NSMXpress Series II is an appliance version of Network and Security Manager (NSM). NSMXpress Series II simplifies the complexity of network administration by providing a single, integrated management interface that controls device parameters.

This robust hardware management system installs in minutes with full high availability (HA) support, making it easy to scale and deploy. Enterprise customers with limited resources can benefit significantly from NSMXpress Series II because it eliminates the need to have dedicated resources for maintaining a network and security management solution.

NSMXpress Series II makes it easy for administrators to control device configuration, network settings, and security policy settings for multiple families of Juniper devices including:

- IDP Series Intrusion Detection and Prevention Appliances and Firewall and VPN devices running ScreenOS
- Devices running JUNOS software, such as J Series Services Routers, SRX Series Services Gateways, EX Series Ethernet Switches, M Series Multiservice Edge Routers, and MX Series Ethernet Services routers
- SA Series SSL VPN Appliances
- IC Series Unified Access Control Appliances

For a complete list of supported device families and platforms, see the Network and Security Manager Administration Guide.

Up to 10 administrators can log into NSMXpress Series II concurrently.

This quick start explains the following steps for installing and configuring NSMXpress Series II and for configuring NSM.

1. Install the NSMXpress Series II appliance hardware.
2. Set up the NSMXpress Series II appliance using the serial port.
3. Configure the NSMXpress Series II software using the Web interface.

4. Configure the NSM software which is preinstalled onto the NSMXpress Series II appliance, with site-specific parameters.
Hardware Installation

We recommend that you install NSMXpress Series II on your LAN to ensure that it can communicate with your applicable resources, such as authentication servers, DNS servers, internal Web servers through HTTP/HTTPS, external Web sites through HTTP/HTTPS (optional), the Juniper update server via HTTP, Network File System (NFS) file servers (optional), and client/server applications (optional).

NOTE: If you decide to install NSMXpress Series II in your DMZ, ensure that it can connect to your internal resources.

NSMXpress Series II Ports

Table 1 on page 4 provides required port information on the NSMXpress Series II.

Table 1: Required Ports on NSMXpress Series II

<table>
<thead>
<tr>
<th>Direction</th>
<th>Port</th>
<th>Description</th>
<th>LAN</th>
<th>Internet</th>
<th>Depends on Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>In</td>
<td>22</td>
<td>SSH command-line management</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>443</td>
<td>Web interface for administrator login</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>8443</td>
<td>Web interface for listening for NSM API messages.</td>
<td>LAN</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>7800</td>
<td>Connections from managed devices to NSMXpress Series II</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>7801</td>
<td>Connections from the NSM GUI Client to NSM</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>7802</td>
<td>Heartbeat between peers in an HA cluster</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>7803</td>
<td>Connections from managed IDP devices to NSM</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>7804</td>
<td>Connections from devices running JUNOS, Secure Access devices, or Infranet Controller devices</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Table 1: Required Ports on NSMExpress Series II (continued)

<table>
<thead>
<tr>
<th>Direction</th>
<th>Port</th>
<th>Description</th>
<th>LAN</th>
<th>Internet</th>
<th>Depends on Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Out</td>
<td>22</td>
<td>SSH connection to new managed device</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>23</td>
<td>Telnet connection to new managed device</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>53</td>
<td>DNS lookups</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>80</td>
<td>System Security Updates from Juniper Networks</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>111</td>
<td>Shared Disk portmap lookup</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>123</td>
<td>Network Time Protocol (NTP) time synchronization</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>2049</td>
<td>Shared Disk NFS connection</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

For more information on ports, refer to the Network and Security Manager Installation Guide.

Installing the Hardware

Follow these steps to unpack the NSMExpress Series II appliance and connect it to your network.

To install NSMExpress Series II:

1. Place the shipping container on a flat surface and remove the hardware components with care.
2. Remove the NSMExpress Series II device from the shipping container and place it on a flat surface.
3. Mount NSMExpress Series II in your server rack using the attached mounting brackets.
4. Plug the power cord into the AC receptacle on the rear panel.
If your NSMXpress Series II contains two power supplies, plug a power cord into each AC receptacle.

5. Plug the other end of the power cord into a wall socket.

If your NSMXpress Series II contains two power supplies, plug each power cord into a separate power circuit to ensure that the NSMXpress Series II continues to receive power if one of the power circuits fails.

6. Plug the Ethernet cable into the network port marked ETH0 on the front panel. See Figure 2 on page 6.

Figure 2: Front Panel of NSMXpress Series II

7. Plug the console cable with the DB9 to RJ45 adapter into the console port. See Figure 2 on page 6.

This cable was shipped with your NSMXpress Series II. See Table 3 on page 7

8. Push the power button on the rear panel. See Figure 1 on page 6

The green LED on the bottom left corner of the front panel turns on. The NSMXpress Series II hard disk LED turns on whenever the appliance reads data from or writes data to an NSMXpress Series II hard disk.

The internal port uses two LEDs to indicate the LAN connection status, which is described in Table 2 on page 7.

Hardware installation is now complete. The next step is to set up the software, as described in “Initial Setup Configuration” on page 7.
Table 2 on page 7 provides LED information for the ETH0 and ETH1 ports.

**Table 2: Ethernet Port LEDs**

<table>
<thead>
<tr>
<th>LAN Status</th>
<th>LED 1</th>
<th>LED2</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 Mbps connection</td>
<td>Off</td>
<td>Off</td>
</tr>
<tr>
<td>100 Mbps connection</td>
<td>Green</td>
<td>Off</td>
</tr>
<tr>
<td>1000 Mbps connection</td>
<td>Orange</td>
<td>Off</td>
</tr>
<tr>
<td>Data is being transferred</td>
<td>Orange, Green, or Off</td>
<td>Blinking</td>
</tr>
<tr>
<td>No connection</td>
<td>Off</td>
<td>Off</td>
</tr>
</tbody>
</table>

Table 3 on page 7 provides RJ-45 Console Connector Pinout information.

**Table 3: RJ-45 Console Connector Pinout**

<table>
<thead>
<tr>
<th>Pin</th>
<th>Signal</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>RTS Output</td>
<td>Request to Send</td>
</tr>
<tr>
<td>2</td>
<td>DTR Output</td>
<td>Data Terminal Ready</td>
</tr>
<tr>
<td>3</td>
<td>TxD Output</td>
<td>Transmit Data</td>
</tr>
<tr>
<td>4</td>
<td>GND</td>
<td>Chassis Ground</td>
</tr>
<tr>
<td>5</td>
<td>GND</td>
<td>Chassis Ground</td>
</tr>
<tr>
<td>6</td>
<td>RxD Input</td>
<td>Receive Data</td>
</tr>
<tr>
<td>7</td>
<td>DSR Input</td>
<td>Data Set Ready</td>
</tr>
<tr>
<td>8</td>
<td>CTS Input</td>
<td>Clear to Send</td>
</tr>
</tbody>
</table>

**Initial Setup Configuration**

When you first turn on an unconfigured NSMXpress Series II appliance, you need to enter basic network and machine information through the serial console to make your appliance accessible to the network. After entering these settings, you can continue configuring the appliance using the CLI or the Web interface. You are not prompted for the initial setup information again.
This section describes the required serial console setup and the tasks you need to perform when connecting to your NSMXpress Series II for the first time:

- Boot NSMXpress Series II on page 8
- Set Up Your Appliance on page 8

**Boot NSMXpress Series II**

To configure NSMXpress Series II for the first time, you must attach your NSMXpress Series II appliance to a console terminal running an emulation utility such as HyperTerminal.

1. Configure a console terminal or terminal emulation utility to use the following serial connection parameters:
   - 9600 bits per second
   - 8-bit no parity (8N1)
   - 1 stop bit
   - No flow control
2. Connect the terminal or laptop to the null modem serial cable plugged into the NSMXpress Series II console port.
3. Turn on the NSMXpress Series II appliance.

When NSMXpress Series II is powered on, the serial console displays diagnostic information before proceeding to the boot countdown. When complete, the serial console displays the login prompt terminal emulator.

```
NSMXpress.juniper.net login:
```

4. Enter `admin` as your default login name.
5. Enter `abc123` as your default password.
6. Change your default password when prompted. Enter the default password first, followed by your new password. All passwords are case-sensitive.

**Set Up Your Appliance**

This section provides the minimum information necessary to make your appliance active on the network.

To set up your appliance either as a regional server or a central manager, follow these steps:

1. Enter the IP address for interface eth0 and press Enter.
2. Enter the subnet mask for interface eth0 and press Enter.
3. Enter the default route or default gateway address for interface eth0 and press Enter.

```
Applying changes...
Re-loading database
```

ip_tables: (C) 2000–2002 Netfilter core team
Your NSMXpress is now active on the network.
To configure your system via a web browser, connect to:

https://10.150.43.205/admin

To configure your system via command line, type:

nsm_setup

For operation of NSM server, switch to user “nsm”.
Please consult NSM product documentation for details.

