>1. In the configuration editor hierarchy, select <b>Services</b>.</li> <li>2. Select the <b>Yes</b> check box.</li> <li>3. Click <b>Edit</b>.</li> <li>4. In the Probe box, click <b>icmp-test</b>.</li> </ol>	From the top of the configuration hierarchy, enter  <b>edit services rpm probe customerA test icmp-test</b>
Set the time between probe transmissions to 30 seconds.	In the Probe interval box, type <b>15</b> .	Enter  <b>set probe-interval 15</b>

**Table 88: Tuning RPM Probes (continued)**

Task	J-Web Configuration Editor	CLI Configuration Editor
Set the number of probes within a test to 10.	In the Probe count box, type 10.	Enter set probe-count 10
Set the source address for each probe packet to 192.168.2.9.  If you do not explicitly configure a source address, the address on the outgoing interface through which the probe is sent is used as the source address.	In the Source address box, type 192.168.2.9.	Enter set source-address 192.168.2.9

## Verifying an RPM Configuration

To verify an RPM configuration, perform these tasks:

- Verifying RPM Statistics on page 185
- Verifying RPM Probe Servers on page 186

### Verifying RPM Statistics

<b>Purpose</b>	Verify that the RPM probes are functioning and that the RPM statistics are within expected values.
<b>Action</b>	From the J-Web interface, select <b>Monitor &gt; RPM</b> . From the CLI, enter the show services rpm probe-results command.
<b>Sample Output</b>	<pre> user@host&gt; show services rpm probe-results  Owner: customerA, Test: icmp-test Probe type: icmp-ping-timestamp Minimum Rtt: 312 usec, Maximum Rtt: 385 usec, Average Rtt: 331 usec, Jitter Rtt: 73 usec, Stddev Rtt: 27 usec Minimum egress time: 0 usec, Maximum egress time: 0 usec, Average egress time: 0 usec, Jitter egress time: 0 usec, Stddev egress time: 0 usec Minimum ingress time: 0 usec, Maximum ingress time: 0 usec, Average ingress time: 0 usec, Jitter ingress time: 0 usec, Stddev ingress time: 0 usec Probes sent: 5, Probes received: 5, Loss percentage: 0  Owner: customerB, Test: http-test Target address: 192.176.17.4, Target URL: http://customerB.net, Probe type: http-get Minimum Rtt: 1093 usec, Maximum Rtt: 1372 usec, Average Rtt: 1231 usec, Jitter Rtt: 279 usec, Stddev Rtt: 114 usec Probes sent: 3, Probes received: 3, Loss percentage: 0 </pre>

<b>What It Means</b>	<p>The output shows the probe results for the RPM tests configured on the Services Router. Verify the following information:</p> <ul style="list-style-type: none"> <li>■ Each configured test is displayed. Results are displayed in alphabetical order, sorted first by owner name and then by test name.</li> <li>■ The round-trip times fall within the expected values for the particular test. The minimum round-trip time is displayed as <b>Minimum Rtt</b>, the maximum round-trip time is displayed as <b>Maximum Rtt</b>, and the average round-trip time is displayed as <b>Average Rtt</b>.</li> </ul> <p>A high average round-trip time might mean that performances problems exist within the network. A high maximum round-trip time might result in high jitter values.</p> <ul style="list-style-type: none"> <li>■ The egress (outbound) trip times fall within the expected values for the particular test. The minimum outbound time is displayed as <b>Minimum egress time</b>, the maximum outbound time is displayed as <b>Maximum egress time</b>, and the average outbound time is displayed as <b>Average egress time</b>.</li> <li>■ The ingress (inbound) trip times fall within the expected values for the particular test. The minimum inbound time is displayed as <b>Minimum ingress time</b>, the maximum inbound time is displayed as <b>Maximum ingress time</b>, and the average inbound time is displayed as <b>Average ingress time</b>.</li> <li>■ The number of probes sent and received is expected.</li> </ul> <p>Lost probes might indicate packet loss through the network. Packet losses can occur if the remote server is flapping. If the RPM probe type is TCP or UDP, complete probe loss might indicate a mismatch in TCP or UDP RPM port number.</p> <ul style="list-style-type: none"> <li>■ For <b>Type</b>, each peer is configured as the correct type (either internal or external).</li> </ul> <p>For more information about <code>show services rpm probe-results</code>, see the <i>JUNOS System Basics and Services Command Reference</i>.</p>
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## Verifying RPM Probe Servers

<b>Purpose</b>	Verify that the Services Router is configured to receive and transmit TCP and UDP RPM probes on the correct ports.
<b>Action</b>	From the CLI, enter the <code>show services rpm active-servers</code> command.
<b>Sample Output</b>	<pre>user@host&gt; show services rpm active-servers  Protocol: TCP, Port: 50000  Protocol: UDP, Port: 50037</pre>
<b>What It Means</b>	The output shows a list of the protocols and corresponding ports for which the Services Router is configured as an RPM server.

For more information about `show services rpm active-servers`, see the *JUNOS System Basics and Services Command Reference*.



## Chapter 9

# Performing Software Upgrades and Reboots

To upgrade the JUNOS Internet software on a Services Router, you install a new version that you download from the Web to a remote server or your computer. Use either the J-Web interface or the CLI to perform the upgrade.

If you need to replace the primary boot device or add a backup boot device on the router, you can configure a boot device with the CLI or with a UNIX or Microsoft Windows computer. You can also configure a boot device to receive core dumps.

Use either the J-Web interface or the CLI to schedule a reboot or system halt on the router, or to perform one immediately.

For more information about installing and upgrading JUNOS software, see the *JUNOS System Basics Configuration Guide*.

- Upgrade Overview on page 189
- Before You Begin on page 190
- Downloading Software Upgrades from Juniper Networks on page 190
- Installing Software Upgrades on page 191
- Downgrading the Software on page 196
- Configuring Boot Devices on page 198
- Rebooting or Halting a Services Router on page 206

## Upgrade Overview

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The Services Router is delivered with the JUNOS Internet software preinstalled. To upgrade the software, you use the J-Web interface or CLI commands to copy a set of software images over the network to memory storage on the Routing Engine.

All `junos-jseries` software is delivered in signed packages that contain Secure Hash Algorithm 1 (SHA-1) checksums. A package is installed only if the SHA-1 checksum within it matches the SHA-1 hash recorded in its corresponding `.sha1` file. (For example, `junos-jseries-release-export.tgz`

contains `junos-jseries-release-export` and `junos-jseries-release-export.sha1`. The `junos-jseries-release-export.tgz` package is installed only if the SHA-1 hashes match in `junos-jseries-release-export` and `junos-jseries-release-export.sha1`.)

The `junos-jseries` package completely reinstalls the software. This package rebuilds the file system but retains configuration files, log files, and similar information from the previous version.

## Before You Begin

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To download software upgrades, you must have a Web account with Juniper Networks. To obtain an account, complete the registration form at the Juniper Networks Web site: <https://www.juniper.net/registration/Register.jsp>.

