

# About This Guide

This preface provides the following guidelines for using the *SDX-300 Software Monitoring and Troubleshooting Guide*.

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## Objectives

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This guide provides the information that you need to install and perform basic configuration of the Service Deployment System (SDX) software. It also provides information about how to configure the SDX software in a number of specific use scenarios.



**NOTE:** If the information in the latest *SDX Release Notes* differs from the information in this guide, follow the *SDX Release Notes*.

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The SDX-300 software is the current implementation of the Service Deployment System software. We refer to the product throughout the documentation simply as the SDX software.

## Audience

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This guide is intended for experienced system and network specialists working with JUNOSe routers and JUNOS routing platforms in an Internet access environment. We assume that readers are familiar with Lightweight Directory Access Protocol (LDAP) and the UNIX operating system. We also assume that readers know how to use the routing platforms, directories, and RADIUS servers that they will deploy in their SDX networks.

If you are using the SDX software in a cable network environment, we assume that you are familiar with the *PacketCable Multimedia Specification* (PCMM) as defined by Cable Television Laboratories, Inc. (CableLabs) and with the Data-over-Cable Service Interface Specifications (DOCSIS) 1.1 protocol. We also assume that you are familiar with operating a multiple service operator (MSO) multimedia-managed IP network.




## Documentation Conventions

The sample screens used throughout this guide are representations of the screens that you will see when you install and configure the SDX software. The actual screens may differ.

For convenience and clarity, the installation and configuration examples show default file paths. If you do not accept the installation defaults, your paths will vary from the examples.

Table 1 defines notice icons used in this guide. Table 2 defines text conventions used throughout the documentation.

**Table 1: 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.

**Table 2: Text Conventions**

Convention	Description	Examples
<b>Bold typeface</b>	Represents commands, keywords, scripts, options, and tools in text.	<ul style="list-style-type: none"> <li>■ Use the <b>pkgadd</b> tool.</li> <li>■ Specify the keyword <b>exp-msg</b>.</li> <li>■ Run the <b>install.sh</b> script with the <b>-unconfig</b> option.</li> </ul>
<b>Bold sans serif typeface</b>	Represents text that the user must type.	<b>user input</b>
Plain sans serif typeface	Represents information as displayed on your terminal's screen.	<pre>struct DirectoryAccessInfo {     sequence&lt;string&gt; ldapHost;     string baseDN; };</pre>
Angle brackets	Indicate variables.	Another runtime variable is <gfwif>.
Key name	Indicates the name of a key on the keyboard.	Press Enter.
Key names linked with a plus sign (+).	Indicates that you must press two or more keys simultaneously.	Press Ctrl + b.

**Table 2: Text Conventions (continued)**

Convention	Description	Examples
<i>Italics</i>	<ul style="list-style-type: none"> <li>■ Emphasize words.</li> <li>■ Identify chapter, appendix, and book names.</li> <li>■ Identify distinguished names.</li> <li>■ Identify files, directories, and paths in text but not in command examples.</li> </ul>	<ul style="list-style-type: none"> <li>■ There are two levels of access: <i>user</i> and <i>privileged</i>.</li> <li>■ <i>Chapter 2, Services</i>.</li> <li>■ <i>o = Users, o = umc</i></li> <li>■ The <i>/etc/default.properties</i> file.</li> </ul>
Backslash	At the end of a line, indicates that the text wraps to the next line.	Plugin.radiusAcct-1.class = \net.juniper.smgt.sae.plugin\RADIUSTrackingPluginEvent
Words separated by the   symbol	Represent a choice to select one keyword or variable to the left or right of this symbol. (The keyword or variable may be either optional or required.)	diagnostic   line

## Related Juniper Networks Documentation

With each SDX-300 software release, we provide the *SDX-300 Documentation CD* (referred to as the SDX documentation CD), which contains the documentation described in Table 3.

With each SDX Application Library release, we provide the *SDX Application Library CD* (referred to as the application library CD). This CD contains both the software applications and the *SDX Application Library Guide*.