To configure the NSM software using the CLI, see the NSMXpress and NSM 3000 User Guide. To configure the NSM software using the Web interface, go to "Web Interface Configuration" on page 9.

Web Interface Configuration

To configure NSM on your system from a Web interface, use the following steps.

1. Copy the URL (starting with https://) from the terminal emulator after installing NSMXpress:

   Your NSMXpress is now active on the network.
   To configure your system via a web browser, connect to:
   https://10.150.43.205/administration

2. Open a Web browser and paste the URL into the address text box.
3. Press Enter to open the NSMXpress Series II login page.
4. Enter the admin user name and password and then click Login.
5. See "Configuring the NSM Software" on page 9 for details about how to install and configure NSM on your NSMXpress Series II appliance from the Web interface.

Configuring the NSM Software

After logging in as an ‘admin’ user, an initial setup script walks you through additional configuration system settings before finalizing the NSM installation. This chapter describes that setup process.

Your NSMXpress Series II appliance comes preconfigured as a regional server or a central manager. Most installation and configuration steps in this section are identical for both types of server. All exceptions are noted.
After logging into the NSMXpress Series II Web interface, NSMXpress Series II provides you with the following installation options:

- Configuring Basic Settings on page 10
- Configuring High Availability on page 12
- Advanced Options on page 15
- Installing NSM Software on page 18

### Configuring Basic Settings

To install the regional server or central manager software using the minimum requirements:

1. Install your NSMXpress Series II hardware as described in “Hardware Installation” on page 4.
2. Boot and setup your NSMXpress Series II appliance as described in “Initial Setup Configuration” on page 7.
4. Log into the Web interface. The System Info page opens.
5. Click the link Install NSM Regional Server (see Figure 3 on page 11) to go to the Install Regional Server window or click the Install NSM Central Manager link to view the Install NSM Central Manager window (see Figure 4 on page 11), as the case may be.

**NOTE:** The "admin" user default username is admin and the password is the one you created in Step 6 of “Boot NSMXpress Series II” on page 8.
Configuring the NSM Software

Figure 3: Regional Server Configuration Main Menu

Install NSM Regional Server

NSM Configuration Main Menu

Management IP: 172.24.68.111
The IP address on this server that will be used for management

NSM "super" password
Password for "super" user

NSM License type
Base Install
Specify a license file, or select "Base Install" to use the built-in limited device license.

Remote Replication of Database
Off
Menu

High Availability
Off
Menu

SRS
Off
Menu

Submit
Install

Figure 4: Central Manager Configuration Main Menu

Install NSM Central Manager

NSM Configuration Main Menu

Management IP: 172.24.68.111
The IP address on this server that will be used for management

NSM "super" password
Password for "super" user

Remote Replication of Database
Off
Menu

High Availability
Off
Menu

Submit
Install
6. Enter the primary IP address of your management server for eth0 (the default).
   You can use the default IP address next to the first radio button or select the second radio button and then enter a different IP address. Each IP address you add (in addition to the default IP address) will be available in the drop-down list after you click the second radio button.

7. Enter the NSM superuser password in the top text box, and then reenter it in the text box below it.
   This password must be at least eight characters long and is case-sensitive. This password is used by the NSM superuser (also referred to as the NSM administrator). This user has the highest level of privileges in NSM.

8. Enter the GUI Server one-time password in the top text box, and then reenter it in the text box below it. This password is used to authenticate this NSM server with other NSM servers with which it communicates. Regional servers use this password to authenticate peer servers in an HA configuration and to authenticate the central manager. The central manager uses this password to authenticate its peer server in an HA configuration and any regional servers it manages. NSM servers must have the same GUI Server one-time password, or the authentication will fail.

9. Select the license option. (This option is available only for regional servers.)
   a. Select **Base Install** to use the built-in limited device license for as many as 25 devices.
   b. Click **Upload license file** to upload the license file you generated using the Juniper License Management System (LMS), which permits you to manage more than 25 devices. This license file must be located on your local hard drive.
      
      See the *Network and Security Manager installation Guide* for more information about NSM licensing.

10. Click **Submit** to save any changes, and then click **Install** to install the software.

**Configuring High Availability**

To configure high availability (HA) settings:
1. On the NSM Configuration Main Menu, click **Menu** next to High Availability to access HA options. See Figure 5 on page 13.

Figure 5: High Availability Options

<table>
<thead>
<tr>
<th>Menu: High Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>High Availability</strong></td>
</tr>
<tr>
<td>Whether to enable HA on this server or not</td>
</tr>
<tr>
<td><strong>Primary Status</strong></td>
</tr>
<tr>
<td>If 'y', this machine is a Primary Server and if 'n' this machine is a Secondary Server</td>
</tr>
<tr>
<td><strong>HA Remote IP</strong></td>
</tr>
<tr>
<td>IP address for the peer's primary heartbeat link</td>
</tr>
<tr>
<td><strong>HA Link Failure Detection IP</strong></td>
</tr>
<tr>
<td>IP address outside the HA cluster</td>
</tr>
<tr>
<td><strong>HA Inter-server password</strong></td>
</tr>
<tr>
<td>Shared password for heartbeat</td>
</tr>
<tr>
<td><strong>Shared Disk</strong></td>
</tr>
<tr>
<td>Off</td>
</tr>
<tr>
<td><strong>HA Links</strong></td>
</tr>
<tr>
<td>Menu</td>
</tr>
<tr>
<td><strong>HA Advanced Settings</strong></td>
</tr>
<tr>
<td>Menu</td>
</tr>
</tbody>
</table>

2. Use the High Availability option to turn HA on (**y**) or off (**n**). The default is off.

3. Use the **Primary Status** option to set your NSMXpress Series II appliance as either the primary or secondary server in the HA cluster. If you select **y**, it is the primary server (the default). If you select **n**, it is the secondary server.

4. Use the **HA Remote IP** option to enter the IP address for the HA peer in the HA cluster.

5. Use the **HA Link Failure Detection IP** option to enter the IP address of a computer outside the HA cluster that you can ping to verify connection status.

6. Use the **HA Inter-server password** option to enter the heartbeat password used between the primary and secondary servers.

7. Click **Submit** to save the changes.

8. Click **Menu** next to Shared Disk (see Figure 5 on page 13) to configure a shared disk for regional servers (see Figure 6 on page 14) or for central managers (see Figure 7 on page 14). This step is optional.
NSMXpress Series II supports shared disk via NFS only. Due to the data-intensive nature of NSM, we recommend gigabit speed links (1000 Mbps) for shared disk use. For more information about custom settings, refer to the Network and Security Manager Installation Guide.

9. Click Menu next to HA Links (see Figure 5 on page 13) to configure the second link in the HA cluster (see Figure 8 on page 14). This step is optional.

If you configure HA with just one heartbeat link, then device management traffic and data replication traffic both use that link. If you configure two links, device management traffic uses the first link and data replication uses the second.
If you set the HA link count to 2, an expanded menu appears to configure the second link:

Figure 9: Redundant Links

10. Click **Menu** next to HA Advanced Settings (see Figure 5 on page 13) to configure HA advanced settings (see Figure 10 on page 15). This step is optional.

   For more information about custom settings, refer to the *Network and Security Manager Installation Guide*.

Figure 10: HA Advanced Settings

11. Click **Submit** to save the HA options and return to the NSM Configuration Main Menu.

**Advanced Options**

To display the Advanced Options menu, on the NSM Configuration Main Menu, select **Menu** next to Advanced Options. The Advanced Options menu appears as shown in Figure 11 on page 15.

Figure 11: Advanced Options Menu

Advanced installation options include:
https port for NBI service—Allows you to configure a port to listen for messages for the NSM API. By default, this value is 8443. You can configure it to any port number from 1025 to 65535.

Remote Replication of Database—Mirrors the daily backup to an external server. You can toggle it on or off. After you turn it on, use the menu options to configure this option.

SRS Enabled Options (regional server only)—Opens a menu to enable and configure the Statistical Report Server (SRS). These options enable NSMXpress Series II to interface with SRS. You can toggle it on or off. When it is on, a menu with additional options is available.

NOTE: SRS must be installed on a separate server from NSM.

The following sections provide details about the remote replication and SRS options:

- Enabling and Configuring Remote Replication of the Database on page 16
- Enabling and Configuring SRS (Regional Server Only) on page 17

Enabling and Configuring Remote Replication of the Database

To configure remote replication of database settings:

1. On the Advanced Options menu, click Menu next to Remote Replication of Database (see Figure 5 on page 13) to configure daily backups (see Figure 12 on page 16).