Before upgrading, be sure to back up the currently running and active file system and configuration so that you can recover to a known, stable environment in case the upgrade is unsuccessful. To back up the file system, you must have a removable compact flash drive installed on the J4300 or J6300 Services Router, or a USB storage device installed on any J-series Services Router.

To back up the file system to the removable compact flash drive, issue the following command:

```
user@host> request system snapshot media removable-compact-flash
```

To back up the file system to the removable USB storage device, issue the following command:

```
user@host> request system snapshot media usb
```

For details about the `request system snapshot` command, see “Configuring Boot Devices with the CLI” on page 201.

## Downloading Software Upgrades from Juniper Networks

---

Follow these steps to download software upgrades from Juniper Networks:

1. Using a Web browser, follow the links to the download URL on the Juniper Networks Web page. Choose either **Canada and U.S. Version** or **Worldwide Version**:
  - <https://www.juniper.net/support/csc/swdist-domestic/>
  - <https://www.juniper.net/support/csc/swdist-ww/>
2. Log in to the Juniper Networks authentication system using the username (generally your e-mail address) and password supplied by Juniper Networks representatives.
3. Using either the J-Web interface or the CLI, choose the software package for your application.



4. Download the software to a local host.

## **Installing Software Upgrades**

---

Use either the J-Web interface or the CLI to install JUNOS software upgrades. This section contains the following topics:

- Installing Software Upgrades with the J-Web Interface on page 191
- Installing Software Upgrades with the CLI on page 194
- Installing Firmware Upgrades with the CLI on page 195

### ***Installing Software Upgrades with the J-Web Interface***

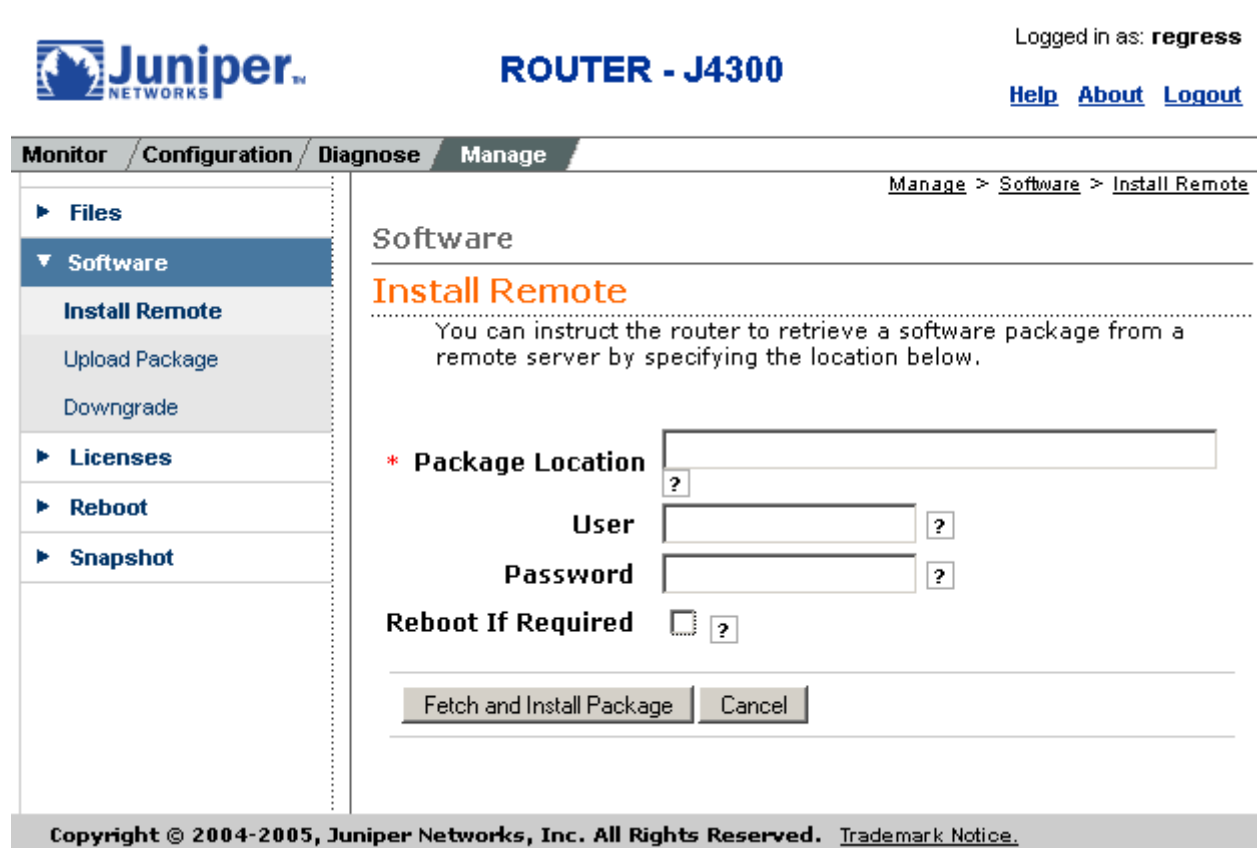
You can use the J-Web interface to install software upgrades from a remote server using FTP or HTTP, or by uploading the file to the router. This section contains the following topics:

- Installing Software Upgrades from a Remote Server on page 191
- Installing Software Upgrades by Uploading Files on page 193

### **Installing Software Upgrades from a Remote Server**

You can use the J-Web interface to install software packages on the Services Router that are retrieved with FTP or HTTP from the location specified.

Figure 21 shows the Install Remote page for the router.

**Figure 21: Install Remote Page**


Juniper NETWORKS

ROUTER - J4300

Logged in as: **regress**

[Help](#) [About](#) [Logout](#)

**Monitor** **Configuration** **Diagnose** **Manage**

[Manage](#) > [Software](#) > [Install Remote](#)

**Software**

**Install Remote**

You can instruct the router to retrieve a software package from a remote server by specifying the location below.

\* **Package Location**

**User**

**Password**

**Reboot If Required** ☐

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To install software upgrades from a remote server:

1. Download the software package as described in “Downloading Software Upgrades from Juniper Networks” on page 190.
2. Log in to the Juniper Networks authentication system using the username (generally your e-mail address) and password supplied by Juniper Networks representatives.
3. Download the software to your local host or internal software distribution site.
4. In the J-Web interface, select **Manage > Software > Install Remote**.
5. On the Install Remote page, enter information into the fields described in Table 89.
6. Click **OK**. The software is activated after the router has rebooted.

**Table 89: Install Remote Summary**

Field	Function	Your Action
Package Location (required)	Specifies the FTP or HTTP server on which the software package resides.	Type the full address of the software package location on the FTP or HTTP server.
User	Specifies the username, if the server requires one.	Type the username.
Password	Specifies the password, if the server requires one.	Type the password.
Reboot If Required	If this box is checked, the router is automatically rebooted when the upgrade is complete.	Check the box if you want the router to reboot automatically when the upgrade is complete.