A complete list of abbreviations used in this document set, along with their spelled-out terms, is provided in the *SDX Getting Started Guide*.

**Table 3: Juniper Networks SDX Technical Publications**

Document	Description
<b>Core Documentation Set</b>	
<i>SDX Getting Started Guide</i>	Describes how to plan, install, and upgrade the SDX software. The guide provides information about setting up a basic configuration, distributing directory changes for SDX components, and managing the license server. The guide also describes how to use the SDX configuration tools, and includes reference material for the SDX documentation.
<i>SDX Network Guide: SAE, Juniper Networks Routers, and NIC</i>	Describes how to use and configure the SAE and the NIC. This guide also provides detailed information for using JUNOSE routers and JUNOS routing platforms in the SDX network.
<i>SDX Integration Guide: Network Devices, Directories, and RADIUS Servers</i>	Describes how to integrate external components—network devices, directories, and RADIUS servers—into the SDX network. The guide includes an overview of LDAP integration.
<i>SDX Services and Policies Guide</i>	Describes how to work with services and policies. The guide provides an overview, configuration procedures, and management information. The guide also provides information about the SDX tools for configuring policies.

**Table 3: Juniper Networks SDX Technical Publications (continued)**

Document	Description
<i>SDX Subscribers and Subscriptions Guide</i>	Describes how to work with residential and enterprise subscribers and subscriptions. The guide provides an overview, configuration procedures, and management information. This guide also provides information about the sample residential portals and enterprise service portals, including the Enterprise Manager Portal.
<i>SDX Monitoring and Troubleshooting Guide</i>	Describes how to use logging, the SNMP agent, SAE Web Admin, and NIC Web Admin to monitor and troubleshoot SDX components. This guide also describes the SNMP traps.
<i>SDX Solutions Guide</i>	Provides high-level instructions for SDX implementations. The guide documents the following scenarios: managing QoS services on JUNOSe routers; managing subscribers in a wireless roaming environment; providing voice over IP (VoIP) services; integrating the SDX software in a PCMM environment, including the use of the Juniper Policy Server (JPS); demonstrating network resource management features in a sample IP television (IPTV) application; and demonstrating the integration of prepaid services in a sample application.
<i>SDX Comprehensive Index</i>	Provides a complete index of the SDX core documentation set.
<b>Application Library</b>	
<i>SDX Application Library Guide</i>	Describes how to install and work with applications that you can use to extend the capabilities of the SDX software. The guide documents the following applications: Advanced Services Gateway (ASG) Web applications, applications to integrate the Juniper Networks Intrusion Detection and Protection (IDP) software into an SDX-managed environment, an application to provide endpoint security by integrating Juniper Networks Instant Virtual Extranet (IVE) Host Checker, a traffic-mirroring Web application, an application to integrate IP address managers with the SAE, an application to provide tracking and QoS control at the application level by integrating the SDX software with the Ellacoya deep packet inspection (DPI) platform, an application to control volume usage, the Workflow application, and the Admission Control Plug-In application.
<b>Release Notes</b>	
<i>SDX Release Notes</i> <i>SDX Application Library Release Notes</i>	In the <i>Release Notes</i> , you will find the latest information about features, changes, known problems, resolved problems, supported platforms and network devices (such as Juniper Networks routers and CMTS devices), and third-party software. If the information in the <i>Release Notes</i> differs from the information found in the documentation set, follow the <i>Release Notes</i> .  Release notes are included in the corresponding software distribution and are available on the Web.

## Obtaining Documentation

To obtain the most current version of all Juniper Networks technical documentation, see the products documentation page on the Juniper Networks Web site at

<http://www.juniper.net/>

To order printed copies of this manual and other Juniper Networks technical documents or to order a documentation CD, which contains this manual, contact your sales representative.

## Documentation Feedback

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We encourage you to provide feedback, comments, and suggestions so that we can improve the documentation to better meet your needs. 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

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For technical support, open a support case using 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).