Figure 12: Remote Replication of Database Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Default</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote Replication of Database</td>
<td></td>
<td>If ‘y’, local backups will be sent to a remote backup machine</td>
</tr>
<tr>
<td>Hour of day to Replicate Database</td>
<td>02</td>
<td>Hour to start a backup</td>
</tr>
<tr>
<td>Remote Backup IP</td>
<td></td>
<td>IP address of a remote backup machine</td>
</tr>
<tr>
<td>Remote Replication Timeout (seconds)</td>
<td>1800</td>
<td>Rsync Command Backup Timeout (seconds) (Default is 1800 seconds) (Range is 1 to 865535)</td>
</tr>
</tbody>
</table>

2. Use the Remote Replication of Database option to turn remote replication on (y) or off (n). The default is off.

3. Use the Hour of day to Replicate Database option to start the backup. The valid range (in hours) is 00 through 23. The default is 2 AM.

4. Use the Remote Backup IP option to enter the IP address of the remote backup server.

Backup information is copied to the /var/netscreen/dbbackup directory on the remote server. The “nsm” user must exist on both servers and you must establish an SSH trust relationship. See the Network and Security Manager Installation Guide, for details.
5. Use the Remote Replication Timeout option to set up a timeout for Rsync. The valid range (in seconds) is 1-65535. The default is 1800 seconds.

6. Click Submit to save the options and return to the main menu or continue with the other advanced installation options.

Enabling and Configuring SRS (Regional Server Only)

This option is not available on a central manager. To configure statistical report server (SRS) settings:

1. On the Advanced Options menu, click Menu next to SRS (see Figure 5 on page 13) to open the SRS menu (see Figure 13 on page 17).

Figure 13: SRS Menu

2. Use the SRS options to turn SRS on (y) or off (n). The default is off. If you turn on this feature, the server is used with the GUI server.

3. Use the SRS DB IP option to enter the IP address for the server on which you have installed the SRS database server.

4. Use the SRS DB Type option to select the database type. The values are pgsql (the default), oracle, or mssql.

5. Use the SRS Database Name option to enter the name of the SRS database. The default value is netscreen. To enter another name, click the radio button next to the blank text box and enter the name in the text box.

6. Use the SRS DB Owner Name option to enter the owner’s name of the SRS database. The default value is netscreen. To enter another name, click the radio button next to the blank text box and enter the name in the text box.
7. Use the **SRS Database Owner Password** option to enter the SRS database password. The password requires a minimum of eight characters and is case-sensitive. Reenter it in the second text box.

8. Click **Submit** to save the options and return to the NSM Configuration Main Menu.

### Installing NSM Software

After you submit all your configuration options, click **Install** to install the NSM software on your NSMXpress Series II appliance. Installation takes a few minutes. A status indicator shows the progress of the installation. Wait until installation is finished before continuing to use the Web interface.

### Managing NSM Administration

Expand **NSM Administration** in the left navigation tree to access the options described in this section. These options are available only after installing NSM.

The following sections explain how to use each of the NSM Administration options:

- Changing the Superuser Password on page 18
- Downloading NSM MIBS (Regional Server Only) on page 19
- Exporting Audit Logs on page 19
- Exporting Device Logs (Regional Server Only) on page 19
- Generating Reports (Regional Server Only) on page 20
- Modifying NSM Configuration Files on page 20
- Backing Up the NSM Database on page 21
- Changing the NSM Management IP on page 22
- Scheduling Security Updates on page 22

### Changing the Superuser Password

To change the superuser password, select **NSM Administration > NSM Super User Password**. See Figure 14 on page 18.

**Figure 14: Change Superuser Password**

<table>
<thead>
<tr>
<th>Change Password for Super User</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Change Password for Super User</strong></td>
</tr>
<tr>
<td><strong>Password:</strong></td>
</tr>
<tr>
<td><strong>Confirm Password:</strong></td>
</tr>
<tr>
<td><strong>Change Super User Password</strong></td>
</tr>
</tbody>
</table>
Downloading NSM MIBS (Regional Server Only)

To download any available MIBs, select **NSM Administration > Download NSM MIBS**, and then click **Download MIB**. See Figure 15 on page 19. This option is not available on the central manager.

**Figure 15: Download NSM MIBs**

<table>
<thead>
<tr>
<th>Download NSM MIBS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download MIB</td>
</tr>
</tbody>
</table>

Exporting Audit Logs

To export audit logs, select **NSM Administration > Export Audit Logs**. See Figure 16 on page 19.

**Figure 16: Export Audit Logs**

<table>
<thead>
<tr>
<th>Export Audit Logs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Export Type:</td>
</tr>
<tr>
<td>csv</td>
</tr>
</tbody>
</table>

To export an audit log to a **csv** file, select **csv** in the drop-down list box, and then enter the **csv** file name in the text box.

To export an audit log to a system log server, select **syslog** in the drop-down list box, and then enter the server IP address, if it is not the local host.

Exporting Device Logs (Regional Server Only)

To export device logs, select **NSM Administration > Export Device Logs**. See Figure 17 on page 19. This option is not available on the central manager.

**Figure 17: Export Device Logs**

<table>
<thead>
<tr>
<th>Export Device Logs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Filter:</td>
</tr>
<tr>
<td>category</td>
</tr>
<tr>
<td>Enter category</td>
</tr>
<tr>
<td>Select Action:</td>
</tr>
<tr>
<td>XML</td>
</tr>
<tr>
<td>Enter xml file name</td>
</tr>
<tr>
<td>Export Device Logs</td>
</tr>
</tbody>
</table>

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Generating Reports (Regional Server Only)

To generate reports, select **NSM Administration > Generate Reports**. See Figure 18 on page 20. This option is not available on the central manager.

**Figure 18: Generate Reports**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domain:</td>
<td>The domain name for the report.</td>
</tr>
<tr>
<td>Type:</td>
<td>The type of report.</td>
</tr>
<tr>
<td>Report:</td>
<td>The name of the report file.</td>
</tr>
<tr>
<td>Script:</td>
<td>The script to generate the report.</td>
</tr>
<tr>
<td>User:</td>
<td>The user name for the report.</td>
</tr>
<tr>
<td>Password:</td>
<td>The password for the report.</td>
</tr>
<tr>
<td>Schedule Report</td>
<td>Whether to schedule the report to run regularly.</td>
</tr>
<tr>
<td>Minutes:</td>
<td>The number of minutes to run the report.</td>
</tr>
<tr>
<td>Hour:</td>
<td>The hour of the day to run the report.</td>
</tr>
<tr>
<td>Day:</td>
<td>The day of the week to run the report.</td>
</tr>
<tr>
<td>Month:</td>
<td>The month of the year to run the report.</td>
</tr>
<tr>
<td>Week Day:</td>
<td>The day of the week to run the report.</td>
</tr>
</tbody>
</table>

**NOTE:** The user is an NSM administrator and not an NSMXpress Series II user. Enter a user name as **domain/user**, such as **global/super**.

### Modifying NSM Configuration Files

To manually edit the **GuiSrv.cfg**, **DevSvr.dfg** and **HaSvr.cfg** files, select **NSM Administration > Modify NSM Configuration Files**. The example in Figure 19 on page 21, shows the option to modify the **GuiSrv.cfg** file.
NOTE: If you subsequently change the NSMxpress Series II configuration by using the nsm-setup utility, all manual changes to the configuration files are lost.

Backing Up the NSM Database

To configure backups of the NSM database, select NSM Administration > NSM Database Backup link under NSM Administration. See Figure 20 on page 22.
Changing the NSM Management IP

To change the IP address of the NSM management server, select NSM Administration > NSM Management IP link under NSM Administration. See Figure 21 on page 22.

Scheduling Security Updates

To schedule security updates, select NSM Administration > Schedule Security Updates. See Figure 22 on page 23.
Managing System Administration

Use the options in the System Administration section to perform the tasks described in the following sections:

- Rebooting or Shutting Down NSMXpress Series II on page 23
- Changing the User Password on page 24
- Configuring the Network on page 24
- Managing RADIUS Servers on page 26
- Monitoring with SNMP on page 29
- Forwarding Syslog Messages on page 32
- Changing the System Time on page 35
- Installing Updates on page 35
- Managing Users on page 36
- Configuring the Web Interface on page 40

Rebooting or Shutting Down NSMXpress Series II

To reboot or shut down NSMXpress Series II, select System Administration > Bootup and Shutdown, and then click either Reboot System or Shutdown System. See Figure 23 on page 23.

Figure 23: ReBoot or Shut Down

<table>
<thead>
<tr>
<th>Bootup and Shutdown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reboot System</td>
</tr>
<tr>
<td>Shutdown System</td>
</tr>
</tbody>
</table>
Changing the User Password

To change the user password, select System Administration > Change User Password, fill out the form shown in Figure 24 on page 24, and then click Change.