## Installing Software Upgrades by Uploading Files

You can use the J-Web interface to install software packages uploaded from your computer to the Services Router.

Figure 22 shows the Upload Package page for the router.

**Figure 22: Upload Package Page**

Juniper NETWORKS **ROUTER - J4300** Logged in as: **regress**  
[Help](#) [About](#) [Logout](#)

**Monitor / Configuration / Diagnose / Manage**

**Manage > Software > Upload Package**

**Software**

**Upload Package**

The software package file specified below will be uploaded to the router for installation.

\* **File to Upload**   

**Reboot If Required** ☐ 

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To install software upgrades by uploading files:

1. Download the software package as described in “Downloading Software Upgrades from Juniper Networks” on page 190.
2. In the J-Web interface, select **Manage > Software > Upload Package**.
3. Enter information into the fields described in Table 90 into the Upload Package page.
4. Click **Upload Package**. The software is activated after the router has rebooted.

**Table 90: Upload Package Summary**

Field	Function	Your Action
File to Upload (required)	Specifies the location of the software package.	Type the location of the software package, or click <b>Browse</b> to navigate to the location.
Reboot If Required	If this box is checked the router is automatically rebooted when the upgrade is complete.	Select the check box if you want the router to reboot automatically when the upgrade is complete.

## Installing Software Upgrades with the CLI

To install software upgrades using the CLI:

1. Download the software package as described in “Downloading Software Upgrades from Juniper Networks” on page 190.
2. Copy the software package to the router. We recommend that you copy it to the `/var/tmp` directory.
3. Install the new package on the Services Router:

- Customers in the United States and Canada use the following command:

```
user@host> request system software add
validate path /junos-jseries release -domestic.tgz
```

- All other customers use the following command:

```
user@host> request system software add
validate path /junos-jseries release -export.tgz
```

Replace *path* with the full pathname to the bundle. Replace *release* with the software release version of the bundle.

4. Reboot the router to activate the junos-jseries software:

```
user@host> request system reboot
```

```
Reboot the system ? [yes,no] (no) yes
Shutdown NOW!
```

All the software is activated when you issue the reboot command.

The router then reboots from the primary boot device on which you just installed the software. When the reboot is complete, the router displays the login prompt.

5. If your compact flash is running out of space and you do not wish to downgrade the software to a previous version, you can recover up to 30 MB of space by using the `request system software delete-backup` CLI command. This command deletes the backup software package.

## ***Installing Firmware Upgrades with the CLI***

Occasionally, upgrading the JUNOS software might require you to upgrade the firmware on interfaces. To upgrade firmware using the CLI:

1. Log into the Services Router that requires the firmware upgrade.
2. Using FTP, copy the upgradable firmware file package from your server to the temporary folder on your Services Router called `/var/temp`.
3. Using the `request system software delete jfirmware` command, delete the existing firmware files on the Services Router.
4. Using the `ls /usr/share/pfe/firmware` command, verify that the firmware is deleted.
5. Using the `request system software add /var/temp/jfirmware-jseries filename-signed.tgz` command, install the new firmware package on the Services Router.
6. Using the `show version detail` command, verify that the firmware package is installed:

```
user@host> show version detail
hostname: servicesrouter
Model: J4300
JUNOS Software Release: [[7.3I20050612.0]
systest.pepsielf.pkg: Created by pkg_create script
jfirmware: JUNOS Firmware Software Suite [7.3I20050024_1127_signed]
KERNEL 7.3R1 built by builder on 2005-06-30 16:32:44 UTC
```

7. Using the `ls /usr/share/pfe/firmware/` command, verify that the firmware binary files are present in the folder.
8. Enter `show system firmware` to display the installed PIMs on the Services Router.
9. Using the `request system firmware upgrade pic fpc-slot number pic-slot 0 tag number` command, upgrade the firmware on the selected PIM.



**NOTE:** Be sure to upgrade each tag on the PIM.

---

10. The upgrade takes a few minutes, and you can check the status using the `show system firmware` command until `upgraded successfully` is displayed next to the selected PIM.

Repeat Steps 9 and 10 for each tag on the PIM.

11. Restart the PIM using the `request chassis fpc slot number restart` command.
12. Using the `show system firmware` command, verify that the firmware is upgraded.

## Downgrading the Software

---

Downgrade the JUNOS software on the Services Router with either the J-Web interface or the CLI. This section contains the following topics:

- Downgrading the Software with the J-Web Interface on page 196
- Downgrading the Software with the CLI on page 197
- Downgrading the Firmware with the CLI on page 197

### Downgrading the Software with the J-Web Interface

You can downgrade the software from the J-Web interface. When you downgrade the software to a previous version, the software version that is saved in `junos.old` is the version of JUNOS that your router is downgraded to. For your changes to take effect, you must reboot the router.

To downgrade software:

1. Go to **Manage > Software > Downgrade**. The previous version (if any) is displayed on this page. For example, you can downgrade to the previously installed version of the router software, `/cf/packages/junos-7.0120040930_1745-domestic`.



**NOTE:** After you perform this operation, you cannot undo it.

---

2. Select **Downgrade** to downgrade to the previous version of the software or **Cancel** to cancel the downgrade process.
3. When the downgrade process is complete, for the new software to take effect, click **Manage > Reboot** to reboot the router at your convenience.

## Downgrading the Software with the CLI

You can revert to the previous set of software using the `request system software rollback` command in the CLI. Rollback fails if the `junos-jseries` software bundle cannot be found in `/var/sw/pkg`.

You can roll back only to the software release that was installed on the Services Router before the current release. After you issue the `request system software rollback` command, the old release is loaded and you can not reload it again. Issuing the `request system software rollback` command again results in an error.

To downgrade to an earlier version of software, follow the procedure for upgrading, using the `junos-jseries` software bundle labeled for the appropriate release.

## Downgrading the Firmware with the CLI

Occasionally, downgrading the JUNOS software might require you to downgrade the firmware on interfaces. To downgrade firmware using the CLI:

1. Log into the Services Router that requires the firmware downgrade.
2. Using FTP, copy the downgradable firmware file package from your server to the temporary folder on your Services Router called `/var/temp`.
3. Using the `request system software delete jfirmware` command, delete the existing firmware files on the Services Router.
4. Using the `ls /usr/share/pfe/firmware` command, verify that the firmware is deleted.
5. Using the `request system software add /var/temp/jfirmware-jseries filename-signed.tgz` command, install the downgradable firmware package on the Services Router.
6. Using the `show version detail` command, verify that the firmware package is installed:

```
user@host> show version detail
hostname: servicesrouter
Model: J4300
JUNOS Software Release: [[7.2I20050612.0]
systest.pepsielf.pkg: Created by pkg_create script
jfirmware: JUNOS Firmware Software Suite [7.2I20050024_1127_signed]
KERNEL 7.2R1 built by builder on 2005-03-30 16:32:44 UTC
```

7. Using the `ls /usr/share/pfe/firmware/` command, verify that the firmware binary files are present in the folder.
8. Enter `show system firmware` to display the installed PIMs on the Services Router.
9. Issue the `request system firmware upgrade pic fpc-slot number pic-slot 0 tag number` command, downgrade the firmware on the selected PIM.



**NOTE:** Be sure to downgrade each tag on the PIM.

---

10. Upgrading takes a few minutes, and you can check the status using the `show system firmware` command until `upgraded successfully` is displayed next to the selected PIM.

Repeat Steps 9 and 10 for each tag on the PIM.

11. Restart the PIM using the `request chassis fpc slot number restart` command.
12. Using the `show system firmware` command, verify that the firmware is downgraded.

## Configuring Boot Devices

---

You can configure a boot device to replace the primary boot device on your Services Router, or to act as a backup boot device. Use either the J-Web interface or the CLI to take a *snapshot* of the configuration currently running on the router, or of the original factory configuration and a rescue configuration, and save it to an alternate medium.



**NOTE:** For media redundancy, we recommend that you keep a secondary storage medium attached to the Services Router and updated at all times.

---

If the primary storage medium becomes corrupted and no backup medium is in place, you can recover the primary compact flash from a special JUNOS software image. You can also configure a boot device to store snapshots of software failures, for use in troubleshooting.

For information about installing boot devices, see the *J-series Services Router Getting Started Guide*.

This section contains the following topics:

- Configuring Boot Devices with the J-Web Interface on page 199
- Configuring Boot Devices with the CLI on page 201
- Configuring Compact Flash Recovery on page 203
- Configuring a Boot Device to Receive Software Failure Memory Snapshots on page 206



## Configuring Boot Devices with the J-Web Interface

You can use the J-Web interface to create a boot device for the Services Router on an alternate medium, to replace the primary boot device or serve as a backup.

Figure 23 shows the Snapshot page.

**Figure 23: Snapshot Page**

Juniper NETWORKS

ROUTER - J4300

Logged in as: **regress**

[Help](#) [About](#) [Logout](#)

**Monitor** / **Configuration** / **Diagnose** / **Manage**

[Manage](#) > [Snapshot](#)

### Snapshot

#### System Snapshot

You can configure boot devices to replace the primary boot device on your router or to act as a backup boot device. To do this, you create a snapshot of the system software running on your router, saving the snapshot to an alternate media.

The snapshot process copies the current system software, along with the current and rescue configurations, to alternate media. Optionally, you can copy only the factory and rescue configurations.

**Target Media**  ?

**Factory** ☐ ?

**Partition** ☐ ?

**+ Advanced options**

To create a boot device:

1. In the J-Web interface, select **Manage > Snapshot**.
2. On the Snapshot page, enter information into the fields described in Table 91.
3. Click **Snapshot**.
4. Click **OK**.

**Table 91: Snapshot Summary**

Field	Function	Your Action
Target Media	<p>Specifies the boot device to copy the snapshot to.</p> <p><b>NOTE:</b> You cannot copy software to the active boot device.</p>	<p>In the list, select a boot device that is not the active boot device:</p> <ul style="list-style-type: none"> <li>■ <b>compact-flash</b>—Copies software to the primary compact flash drive.</li> <li>■ <b>removable-compact-flash</b>—Copies software to the removable compact flash drive. This option is available on J4300 and J6300 Services Routers only.</li> <li>■ <b>usb</b>—Copies software to the device connected to the USB port.</li> </ul>
Factory	<p>Copies only default files that were loaded on the primary compact flash drive when it was shipped from the factory, plus the rescue configuration, if one has been set.</p> <p><b>NOTE:</b> After a boot device is created with the default factory configuration, it can operate only in a primary compact flash drive slot.</p>	<p>To copy only the default factory configuration, plus a rescue configuration if one exists, select the check box.</p>
Partition	<p>Partitions the medium. This process is usually necessary for boot devices that do not already have software installed on them.</p>	<p>To partition the medium that you are copying the snapshot to, select the check box.</p>
As Primary Media	<p>On a removable compact flash or USB storage device only, creates a snapshot for use as the primary boot medium.</p> <p>Use this feature to replace the medium in the primary compact flash drive or to replicate it for use in another Services Router. This process also partitions the boot medium.</p> <p><b>NOTE:</b> After the boot device is created as a primary compact flash drive, it can operate only in a primary compact flash drive slot.</p>	<p>To create a boot medium to use in the primary compact flash drive only, select the check box.</p>
Data Size	<p>Specifies the size of the <b>data</b> partition, in kilobytes.</p> <p>The <b>data</b> partition is mounted on <b>/data</b>. This space is not used by the router, and can be used for extra storage.</p> <p>This selection also partitions the boot medium.</p>	<p>Type a numeric value, in kilobytes. The default value is 0 KB.</p>

**Table 91: Snapshot Summary (continued)**

Field	Function	Your Action
Swap Size	<p>Specifies the size of the <b>swap</b> partition, in kilobytes.</p> <p>The <b>swap</b> partition is used for swap files and software failure memory snapshots. Software failure memory snapshots are saved to the boot medium only if it is specified as the dump device.</p> <p>For information about the setting the dump device, see “Configuring a Boot Device to Receive Software Failure Memory Snapshots” on page 206.</p> <p>This selection also partitions the boot medium.</p>	<p>Type a numeric value, in kilobytes. The default value is one-third of the physical memory on a boot medium larger than 128,000 KB, or 0 KB on a smaller boot device.</p>
Config Size	<p>Specifies the size of the <b>config</b> partition, in kilobytes.</p> <p>The <b>config</b> partition is mounted on <b>/config</b>. The configuration files are stored in this partition.</p> <p>This selection also partitions the boot medium.</p>	<p>Type a numeric value, in kilobytes. The default value is 10 percent of physical memory on the boot medium.</p>
Root Size	<p>Specifies the size of the <b>root</b> partition, in kilobytes.</p> <p>The root partition is mounted on <b>/</b> and does not include configuration files.</p> <p>This selection also partitions the boot medium.</p>	<p>Type a numeric value, in kilobytes. The default value is the boot device’s physical memory minus the <b>config</b>, <b>data</b>, and <b>swap</b> partitions.</p>

## Configuring Boot Devices with the CLI

Use the `request system snapshot` CLI command to create a boot device for the Services Router on an alternate medium, to replace the primary boot device or serve as a backup. Enter the command with the following syntax:

```
user@host> request system snapshot <as-primary> <config-size size>
<data-size size> <factory> <media type> <partition> <root-size size>
<swap-size size>
```

Table 92 describes the `request system snapshot` command options. Default values are in megabytes, but you can alternatively enter values in kilobytes by appending `k` to the number. For example, `config-size 10` specifies a config partition of 10 MB, but `config-size 10k` specifies a config partition of 10 KB.