Figure 24: Change User Password

Configuring the Network

To access options that allow you to configure the network, select System Administration > Network Configuration. The Network Configuration window appears as shown in Figure 25 on page 24.

Figure 25: Network Interfaces Options

The following sections describe each of the options available in the Network Configuration window:

- Network Interfaces on page 24
- Routing and Gateways on page 25
- Hostname and DNS Clients on page 25
- Host Addresses on page 26

Network Interfaces

Use this option to manage the network interfaces. See Figure 26 on page 25.
Figure 26: Network Interfaces

Interfaces Active Now

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>IP Address</th>
<th>Netmask</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>eth0</td>
<td>Ethernet</td>
<td>172.24.68.111</td>
<td>255.255.252.0</td>
<td>Up</td>
</tr>
<tr>
<td>lo</td>
<td>Loopback</td>
<td>127.0.0.1</td>
<td>255.0.0.0</td>
<td>Up</td>
</tr>
</tbody>
</table>

Routing and Gateways

Use this option to configure and manage routes and gateways. See Figure 27 on page 25.

Figure 27: Routes and Gateways

Routing configuration activated at boot time

<table>
<thead>
<tr>
<th>Default routes</th>
<th>Interface</th>
<th>Gateway</th>
</tr>
</thead>
<tbody>
<tr>
<td>eth0</td>
<td>172.24.68.1</td>
<td></td>
</tr>
</tbody>
</table>

Act as router?

Static routes

<table>
<thead>
<tr>
<th>Interface</th>
<th>Network</th>
<th>Netmask</th>
<th>Gateway</th>
</tr>
</thead>
</table>

Local routes

<table>
<thead>
<tr>
<th>Interface</th>
<th>Network</th>
<th>Netmask</th>
</tr>
</thead>
</table>

Active Routes

<table>
<thead>
<tr>
<th>Destination</th>
<th>Gateway</th>
<th>Netmask</th>
<th>Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>172.24.68.0</td>
<td>None</td>
<td>255.255.252.0</td>
<td>eth0</td>
</tr>
<tr>
<td>169.254.0.0</td>
<td>None</td>
<td>255.255.0.0</td>
<td>eth0</td>
</tr>
<tr>
<td>Default Route</td>
<td>172.24.68.1</td>
<td></td>
<td>eth0</td>
</tr>
</tbody>
</table>

Hostname and DNS Clients

Use this option to configure and manage hostnames and DNS clients. See Figure 28 on page 26.
Figure 28: DNS Client Options

**DNS Client Options**

<table>
<thead>
<tr>
<th>Hostname</th>
<th>Resolution order</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSMXpress juniper.net</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Host Addresses**

Use this option to manage host addresses, See Figure 29 on page 26.

Figure 29: Host Address

<table>
<thead>
<tr>
<th>IP Address</th>
<th>Hostnames</th>
</tr>
</thead>
<tbody>
<tr>
<td>127.0.0.1</td>
<td>NSMXpress juniper.net, NSMXpress, localhost.localdomain, localhost</td>
</tr>
</tbody>
</table>

Managing RADIUS Servers

The NSMXpress Series II WebUI supports authentication of users defined in the RADIUS servers, in addition to authentication of locally defined admin users.

When a user logs into NSMXpress Series II using the WebUI, the software first checks the UNIX user database and then the WebUI user database to authenticate the user. If the user is not a locally defined admin user, the software contacts the RADIUS servers added to the RADIUS server list in the Web UI to authenticate the user. The RADIUS servers are contacted in the order of priority set in the RADIUS server list. If any of the RADIUS servers authenticates the user, the user is logged in with the privileges that are associated with the user profile. If none of the servers authenticates the user, the user login fails.

**NOTE:** The NSMXpress Series II appliance must be configured as a RADIUS client on a RADIUS server so that the RADIUS server responds to authentication requests from NSMXpress Series II. Select any Juniper Make or Model in the **Make/Model** field while adding an NSMXpress appliance as a RADIUS client. You will need to update the juniper dictionary file (juniper.dct) in the RADIUS server with the Juniper defined Vendor-Specific Attribute (VSA) for NSMXpress:ATTRIBUTE Juniper-NSmxpress-Profile Juniper-VSA(6, string) r. You will also need to add NSMXpress Series II users with their associated user profiles (SysAdmin, NSMAdmin, Operator, Guest), to the RADIUS database. For more details see **Steel-Belted Radius Documentation**.
NOTE: You need System Administration or NSM Administration permission to manage RADIUS servers in the NSMXpress Series II WebUI.

- Adding a RADIUS Server on page 27
- Changing the Priority of RADIUS Servers on page 28
- Deleting a RADIUS Server on page 28
- Editing RADIUS Server Parameters on page 28

Adding a RADIUS Server

To add a RADIUS server:

1. Select System Administration > Radius Management. The RADIUS Servers dialog box appears listing the RADIUS Servers that have been added. See Figure 30 on page 27.

Figure 30: RADIUS Servers Dialog Box

2. Click Add to add a RADIUS Server to the WebUI. The Add Radius Server dialog box appears. See Figure 31 on page 27.

Figure 31: Add RADIUS Server Dialog Box

3. Configure the following parameters in the Add RADIUS Server dialog box:
   a. **Name**: The name of the user to be authenticated by the RADIUS server.
   b. **Server address**: The IP address or the hostname of the RADIUS Server.
   c. **Shared secret**: The shared secret NSMXpress Series II and the RADIUS server use for secure authentication.
d. **Auth Port**: The RADIUS authentication software port. (We recommend UDP port 1812.)

e. **Acct Port**: The RADIUS accounting software port. (We recommend UDP port 1813.)

f. **Disconnect/CoA port**: The change of authorization or disconnect port.

g. **Timeout (sec)**: Automatic time out in second(s) of the RADIUS access-request after which the request will be retransmitted, if applicable. Enter a value between 1 and 10 seconds.

h. **Retries**: The number of times the RADIUS access-request must be retransmitted for RADIUS authentication. Enter a value between 1 and 5.

4. Click **Add**. The RADIUS Servers dialog box appears with the RADIUS Server you added listed.

### Changing the Priority of RADIUS Servers

To change the priority of RADIUS servers:

1. Select **System Administration > Radius Management**. The RADIUS Servers dialog box appears listing the RADIUS Servers that have been added.

2. To increase the priority of a RADIUS server, select the check box next to the name of the server whose priority you want to increase, and click **Move Up**.
   
   To decrease the priority of a RADIUS server, select the check box next to the name of the server whose priority you want to decrease, and click **Move Down**.

### Deleting a RADIUS Server

To delete a RADIUS server:

1. Select **System Administration > Radius Management**. The RADIUS Servers dialog box appears listing the RADIUS Servers that have been added.

2. Select the check box next to the name of the server you want to delete, and click **Delete Selected**.

**NOTE:** You need System Administration permissions to delete RADIUS servers.

### Editing RADIUS Server Parameters

To edit the parameters of a RADIUS server:

1. Select **System Administration > Radius Management**. The RADIUS Servers dialog box appears listing the RADIUS Servers that have been added.

2. Click the name of the server whose properties you want to edit. The Edit RADIUS Server dialog box appears. See Figure 32 on page 29.
Monitoring with SNMP

You can configure your NSMXpress Series II appliance for SNMP monitoring from a network operations server. The server can then issue periodic SNMP Get instructions to return the status of the NSMXpress Series II appliance.

You configure SNMP on the NSMXpress Series II appliances with access credentials for either SNMP v2c or SNMP v3. NSMXpress Series II supports read-only access to the System Descriptor (sysDescr) and Host Resource MIB.

This section provides instructions for configuring NSMXpress Series II for SNMP monitoring. You must provide access credentials for the SNMP server, a list of IP addresses from which logon requests will be accepted, and the trap conditions to be reported to the SNMP server.

To configure SNMP monitoring of your NSMXpress Series II appliance, select System Administration > SNMP Monitoring. The SNMP window appears. This window contains the tabs described in the following sections:

- SNMP Configuration on page 29
- SNMP System Information on page 30
- SNMP Trap Configuration on page 31

SNMP Configuration

To configure SNMP:

1. Select System Administration > SNMP Monitoring.
2. Select the SNMP Config tab, which is shown in Figure 33 on page 30.
Figure 33: Configuring SNMP

3. Select the version of SNMP to be used, either v2c or v3.

4. Provide authentication information:
   - If you selected SNMP v2c, enter a username.
   - If you selected SNMP v3, enter a username and password.
     The password must be at least 8 characters long.
     NSMXpress Series II implements a single username and password, which is effective only for SNMP communication and is not related to any other username and password used on the NSMXpress Series II appliance.