**Table 92: CLI request system snapshot Command Options**

Option	Description
as-primary	<p>On a removable compact flash or USB storage device only, creates a snapshot for use as the primary boot medium.</p> <p>Use the <b>as-primary</b> option to replace the medium in the primary compact flash drive or to replicate it for use in another Services Router. This process also partitions the boot medium.</p> <p><b>NOTE:</b> After the boot device is created as a primary compact flash drive, it can operate only in a primary compact flash drive slot.</p>
config-size <i>size</i>	<p>Specifies the size of the <b>config</b> partition, in megabytes. The default value is 10 percent of physical memory on the boot medium.</p> <p>The <b>config</b> partition is mounted on <b>/config</b>. The configuration files are stored in this partition.</p> <p>This option also partitions the boot medium.</p>
data-size <i>size</i>	<p>Specifies the size of the <b>data</b> partition, in megabytes. The default value is 0 MB.</p> <p>The <b>data</b> partition is mounted on <b>/data</b>. This space is not used by the router, and can be used for extra storage.</p> <p>This option also partitions the boot medium.</p>
factory	<p>Copies only default files that were loaded on the primary compact flash drive when it was shipped from the factory, plus the rescue configuration if one has been set.</p> <p><b>NOTE:</b> After the boot medium is created with the <b>factory</b> option, it can operate in only the primary compact flash drive slot.</p>
media <i>type</i>	<p>Specifies the boot device the software snapshot is copied to:</p> <ul style="list-style-type: none"> <li>■ <b>compact-flash</b>—Copies software to the primary compact flash drive.</li> <li>■ <b>removable-compact-flash</b>—Copies software to the removable compact flash drive. This option is available on J4300 and J6300 Services Routers only.</li> <li>■ <b>usb</b>—Copies software to the device connected to the USB port.</li> </ul> <p><b>NOTE:</b> You cannot copy software to the active boot device.</p>
partition	<p>Partitions the medium. This option is usually necessary for boot devices that do not have software already installed on them.</p>
root-size <i>size</i>	<p>Specifies the size of the <b>root</b> partition, in megabytes. The default value is the boot device's physical memory minus the <b>config</b>, <b>data</b>, and <b>swap</b> partitions.</p> <p>The root partition is mounted on <b>/</b> and does not include configuration files.</p> <p>This option also partitions the boot medium.</p>
swap-size <i>size</i>	<p>Specifies the size of the <b>swap</b> partition, in megabytes. The default value is one-third of the physical memory on a boot medium larger than 128 MB, or 0 MB on a smaller boot device.</p> <p>The swap partition is used for swap files and software failure memory snapshots. Software failure memory snapshots are saved to the boot medium only if it is specified as the dump device. For information about the setting the dump device, see "Configuring a Boot Device to Receive Software Failure Memory Snapshots" on page 206.</p> <p><b>NOTE:</b> This option also partitions the boot medium.</p>

## Configuring Compact Flash Recovery

All Services Routers use a compact flash disk, or card, to store the JUNOS Internet software, router configuration files, and log files. The primary compact flash drive is not hot-swappable and is accessible only after you remove the cover on the back panel of the router chassis. In addition to the primary compact flash disk, J4300 and J6300 Services Routers have a slot in the front of the chassis for removable flash media. All Services Routers also support externally pluggable USB storage devices.

This section contains the following topics:

- Why Compact Flash Recovery Might be Necessary on page 203
- Recommended Recovery Hardware and Software on page 203
- Recovering Primary Compact Flash on page 204

### Why Compact Flash Recovery Might be Necessary

For media redundancy, we recommend that you keep a secondary storage medium attached and updated at all times. Use the `request system snapshot` command to perform the update. (For instructions, see “Configuring Boot Devices” on page 198.)

If the primary compact flash disk fails at startup, the Services Router automatically boots itself from the removable compact flash or USB storage device. When a redundant storage medium is not available, the router is unable to boot and does not come back online. This situation can occur if the power fails during a JUNOS software upgrade and the physical or logical storage media on the router are corrupted.

If the primary storage medium becomes corrupted and no secondary medium is in place, you can reload the JUNOS software image onto the corrupted compact flash card with a desktop or laptop computer running either a UNIX, Microsoft Windows 2000, or Windows XP operating system.



**CAUTION:** This procedure does not recover any router configuration files. After you reinstall the JUNOS software, all the information on the original primary compact flash disk is lost.

---

### Recommended Recovery Hardware and Software

Before configuring compact flash recovery, assemble the equipment and software listed in Table 93.

**Table 93: Recommended Recovery Hardware and Software**

Recommended Hardware and Software		Examples
<b>Recovery Hardware</b>		
Host system	Desktop or laptop PC equipped with a PCMCIA controller or USB port	
Adapter appropriate for your system	■	For systems with PCMCIA controllers, a compact-flash-to-PCMCIA adapter—for example, a Macally PCM-CF compact flash PCMCIA adapter.
	■	For systems with a USB port, a USB-to-compact-flash adapter. For example:
	■	SIIG USB 2.0 Card Reader, model US2274, part number JU-CF0122
	■	MediaGear USB 2.0 Combo 9-in-4, model MGTR100
	■	AVP USB 8-in-1 Card Reader, model UC-28
	■	Inland Multi-Plus Card Reader, part number 08310
	■	HummingBird Multi Card Reader, HCR 81
<b>Recovery Software</b>		
Software appropriate for your system	■	UNIX with PCMCIA drivers
	■	Windows 2000, or Windows XP
Systems running Windows require additional software.	■	WinZip, <b>gzip</b> , or a similar compression utility
	■	A utility such as the following that allows you to write files to unformatted devices:
	■	Norton Ghost
	■	dd utility from the Cygwin package
	■	physdiskwrite utility

## Recovering Primary Compact Flash

To recover a primary compact flash disk with a corrupt or missing operating system, you must copy a special JUNOS software image directly to an unformatted (raw) device. Recovery images are available from the same location as normal J-series software upgrades. (See “Downloading Software Upgrades from Juniper Networks” on page 190.)

The images use the naming convention `junos-jseries-release-cf nnn.gz`, where *release* is the software version and *nnn* is the target compact flash disk size in megabytes—128, 256, or 512.

To recover a primary compact flash disk:

1. Plug the compact flash drive into a PCMCIA adapter or USB card reader on the host PC, and verify that it is recognized by the operating system.
2. Copy the JUNOS software image to the host PC and uncompress it with the compression utility.

The uncompressed image must have the same size as the target compact flash capacity: 128 MB, 256 MB, or 512 MB.

3. Copy the JUNOS software image to the compact flash disk with one of the following commands:



**CAUTION:** You must use the correct target device name. Failure to do so might damage other storage devices connected to the host PC.

---

- On a UNIX PC, use the command `dd if=filename of=/dev/device_name`. Replace *filename* with the name of the uncompressed image, and *device\_name* with the name of the unformatted PCMCIA card device. For example:

```
root# dd if=junos-jseries-7.0-20041028.0-export-cf128 of=/dev/hde
250368+0 records in 250368+0 records out
```

- On a Windows 2000 or Windows XP PC, use the Norton Ghost, dd, or physdiskwrite utility. The following example shows the use of physdiskwrite:

```
C:\> physdiskwrite -u junos-jseries-7.0-20041028.0-export-cf512

physdiskwrite v0.5 by Manuel Kasper
Searching for physical drives...
Information for \\.\PhysicalDrive0:
Windows: cyl: 2432
tpc: 255
spt: 63
C/H/S: 16383/16/63
Model: HITACHI_DK23DA-20
Serial number: 123ABC
Firmware rev.: 00J2A0G0
Information for \\.\PhysicalDrive1:
Windows: cyl: 125
tpc: 255
spt: 63
Which disk do you want to write? (0..1) 1
WARNING: that disk is larger than 800 MB! Make sure you're
not accidentally overwriting your primary hard disk!
Proceeding on your own risk...
About to overwrite the contents of disk 1 with new data.
Proceed? (y/n) y
511451136/511451136 bytes written in total
```



**NOTE:** The copy process can take several minutes.

---

After copying the image to the compact flash disk, you can use it as the primary compact flash disk in any J-series Services Router. For installation instructions, see the *J-series Services Router Getting Started Guide*.

## Configuring a Boot Device to Receive Software Failure Memory Snapshots

You can use the `set system dump-device` CLI command to specify the medium to use for the Services Router to store system software failure memory snapshots. In this way, when the operating system fails, if you have specified a system dump device in the configuration, the operating system preserves a snapshot of the state of the router when it failed.

After you reboot the system, the dump device is checked for a snapshot as part of the operating system boot process. If a snapshot is found, it is written to the crash dump directory on the router (`/var/crash`). The customer support team can examine this memory snapshot to help determine the cause of the system software failure.



**NOTE:** If the swap partition on the dump device medium is not large enough for a system memory snapshot, either a partial snapshot or no snapshot is written into the crash dump directory.

Enter the `set system dump-device` CLI command with the following syntax:

```
user@host> set system dump-device boot-device | compact-flash |
removable-compact-flash | usb
```

Table 94 describes the `set system dump-device` command options.

**Table 94: CLI set system dump-device Command Options**

Option	Description
boot-device	Uses whatever device was booted from as the system software failure memory snapshot device.
compact-flash	Uses the primary compact flash as the system software failure memory snapshot device.
removable-compact-flash	Uses the compact flash device on the front of the router (J4300 and J6300 only) as the system software failure memory snapshot device.
usb	Uses the device attached to the USB port as the system software failure memory snapshot device.

## Rebooting or Halting a Services Router

Reboot or halt a Services Router with either the J-Web interface or the CLI. This section contains the following topics:



- Rebooting or Halting a Services Router with the J-Web Interface on page 207
- Rebooting the Services Router with the CLI on page 209
- Halting the Services Router with the CLI on page 209

## Rebooting or Halting a Services Router with the J-Web Interface

You can use the J-Web interface to schedule a reboot or halt the Services Router.

Figure 24 shows the Reboot page for the router.

**Figure 24: Reboot Page**

Juniper NETWORKS **ROUTER - J4300** Logged in as: **regress**  
[Help](#) [About](#) [Logout](#)

**Monitor / Configuration / Diagnose / Manage** Manage > **Reboot**

**Reboot**

**Schedule Reboot Or Halt**

To reboot or halt the system, please select a time below.

Note that a halted system can only be accessed from the system console port.

The current system time is 16:31 (4:31 PM). Reboots scheduled to occur in the future will occur regardless of whether you log out of web management.

☐ Reboot Immediately  
☒ Reboot in  minutes  
☐ Reboot when the system time is  :   
☐ Halt Immediately

**Reboot From Media**

**Message**

?

To reboot or halt the router with the J-Web interface:

1. In the J-Web interface, select **Manage > Reboot**.
2. Select one of the following options:
  - **Reboot Immediately**—Reboots the router immediately.
  - **Reboot in *number of minutes***—Reboots the router in the number of minutes from now that you specify.
  - **Reboot when the system time is *hour:minute***—Reboots the router at the absolute time that you specify, on the current day. You must select a 2-digit hour in 24-hour format, and a 2-digit minute.
  - **Halt Immediately**—Stops the router software immediately. After the router software has stopped, you can access the router through the console port only.
3. Choose the boot device from the **Reboot from media** list:
  - **compact-flash**—Reboots from the primary compact flash drive. This selection is the default choice.
  - **removable-compact-flash**—Reboots from the optional removable compact flash drive. This selection is available on J4300 and J6300 Services Routers only.
  - **usb**—Reboots from the USB storage device.
4. (Optional) In the Message box, type a message to be displayed to any users on the router before the reboot occurs.
5. Click **Schedule**. The J-Web interface requests confirmation to perform the reboot or halt.
6. Click **OK** to confirm the operation.
  - If the reboot is scheduled to occur immediately, the router reboots. You cannot access the J-Web interface until the router has restarted and the boot sequence is complete. After the reboot is complete, refresh the browser window to display the J-Web interface login page.
  - If the reboot is scheduled to occur in the future, the Reboot page displays the time until reboot. You have the option to cancel the request by clicking **Cancel Reboot** on the J-Web interface Reboot page.
  - If the router is halted, all software processes stop and you can access the router through the console port only. Reboot the router by pressing any key on the keyboard.



**NOTE:** If you cannot connect to the router through the console port, shut down the router by pressing and holding the power button on the front panel until the **POWER ON** LED turns off. After the router has shut down, you can power on the router

by pressing the power button again. The POWER ON LED lights during startup and remains steadily green when the router is operating normally.

## Rebooting the Services Router with the CLI

You can use the `request system reboot` CLI command to schedule a reboot of the Services Router:

```
user@host> request system reboot <at time> <in minutes> <media type>
<message "text">
```

Table 95 describes the `request system reboot` command options.

**Table 95: CLI Request System Reboot Command Options**

Option	Description
<code>none</code>	Same as <code>at now</code> (reboots the router immediately).
<code>at time</code>	Specifies the time at which to reboot the router. You can specify time in one of the following ways: <ul style="list-style-type: none"> <li>■ <code>now</code>—Reboots the router immediately. This is the default.</li> <li>■ <code>+ minutes</code>—Reboots the router in the number of minutes from now that you specify.</li> <li>■ <code>yymmddhhmm</code>—Reboots the router at the absolute time on the date you specify. Enter the year, month, day, hour (in 24-hour format), and minute.</li> <li>■ <code>hh:mm</code>—Reboots the router at the absolute time you specify, on the current day. Enter the time in 24-hour format, using a colon (:) to separate hours from minutes.</li> </ul>
<code>in minutes</code>	Specifies the number of minutes from now to reboot the router. This option is a synonym for the <code>at + minutes</code> option.
<code>media type</code>	Specifies the boot device to boot the router from: <ul style="list-style-type: none"> <li>■ <code>compact-flash</code>—Reboots from the primary compact flash drive. This is the default.</li> <li>■ <code>removable-compact-flash</code>—Reboots from the optional removable compact flash drive. This option is available on J4300 and J6300 Services Routers only.</li> <li>■ <code>usb</code>—Reboots from the USB storage device.</li> </ul>
<code>message "text"</code>	Provides a message to display to all system users before the router reboots.