5. To limit SNMP Get requests to specific servers, select Only, and then enter the IP addresses of the permitted servers.

6. Click Save.

SNMP System Information

To configure SNMP system information:

1. Select System Administration > SNMP Monitoring.

2. Select the System Info tab, which is shown in Figure 34 on page 30.

Figure 34: Configuring SNMP System Information

3. Enter the following information, which is required for any SNMP-managed device:
   - Contact—Contact information for the appliance.
   - Location—Location of the appliance.
• Description—A brief description of the appliance.

4. Click **Save**.

**SNMP Trap Configuration**

To configure SNMP trap conditions:

1. Select **System Administration > SNMP Monitoring**.
2. Select the **SNMP Traps** tab, which is shown in Figure 35 on page 31.

**Figure 35: Configuring SNMP Traps**

<table>
<thead>
<tr>
<th>Trigger</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disk space low</td>
<td>15 percent</td>
</tr>
<tr>
<td>Memory low</td>
<td>20 percent</td>
</tr>
<tr>
<td>CPU high</td>
<td>85 percent</td>
</tr>
<tr>
<td>NSM start/stop</td>
<td></td>
</tr>
<tr>
<td>Admin Logon/Logoff</td>
<td></td>
</tr>
<tr>
<td>External IP unreachable</td>
<td></td>
</tr>
</tbody>
</table>

3. In the **Manager IP** field, enter the IP address of the SNMP management server.
4. Select from the following trap conditions:
   - **Disk space low**
     Enter the percentage of free disk space below which SNMP issues a trap.
   - **Memory low**
     Enter the percentage of free memory below which SNMP issues a trap.
   - **CPU high**
     Enter the percentage of CPU use over which SNMP issues a trap.
   - **NSM start/stop**
   - **Admin Logon/Logoff**
   - **External IP unreachable**
     Enter the IP address of the required device.
5. Click **Save**.
Forwarding Syslog Messages

NSMXpress Series II provides a simple mechanism for configuring syslog messaging between the NSMXpress Series II appliance and a syslog receiver running rsyslog, syslog-NG, or basic syslog. This mechanism simplifies choosing syslog receivers, data sources of the messages you want to log, and the message transport used.

For the type of message transport, you can choose among TCP, SSL, and UDP. For rsyslog or syslog-NG implementations use TCP or SSL. SSL adds security to TCP; if you select SSL, NSMXpress Series II creates a secure tunnel to the syslog receiver. UDP messaging is available for basic syslog implementations.

The following sections provide procedures for managing syslog message forwarding:

- Viewing Syslog Receivers on page 32
- Adding and Configuring Syslog Receivers on page 33
- Editing Syslog Receiver Configurations on page 35
- Deleting Syslog Receivers on page 35

**Viewing Syslog Receivers**

To view the syslog receivers configured on your NSMXpress Series II appliance, follow these steps:

1. Select **System Administration > Syslog Forwarding**. The Syslog Forwarding window appears. Figure 36 on page 34 shows an example.

   **Syslog Forwarding**

<table>
<thead>
<tr>
<th>Receiver/Address</th>
<th>Type</th>
<th>System</th>
<th>Device Server</th>
<th>GUI Server</th>
<th>HA Server</th>
</tr>
</thead>
<tbody>
<tr>
<td>server 1</td>
<td>UDP</td>
<td>updates</td>
<td>datacollector.log, dhcpmsg.log, deviceDaemon0.log, deviceservice.log, generateMPK0.log, gsmLog.log, licenseLog.log</td>
<td></td>
<td></td>
</tr>
<tr>
<td>server 2</td>
<td>UDP</td>
<td>messages</td>
<td>gsmLog.log</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   Select all | Insert selection | Add new Receiver

   ![Syslog Forwarding Window](image)

   **NSM Data Sources**

<table>
<thead>
<tr>
<th>GUI Server Log</th>
<th>Syslog facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>fingerprintsMPK0</td>
<td>user</td>
</tr>
<tr>
<td>generateMPK0</td>
<td>user</td>
</tr>
<tr>
<td>gsmLog</td>
<td>user</td>
</tr>
<tr>
<td>guiDaemon0</td>
<td>user</td>
</tr>
<tr>
<td>licenseLog</td>
<td>user</td>
</tr>
<tr>
<td>nbserviceLog</td>
<td>user</td>
</tr>
<tr>
<td>proinc.log</td>
<td>user</td>
</tr>
<tr>
<td>statusMonitor0</td>
<td>user</td>
</tr>
<tr>
<td>vendorLog</td>
<td>user</td>
</tr>
<tr>
<td>xdkserviceLog</td>
<td>user</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Device Server Log</th>
<th>Syslog facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>datacollector.log</td>
<td>user</td>
</tr>
<tr>
<td>dhcpmsg.log</td>
<td>user</td>
</tr>
</tbody>
</table>

   ![NSM Data Sources Table](image)
2. View the configured syslog receivers in the table in the top portion of the window. Table 4 on page 33 describes the fields.

Table 4: Viewing Syslog Receivers

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receiver</td>
<td>A name provided by the network administrator to identify the syslog receiver</td>
</tr>
<tr>
<td>IP Address</td>
<td>The IP address of the syslog receiver</td>
</tr>
<tr>
<td>Type</td>
<td>The protocol used for forwarding messages: UDP, TCP, SSL</td>
</tr>
<tr>
<td>Data sources</td>
<td>The data sources configured for forwarding</td>
</tr>
<tr>
<td>System</td>
<td>The system logs configured to be sent to this receiver.</td>
</tr>
<tr>
<td>Device Server</td>
<td>The Device Server logs configured to be sent to this receiver.</td>
</tr>
<tr>
<td>GUI Server</td>
<td>The GUI Server logs configured to be sent to this receiver.</td>
</tr>
<tr>
<td>HA Server</td>
<td>The HA Server logs configured to be sent to this receiver.</td>
</tr>
</tbody>
</table>

Adding and Configuring Syslog Receivers

To add and configure a syslog receiver, follow these steps:

1. Select System Administration > Syslog Forwarding.
2. In the Data Sources section, select the syslog facility for each GUI Server log, Device Server log, and HA Server log. The syslog facility is a field included in the syslog message to help identify the data source.
3. Click Save.
4. Click Add new Receiver.

The syslog receiver configuration window appears as shown in Figure 36 on page 34.
5. In the Name field, enter a name for the syslog receiver. This is the name that the syslog receiver will be known by within NSM.

6. In the IP field, enter the IP address of the syslog receiver.

7. In the Transport field, select the type of syslog receiver:
   - Select **UDP** for basic syslog implementations.
   - Select **TCP** for rsyslog or syslog-NG implementations.
• Select **SSL** to create a secure tunnel to a syslog receiver in rsyslog or syslog-NG implementations.

• In the System Logs section of the Data Sources table, select the sources of data from which system messages will be forwarded to the syslog receiver. These sources can include NSMxpress Series II system messages, package updates, and mail logs.

• In the NSM section of the Data sources table, select each GUI Server log, Device Server log, and HA Server log to be forwarded to the syslog receiver.

8. Click **Save** to save and apply the configuration.

### Editing Syslog Receiver Configurations

To edit a syslog receiver configuration, follow these steps:

1. Select **System Administration > Syslog Forwarding**.
2. In the Syslog Receivers window, click the name of the syslog receiver you want to edit.
   
   The syslog receiver configuration window appears for the selected receiver.
3. Make the desired changes to the configuration.
4. Click **Save** to save and apply your edits to the configuration of this syslog receiver.

### Deleting Syslog Receivers

To delete a syslog receiver configuration, follow these steps:

1. Select **System Administration > Syslog Forwarding**.
2. In the Syslog Receivers window, check the box next to each syslog receiver you want to delete.
3. Click **Delete selected receivers**.

   NSMxpress Series II deletes the selected syslog receivers and any secure tunnels configured for their use.

### Changing the System Time

To set the system time, select **System Administration > System Time**. From the System Time window, you can perform the following functions:

• Set or change the system time.
• Set the time zone.
• Configure an NTP server to synchronize the system time with an external clock.

### Installing Updates

Select **System Administration > System Update** to perform the following tasks:
• Check for updates and install them.
• Enable or disable automatic updates.
• Install a new NSMXpress Series II version.
• Add or modify proxy settings for the Yum server.

Managing Users

The NSMXpress Series II WebUI allows you to create multiple users with role-based access control to the WebUI. You can create a user in the WebUI and associate the user to a predefined user profile. You can also map a user created in the NSMXpress Series II OS to a predefined user profile in the WebUI. However, this user profile is only applicable to the local OS user in the WebUI.

NOTE: You need System Administration permission to create users.

This topic contains the following sections:

• Creating New NSMXpress Series II Users on page 36
• Deleting a User on page 38
• Editing User Attributes on page 38
• Understanding User Profiles on page 38

Creating New NSMXpress Series II Users

To create a local OS user:

1. Select System Administration > User Management. The NSMXpress Users dialog box appears listing all NSMXpress users. See Figure 37 on page 36.

Figure 37: NSMXpress Users Dialog Box

![NSMXpress Users Dialog Box]

2. Click Create a new NSMXpress User. The Create NSMXpress user dialog box appears. See Figure 38 on page 37.
Figure 38: Create NSMXpress User Dialog Box

Create NSMXpress User

![NSMXpress User Dialog Box]

3. Enter the user name in the local OS, in the **Username** text box.

4. Select **Unix authentication** from the **Password** drop-down list. The Password and Confirm Password text boxes will be disabled since the password will be fetched from the local OS.

5. From the **User Profile** drop-down list box, select the user profile you want to associate with the local user in the WebUI.

6. Click **Submit**. The NSMXpress Users dialog box appears with the new NSMXpress user listed.

To create a WebUI user:

1. Select **System Administration > User Management**. The NSMXpress Users dialog box appears listing all NSMXpress users. See Figure 39 on page 37.

Figure 39: NSMXpress Users Dialog Box

![NSMXpress Users Dialog Box]

2. Click **Create a new NSMXpress User**. The Create NSMXpress user dialog box appears.

3. Enter a user name in the **Username** text box.

4. Select **Set to** from the password drop-down list and enter the password you want to set in the password text box.

5. Reenter the password in the **Confirm Password** text box.
6. Select the user profile you want to associate with this user from the User Profile drop-down list box.

7. Click Submit. The NSMXpress Users dialog box appears with the new NSMXpress user listed.

Deleting a User
To delete a user:


2. Select the check box next to the name of the user you want to delete and click Delete Selected. Click Delete User in the Delete Users confirmation dialog box that appears.

NOTE: You cannot delete admin users or change their user profiles.

Editing User Attributes
To edit user attributes:


2. Click on the name of the user whose attributes you want to edit. The Edit NSMXpress Series II Users dialog box appears.

3. Edit the parameters you want to change and click Submit. You can change the password and the user profile.

Understanding User Profiles
NSMXpress Series II I provides four predefined user profiles that allow you to implement role-based access control over the NSMXpress Series II WebUI. A user created via the WebUI or in the RADIUS server can be associated with any one of the following profiles:

- System Administrator—System Administrators are superusers for the NSMXpress Series II WebUI and have full access to all the modules in the NSMXpress Series II WebUI.

- NSM Administrator—NSM Administrators have access to NSM Administration, Radius Management, Maintenance and Troubleshooting modules.

- Network Operator—Network Operators have access to Network Utilities and Report Generation Modules.

- Guest User—Guest Users have read access to System Information and System Statistics modules.

When a user logs in, NSMXpress Series II modules are displayed or hidden based on the user profile and the permissions associated with the profile. For more details about user profiles and permissions, see Table 5 on page 39.
Table 5: NSMXpress WebUI User Profiles and Permissions

<table>
<thead>
<tr>
<th>NSMXpress Modules</th>
<th>System Administrator</th>
<th>NSM Administrator</th>
<th>Network Operator</th>
<th>Guest User</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>System Administration</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bootup and Shutdown</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Change User Password</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Network Configuration</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Radius Management</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>SNMP Monitoring</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Syslog Forwarding</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>System Time</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>System Update</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>User Management</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>WebUI Configuration</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>NSM Administration</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change NSM Super User Password</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Download NSM MIBs</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Export Audit Logs</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Export Device Logs</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Generate Reports</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>NSM Configuration Files</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>NSM Database Backup</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>NSM Management IP</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Schedule Security Updates</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Maintenance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>System Statistics</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Troubleshooting</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Action Audit Logs</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
Table 5: NSMXpress WebUI User Profiles and Permissions (continued)

<table>
<thead>
<tr>
<th>NSMXpress Modules</th>
<th>System Administrator</th>
<th>NSM Administrator</th>
<th>Network Operator</th>
<th>Guest User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Error Logs</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Network Utilities</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Tech Support</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>System Information</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Configuring the Web Interface

To specify which NSM client computers can access NSMXpress Series II through the Web interface, select **System Administration > WebUI Configuration**. The **Allowed IP Addresses** window appears as shown in Figure 40 on page 40.

Figure 40: Web Interface Access

Maintaining NSMXpress Series II

The Maintaining section of the NSMXpress Series II navigation tree allows you to perform the tasks described in the following sections:

- Viewing System Statistics on page 40
- Upgrading the Recovery Partition on page 41

Viewing System Statistics

To view system statistics, select **System Administration > Maintenance > System Statistics**. The system Statistics window appears as shown in Figure 41 on page 41.
Figure 41: System Statistics

System Statistics

- **CPU**
  Select CPU to view graphs that monitor the CPU activity hourly, daily, weekly, monthly, or on a customizable basis.

- **Log Rate**
  Select lograte to view graphs that monitor the log rate hourly, daily, weekly, monthly, or on a customizable basis.

- **CPU Load**
  Select Load to view graphs that monitor the CPU load hourly, daily, weekly, monthly, or on a customizable basis.

- **Memory Data**
  Select Memory to view graphs that monitor the memory activity hourly, daily, weekly, and monthly.

- **Network Data**
  Select either eth0 or eth1 to view graphs that monitor network activity hourly, daily, weekly, and monthly.

- **Process Count**
  Select Process to view graphs that monitor the number of processes hourly, daily, weekly, and monthly.

- **Disk Data**
  Select Disk to view graphs that monitor the file system disk space usage hourly, daily, weekly, and monthly.

- **Tile All Graphs**
  Select Tile all graphs to display all the statistical graphs for the system in one window.

**Upgrading the Recovery Partition**

The recovery partition contains all files necessary to perform a clean installation of the NSMXpress Series II OS and its applications with default settings. It provides a last-resort
recovery mechanism. When the NSMXpress Series II appliance is shipped from the factory, the recovery partition files match the version of the NSMXpress Series II OS with factory default settings.

Using the Recovery Upgrade option, you can make the current version of NSMXpress Series II available for recovery, displacing the existing files in the recovery partition. The factory default recovery files are retained as an alternative recovery choice. Other versions are deleted.

Recovery upgrade uses two sets of packages to create a set of files from which you can perform a clean installation. One set makes up the NSMXpress Series II OS, the other a set of upgrade script packages. Both sets are usually retained in the local file system. The NSMXpress Series II OS set can also be downloaded from the Juniper Networks software repository.

NSMXpress Series II splits the recovery upgrade process into a preparation phase and an upgrade phase. In the preparation phase, NSMXpress Series II assembles a copy of the current version of the image files in temporary workspace. In the upgrade phase, NSMXpress Series II replaces the old recovery image files, and installs the current version of the image files from the temporary workspace into the recovery partition. By splitting the process into two phases, NSMXpress Series II minimizes the period of vulnerability while the upgrade itself takes place.

To upgrade the recovery partition, follow these steps:

   - If the new recovery partition files have already been prepared, then the Upgrade screen appears. Proceed with the upgrade phase as described in step 5.
   - If the upgrade files have not yet been prepared, the Upgrade Preparation window appears. Proceed with the preparation phase in step 2.

2. Enter the location of the NSMXpress Series II Regional server or Central Manager upgrade zip file, downloaded from the Juniper Customer Support Center when upgrading NSM, on the local file system.

3. If the NSMXpress Series II Offline server upgrade file is available on the local file system, enter the location and name of the NSMXpress Series II offline server upgrade file in the System upgrade source field. If the NSMXpress Series II offline server upgrade file is not available on the local file system and the appliance has access to the Juniper Update site, select Online.

4. Click Prepare System.
   - The Preparation Progress screen shows the progress of the operation.
   - Errors are reported if the required files are unavailable, disk space is not sufficient, or the previous version files are invalid.
   - When preparation is completed, the Upgrade window appears.

5. In the Upgrade window, enter the admin Web UI password and then click Start Update.
The upgrade process usually takes less than one minute.

CAUTION: Do not interrupt the upgrade process. If you do, your NSMXpress Series II appliance might not boot normally.

Troubleshooting

Use the options in the Troubleshooting section to access the following information and utilities:

- Auditing User Operations on page 43
- Error Logs on page 45
- Network Utilities on page 45
- Tech Support on page 48

Auditing User Operations

You can audit all user operations performed in NSMXpress Series II. Users with System Administrator and NSM administrator permissions can view all Actions Logs in NSMXpress Series II.