## Halting the Services Router with the CLI

You can use the `request system halt` CLI command to halt the Services Router:

```
user@host> request system halt <at time> <in minutes> <media type>
<message "text">
```

When the router is halted, all software processes stop and you can access the router through the console port only. Reboot the router by pressing any key on the keyboard.



**NOTE:** If you cannot connect to the router through the console port, shut down the router by pressing and holding the power button on the front panel until the **POWER ON** LED turns off. After the router has shut down, you can power on the router by pressing the power button again. The **POWER ON** LED lights during startup and remains steadily green when the router is operating normally.

Table 96 describes the request system halt command options.

**Table 96: CLI Request System Halt Command Options**

Option	Description
none	Same as <b>at now</b> (stops software processes on the router immediately).
at time	Time at which to stop the software processes on the router. You can specify time in one of the following ways: <ul style="list-style-type: none"> <li>■ <b>now</b>—Stops the software processes immediately. This is the default.</li> <li>■ <b>+ minutes</b>—Stops the software processes in the number of minutes from now that you specify.</li> <li>■ <b>yymmddhhmm</b>—Stops the software processes at the absolute time you specify. Enter the year, month, day, hour (in 24-hour format), and minute.</li> <li>■ <b>hh:mm</b>—Stops the software processes at the absolute time that you specify, on the current day. Enter the time in 24-hour format, using a colon (:) to separate hours from minutes.</li> </ul>
in minutes	Specifies the number of minutes from now to stop the software processes on the router. This option is a synonym for the <b>at + minutes</b> option.
media type	Specifies the boot device to boot the router from after the halt: <ul style="list-style-type: none"> <li>■ <b>compact-flash</b>—Reboots from the primary compact flash drive. This is the default.</li> <li>■ <b>removable-compact-flash</b>—Reboots from the optional removable compact flash drive. This option is available on J4300 and J6300 Services Routers only.</li> <li>■ <b>usb</b>—Reboots from the USB storage device.</li> </ul>
message "text"	Provides a message to display to all system users before the software processes on the router are stopped.

## Chapter 10

# Contacting Customer Support and Returning Hardware

This chapter describes how to return the Services Router or individual components to Juniper Networks for repair or replacement. It contains the following topics:

- Locating Component Serial Numbers on page 211
- Contacting Customer Support on page 213
- Return Procedure on page 214
- Packing a Router or Component for Shipment on page 215

## Locating Component Serial Numbers

---

Before contacting Juniper Networks to request a Return Materials Authorization (RMA), you must find the serial number on the router or component. To list the router components and their serial numbers, enter the following command-line interface (CLI) command:

```
user@host> show chassis hardware
Hardware inventory:
Item          Version  Part number  Serial number  Description
Chassis                               JN000192AB     J4300
Midplane      REV 02.04 710-010001  CORE99563
System IO     REV 02.03 710-010003  CORE100885    P12/P45 System IO board
Routing Engine RevX2.6  750-010005  IWGS40735451  RE-J.2
FPC 0
PIC 0                               2x FE
```

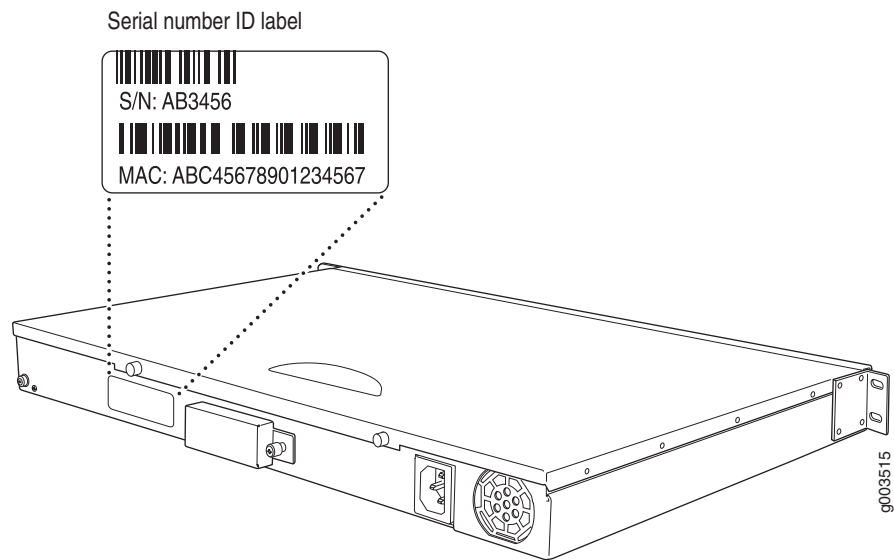


**NOTE:** In the `show chassis hardware` command, the PIM slot number is reported as an FPC number and the PIM number (always 0) is reported as the PIC number.