To view Action Audit Logs:

1. Select Troubleshooting > Action Audit Logs. The NSMXpress Actions Log dialog box appears. See Figure 42 on page 43.

Figure 42: NSMXpress Actions Dialog Box

![NSMXpress Actions Log](image)

2. Select the Action Audit Logs that you want to view:
• **Actions by NSMXpress Users**: Select the **By any user** check box to select actions by all users. Select the **By user** check box and choose a username from the drop-down list to specify actions by a particular user. Select **By any user except** and choose a username from the drop-down list to exclude actions by a specific user.

• **Actions by User Profile**: Select the **By any profile** check box to select actions by all user profiles. Select the **By profile** check box and choose a profile from the drop-down list to specify actions by a specific user profile. Select **By any profile except** and choose a profile from the drop-down list to exclude actions by a user profile.

• **Actions by authentication mechanism**: Select the **By any authentication** check box to select actions by all authentication mechanisms. Select the **By authentication** check box and choose an authentication mechanism from the drop-down list to specify actions by a specific authentication mechanism. Select **By any authentication except** and choose a profile from the drop-down list to exclude actions by an authentication mechanism.

• **Actions in module**: Select the **In any module** check box to select actions in all modules. Select the **In module** check box and choose a module from the drop-down list to specify actions in a particular module.

• **Actions on dates**: Select the **At any time** check box to select actions at any time. Select the **For today only** check box to select today's actions. Select the **For yesterday only** check box to select yesterday's actions. Select the **During the last week** check box to select last week's actions. Select the **Between** check box and enter the start date and end date in the drop-down list to view actions within the specified time period.

3. Click **Search**. The Search Results dialog box appears with the result of your query. See Figure 43 on page 44.

**Figure 43: Search Results Dialog Box**

<table>
<thead>
<tr>
<th>Action</th>
<th>Module</th>
<th>User</th>
<th>User profile</th>
<th>User Authentication</th>
<th>Client Address</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deleted Radius Users</td>
<td>User management</td>
<td>admin</td>
<td>SysAdmin</td>
<td>User</td>
<td>10.209.142.174</td>
<td>14-Aug-2010</td>
<td>06:11</td>
</tr>
<tr>
<td>Added Radius Server</td>
<td>User management</td>
<td>admin</td>
<td>SysAdmin</td>
<td>User</td>
<td>10.209.142.174</td>
<td>14-Aug-2010</td>
<td>06:11</td>
</tr>
</tbody>
</table>

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Error Logs

To review error logs, select Troubleshooting > Error Logs. Figure 44 on page 45 shows an example.

Figure 44: Review Error Logs

System Logs

<table>
<thead>
<tr>
<th>Log File</th>
<th>Description</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>File /usr/netscreen/DevServer/errorLog/deviceDaemon.0</td>
<td>Device Server Error Log</td>
<td>View</td>
</tr>
<tr>
<td>File /usr/netscreen/DevServer/errorLog/dataCollector.0</td>
<td>Data Collector Error Log</td>
<td>View</td>
</tr>
<tr>
<td>File /usr/netscreen/DevServer/errorLog/groCDM.0</td>
<td>Device Directive Manager Error Log</td>
<td>View</td>
</tr>
<tr>
<td>File /usr/netscreen/DevServer/errorLog/logWalker.0</td>
<td>Log Walker Error Log</td>
<td>View</td>
</tr>
<tr>
<td>File /usr/netscreen/DevServer/errorLog/profileManager.0</td>
<td>Profile Manager Error Log</td>
<td>View</td>
</tr>
<tr>
<td>File /usr/netscreen/DevServer/errorLog/statusMonitor.0</td>
<td>Status Monitor</td>
<td>View</td>
</tr>
<tr>
<td>File /usr/netscreen/GUIDevServer/errorLog/guiServer.0</td>
<td>GUI Server Error Log</td>
<td>View</td>
</tr>
<tr>
<td>File /usr/netscreen/GUIDevServer/errorLog/groCDM.0</td>
<td>GUI Directive Manager Error Log</td>
<td>View</td>
</tr>
<tr>
<td>File /usr/netscreen/GUIDevServer/errorLog/statusMonitor.0</td>
<td>GUI Status Monitor Error Log</td>
<td>View</td>
</tr>
<tr>
<td>File /usr/netscreen/HAService/errorLog/highAvail.0</td>
<td>High Avail Error Log</td>
<td>View</td>
</tr>
</tbody>
</table>

To view details of an individual error log, select the file you want to view and click View. Figure 45 on page 45 shows sample error log details.

Figure 45: Error Log Detail

Network Utilities

To access basic network utilities (ping, traceroute, and nslookup) for TCP/IP Networking, select Troubleshooting > Network Utilities. These tools also provide an IP subnet calculator. See Figure 46 on page 45.

Figure 46: Network Utilities Options

**Ping**

Ping is a tool for checking network connectivity. NSMXpress prompts with questions so you can focus your search.

Figure 47 on page 46 shows an example.
Figure 47: Ping Utility

How Many Packets
Enter the number of packets this ping command will send. The default is 5. The values range from 1 through 99.

Packet Size
Enter the packet size (in bytes) this ping command will send. The default is 56. The values range from 1 through 9999.

How Many Sec Between Sending Each Packet
Enter how much time (in seconds) ping should wait between sending each packet.

Patterns to Send (Hex)
The data sent by ping contains a hexadecimal pattern. If you leave this option blank, ping will fill it with random data. This option is useful if you do not have problems with connectivity itself but with data loss.

Verbosity Output
NSMXpress lists the ICMP packets (other than ECHO_Response) that have been received.

Numeric Output Only
Check this option if you do not want any attempts to be made to look up symbolic names for host addresses.

Bypass Routing Tables
If the host is not a directly attached network, an error is returned. This option can be used to ping a local host through an interface that has no route through it.

Traceroute
Traceroute is a tool to print the route a packet takes to a network host. See Figure 48 on page 47.
Figure 48: Traceroute Utility

**Hostname:**

- **Verbs:)**
  - Output
  - Numeric Output only
  - Bypass routing tables
  - Use ICMP instead of UDP
  - Toggle Checksum
  - Socket level debugging

**How many hops?**

- **Packet Length?**
  - 30
  - 40

**How many sec between sending each packet?**

- **Initial time-to-live?**
  - 5
  - 1

**Interface:**

**Trace It!**

---

**NOTE:** The only required field is Hostname. The value can be either a hostname or an IP address.

---

**Lookup**

Use the lookup tool to obtain the IP address from a hostname and the hostname from an IP address (see Figure 49 on page 47). The query type drop-down list contains several types of records found in the DNS database. Enter a nameserver or select the default. If you choose the default, nslookup will use the server on which NSMXpress is installed.

Figure 49: Lookup Utility

**Hostname:**

**Type:** Network address (A)

**Nameserver:** Default

**Timeout?** 10

**Look Up!**

---

**IP Subnet Calculator**

Use the IP subnet calculator to calculate the netmask for a TCP/IP-network. You can calculate a netmask by class and subnet bits or by the number of hosts (See Figure 50 on page 48) When you calculate a netmask by the number of hosts, NSMXpress returns the smallest network available.
Tech Support

To get contact information for Juniper Networks technical support, select Troubleshooting > Tech Support. To help analyze problems, select a detail type in the drop-down list box, and then click Run Tech-Support Script. NSMXpress creates a file you can download and send to Juniper Networks technical support. See Figure 51 on page 48.

Viewing System Information

Use the System Information menu item to display information about the server, including CPU load and memory use, as shown in Figure 52 on page 49.
Rack-Mounting the NSMXpress Series II Appliance

This section provides the types and procedures for mounting the NSMXpress Series II appliances on the Juniper UNIMOUNT rack-mount systems.

The NSMXpress Series II appliance supports the following rack types:

- 19” 4-post rack
- 19” 2-post rack

The rack-mount system is flexible and offers several options for rack-mounting the hardware. The different options include:

NOTE: If you are installing multiple NSMXpress Series II appliances in one rack, you should install the lowest one first and proceed upward in the rack. Install heavier NSMXpress Series II appliances in the lower part of the rack.

- Front-Mounting Flush to Rack on page 49
- Front-Mounting Recessed in Rack on page 50
- Front-Rear-Mounting Flush to Rack on page 51
- Front-Rear-Mounting Recessed in Rack on page 51
- Mid-Mount in Two Post Equipment Rack on page 52

Front-Mounting Flush to Rack

To mount the appliance using this option:

1. Attach the chassis to the equipment rack using 4 rack-mount screws on each side of the system. See Figure 53 on page 50.
2. Verify that the mounting screws on one side of the rack are aligned with the mounting screws on the opposite side and that the appliance is level.

Figure 53: Front-Mounting flush to rack

Front-Mounting Recessed in Rack

This option allows sites with no front-of-rack clearance to recess the NSMXpress Series II system in the equipment rack.

To mount the appliance using this option:

1. Remove the rear screws on each side of the system’s front rails and the two small screws towards the front of the chassis.

2. Loosen the side rail screws of the chassis and slide the front rails of the system forward, as far as they will move. See Figure 54 on page 50.

3. Tighten the side rail screws. Insert the two small screws in the recessed holes on the front rails and tighten.

4. Insert 4 rack-mount screws on each side of the system to secure the chassis to the rack-mount system.

5. Verify that the mounting screws on one side of the rack are aligned with the mounting screws on the opposite side and that the appliance is level.

Figure 54: Front-Mounting recessed in rack

Mounting bracket, positioned forward for recessed mounting.
The recessed position allows network and console cables to be routed through the sides of the equipment rack and through the holes of the recessed front rails on either side of the unit. This enables easy cable routing on the racks with limited cable management.

**Front-Rear-Mounting Flush to Rack**

This option is used for larger chassis that require additional support when mounted on the rack-mount system.

To mount NSMXpress Series II using this option:

1. Insert 4 rack-mount screws on each side of the system to secure the front of the chassis to the equipment rack.
2. Slide the rear mount rail brackets into the backs of the front rails on either side of the chassis and align with your rear equipment rack posts. Secure the rear mount rail brackets to your equipment rack with 2 rack mount screws each.
3. Insert locking screws on the sides of the rear mount brackets to secure the front and rear mounting brackets in place. See Figure 55 on page 51.
4. Verify that the mounting screws on one side of the rack are aligned with the mounting screws on the opposite side and that the appliance is level.

**Figure 55: Front-Rear-Mounting flush to rack**

**Front-Rear-Mounting Recessed in Rack**

This option provides additional front clearance in the equipment rack. It is used for larger chassis, that requires additional support when mounted on the rack-mount system.

To mount the appliance using this option:

1. Remove the rear screws on each side of the system’s front rails and the two small screws towards the front of the chassis.
2. Remove the rear screws on each side of the system’s front rails and the two small screws towards the front of the chassis.
3. Tighten the side rail screws. Insert the two small screws in the recessed holes on the front rails and tighten.
4. Slide the rear mount rail brackets into the backs of the front rails on either side of the chassis and align with your rear equipment rack posts. Secure the rear mount rail brackets to your equipment rack with 2 rack mount screws each. See Figure 56 on page 52.

5. Insert locking screws on the sides of the rear mount brackets to secure the front and rear mounting brackets in place.

6. Verify that the mounting screws on one side of the rack are aligned with the mounting screws on the opposite side and that the appliance is level.

Figure 56: Front-Rear-Mounting recessed in rack

Mid-Mount in Two Post Equipment Rack

This option is suitable for a two post equipment rack. It allows the appliance to be mid-mounted so that there is even clearance on the front and rear of the rack.

To mount the appliance using this option:

1. Remove the two front mount rails from either side of the chassis.
2. Insert one mid-mount bracket to the center on either side of the chassis.
3. Attach the chassis to the equipment rack and insert the other two mid-mount brackets on either side of the system to secure the chassis to the backs of the post. See Figure 57 on page 53.
4. Verify that the mounting screws on one side of the rack are aligned with the mounting screws on the opposite side and that the appliance is level.
Figure 57: Mid-Mount in two post equipment rack

Attach the front bracket to the chassis, and secure the chassis to the post. Attach the rear bracket to the other side of the post, and secure the chassis to the rear bracket, adjusting the bracket width as needed.

## List of Technical Publications

Table 6 on page 53 describes the documentation for NSMXpress and NSM.

### Table 6: Network and Security Manager Publications

<table>
<thead>
<tr>
<th>Book</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Network and Security Manager Installation Guide</strong></td>
<td>Describes the steps to install the NSM management system on a single server or on separate servers. It also includes information on how to install and run the NSM user interface. This guide is intended for IT administrators responsible for the installation or upgrade of NSM.</td>
</tr>
<tr>
<td><strong>Network and Security Manager Administration Guide</strong></td>
<td>Describes how to use and configure key management features in the NSM. It provides conceptual information, suggested workflows, and examples. This guide is best used in conjunction with the NSM Online Help, which provides step-by-step instructions for performing management tasks in the NSM user interface (UI). This guide is intended for application administrators or those individuals responsible for owning the server and security infrastructure and configuring the product for multiuser systems. It is also intended for device configuration administrators, firewall and VPN administrators, and network security operation center administrators.</td>
</tr>
<tr>
<td><strong>Network and Security Manager Configuring ScreenOS and IDP Devices Guide</strong></td>
<td>Describes NSM features related to device configuration and management. It also explains how to configure basic and advanced NSM functionality, including deploying new device configurations, managing security policies and VPNs, and general device administration.</td>
</tr>
</tbody>
</table>
Table 6: Network and Security Manager Publications (continued)

<table>
<thead>
<tr>
<th>Book</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Network and Security Manager Online Help</strong></td>
<td>Provides procedures for basic tasks in the NSM user interface. It also includes a brief overview of the NSM system and a description of the GUI elements.</td>
</tr>
<tr>
<td><strong>Network and Security Manager API Guide</strong></td>
<td>Provides complete syntax and a description of the Simple Object Access Protocol (SOAP) messaging interface to NSM.</td>
</tr>
<tr>
<td><strong>Network and Security Manager Release Notes</strong></td>
<td>Provides the latest information about features, changes, known problems, resolved problems, and system maximum values. If the information in the Release Notes differs from the information found in the documentation set, follow the Release Notes. Release Notes are included on the corresponding software CD and are available on the Juniper Networks Website.</td>
</tr>
<tr>
<td><strong>NSMXpress and NSM3000 User Guide</strong></td>
<td>Describes how to set up and manage the NSM appliances as a central manager or regional server.</td>
</tr>
<tr>
<td><strong>NSMXpress Series II User Guide</strong></td>
<td>Describes how to set up and manage the NSMXpress Series II appliance as a central manager or regional server.</td>
</tr>
<tr>
<td><strong>Network and Security Manager Configuring Infranet Controllers Guide</strong></td>
<td>Provides details about configuring the device features for all supported Infranet Controllers.</td>
</tr>
<tr>
<td><strong>Network and Security Manager Configuring Secure Access Devices Guide</strong></td>
<td>Provides details about configuring the device features for all supported Secure Access Devices.</td>
</tr>
<tr>
<td><strong>Network and Security Manager Configuring EX Series Switches Guide</strong></td>
<td>Provides details about configuring the device features for all supported EX Series platforms.</td>
</tr>
<tr>
<td><strong>Network and Security Manager Configuring J Series Services Routers and SRX Series Services Gateways Guide</strong></td>
<td>Provides details about configuring the device features for all supported J Series Services Routers and SRX Series Services Gateways.</td>
</tr>
<tr>
<td><strong>Network and Security Manager M Series and MX Series Devices Guide</strong></td>
<td>Provides details about configuring the device features for M Series and MX Series platforms.</td>
</tr>
</tbody>
</table>

Requesting Technical Support

Technical product support is available through the Juniper Networks Technical Assistance Center (JTAC). If you are a customer with an active J-Care or JNASC support contract, or are covered under warranty, and need post-sales technical support, you can access our tools and resources online or open a case with JTAC.

• Product warranties—For product warranty information, visit http://www.juniper.net/support/warranty/.

• JTAC hours of operation—The JTAC centers have resources available 24 hours a day, 7 days a week, 365 days a year.

Self-Help Online Tools and Resources

For quick and easy problem resolution, Juniper Networks has designed an online self-service portal called the Customer Support Center (CSC) that provides you with the following features:

• Find CSC offerings: http://www.juniper.net/customers/support/

• Search for known bugs: http://www2.juniper.net/kb/

• Find product documentation: http://www.juniper.net/techpubs/

• Find solutions and answer questions using our Knowledge Base: http://kb.juniper.net/

• Download the latest versions of software and review release notes: http://www.juniper.net/customers/csc/software/

• Search technical bulletins for relevant hardware and software notifications: https://www.juniper.net/alerts/

• Join and participate in the Juniper Networks Community Forum: http://www.juniper.net/company/communities/

• Open a case online in the CSC Case Management tool: http://www.juniper.net/cm/

To verify service entitlement by product serial number, use our Serial Number Entitlement (SNE) Tool: https://tools.juniper.net/SerialNumberEntitlementSearch/

Opening a Case with JTAC

You can open a case with JTAC on the Web or by telephone.

• Use the Case Management tool in the CSC at http://www.juniper.net/cm/.

• Call 1-888-314-JTAC (1-888-314-5822 toll-free in the USA, Canada, and Mexico).

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

Revision History

June 7, 2010—Revision 1.

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