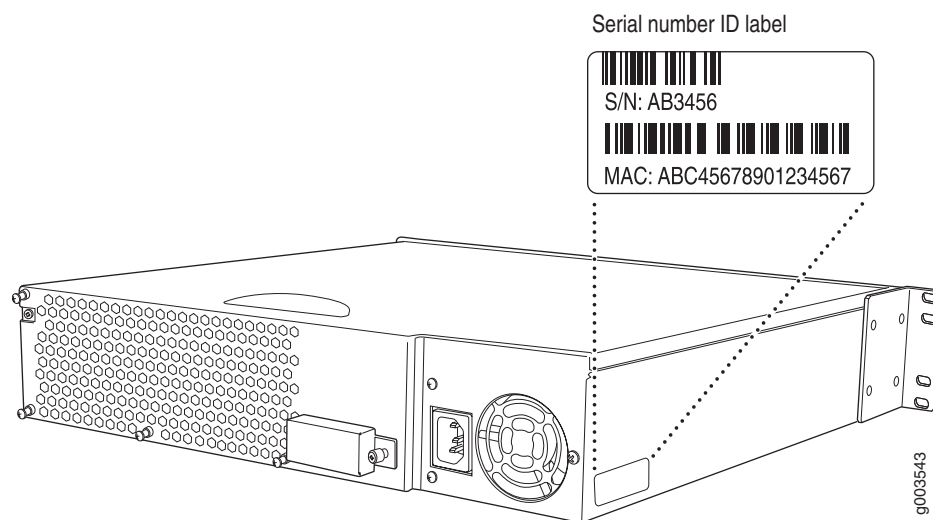
---

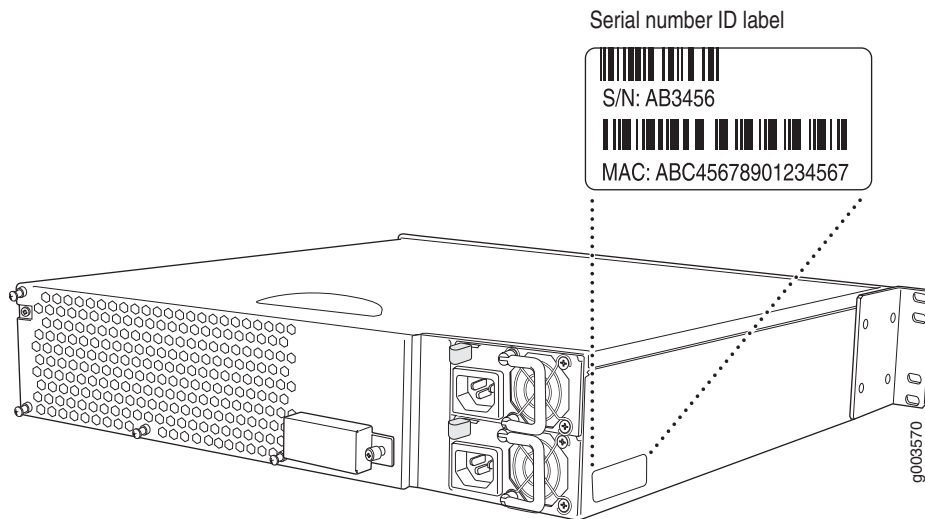
Most components also have a small rectangular serial number ID label (see Figure 25 through Figure 27) attached to the component body.

**Figure 25: J2300 Serial Number ID Label**



**Figure 26: J4300 Serial Number ID Label**



**Figure 27: J6300 Serial Number ID Label**

The following sections describe the label location on each type of component:

- PIM Serial Number Label on page 213
- J6300 Power Supply Serial Number Labels on page 213

### ***PIM Serial Number Label***

The PIMs installed in the J4300 and J6300 Services Routers are field-replaceable. Each PIM has a unique serial number. The serial number label is located on the right side of the PIM, when the PIM is horizontally oriented (as it would be installed in the router). The exact location may be slightly different on different PIMs, depending on the placement of components on the PIM board.

### ***J6300 Power Supply Serial Number Labels***

The power supplies installed in the J6300 Services Router are field-replaceable. Each power supply has a unique serial number. The serial number label is located on the top of the AC power supply.

## **Contacting Customer Support**

After you have located the serial numbers of the components you need to return, contact Juniper Networks Technical Assistance Center (JTAC) in one of the following ways.

You can contact JTAC 24 hours a day, seven days a week.

- On the Web, using the Case Manager link at <http://www.juniper.net/support/>
- By telephone:

From the US and Canada: 1-888-314-JTAC

From all other locations: 1-408-745-9500

If contacting JTAC by telephone, enter your 11-digit case number followed by the pound (#) key if this is an existing case, or press the star (\*) key to be routed to the next available support engineer.

### ***Information You Might Need to Supply to JTAC***

When requesting support from JTAC by telephone, be prepared to provide the following information:

- Your existing case number, if you have one
- Details of the failure or problem
- Type of activity being performed on the router when the problem occurred
- Configuration data displayed by one or more `show` commands

### **Return Procedure**

---

If the problem cannot be resolved by the JTAC technician, an RMA number is issued. This number is used to track the returned material at the factory and to return repaired or new components to the customer as needed.



**NOTE:** Do not return any component to Juniper Networks unless you have first obtained an RMA number. Juniper Networks reserves the right to refuse shipments that do not have an RMA. Refused shipments will be returned to the customer via collect freight.

---

For more information about return and repair policies, see the customer support Web page at <http://www.juniper.net/support/guidelines.html>.

For product problems or technical support issues, open a support case using the Case Manager link at <http://www.juniper.net/support/>, or call 1-888-314-JTAC (within the United States) or 1-408-745-9500 (outside the United States).

When you need to return a component, follow this procedure:

1. Determine the part number and serial number of the component. For instructions, see “Locating Component Serial Numbers” on page 211.



2. Obtain a Return Materials Authorization (RMA) number from the Juniper Networks Technical Assistance Center (JTAC). You can send e-mail or telephone as described above.
3. Provide the following information in your e-mail message or during the telephone call:
  - Part number and serial number of component
  - Your name, organization name, telephone number, and fax number
  - Description of the failure
4. The support representative validates your request and issues an RMA number for return of the component.
5. Pack the router or component for shipment, as described in “Packing a Router or Component for Shipment” on page 215.

## **Packing a Router or Component for Shipment**

---

This section contains the following topics:

- Tools and Parts Required on page 215
- Packing the Services Router for Shipment on page 215
- Packing Components for Shipment on page 217

### ***Tools and Parts Required***

To remove components from the router or the router from a rack, you need the following tools and parts:

- Blank panels to cover empty slots
- Electrostatic bag or antistatic mat, for each component
- Electrostatic discharge (ESD) grounding wrist strap
- Flat-blade screwdriver, approximately 1/4 in. (6 mm)
- Phillips (+) screwdrivers, numbers 1 and 2

### ***Packing the Services Router for Shipment***

To pack the router for shipment, follow this procedure:

1. Retrieve the shipping carton and packing materials in which the router was originally shipped. If you do not have these materials, contact your Juniper Networks representative about approved packaging materials.
2. Attach an electrostatic discharge (ESD) grounding strap to your bare wrist and connect the strap to the ESD point on the chassis, or to an outside ESD point if the router is disconnected from earth ground. For more information about ESD, see the *J-series Services Router Getting Started Guide*.
3. On the console or other management device connected to the master Routing Engine, enter CLI operational mode and issue the following command to shut down the router software.

```
user@host> request system halt
```

Wait until a message appears on the console confirming that the operating system has halted. For more information about the command, see “Halting the Services Router with the CLI” on page 209.

4. Shut down power to the router by pressing the power button on the front panel of the router.
5. Disconnect power from the router. For instructions, see the *J-series Services Router Getting Started Guide*.
6. Remove the cables that connect to all external devices. For instructions, see the *J-series Services Router Getting Started Guide*.
7. Remove all field-replaceable units (FRUs) from the router.
8. If the router is installed on a wall or rack, have one person support the weight of the router, while another person unscrews and removes the mounting screws.
9. Place the router in the shipping carton.
10. Cover the router with an ESD bag, and place the packing foam on top of and around the router.
11. Replace the accessory box on top of the packing foam.
12. Securely tape the box closed.
13. Write the RMA number on the exterior of the box to ensure proper tracking.

## ***Packing Components for Shipment***

To pack and ship individual components, follow these guidelines:

- When you return components, make sure they are adequately protected with packing materials and packed so that the pieces are prevented from moving around inside the carton.
- Use the original shipping materials if they are available.
- Place individual boards in electrostatic bags.
- Write the RMA number on the exterior of the box to ensure proper tracking.



**CAUTION:** Do not stack any of the router components.

---



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