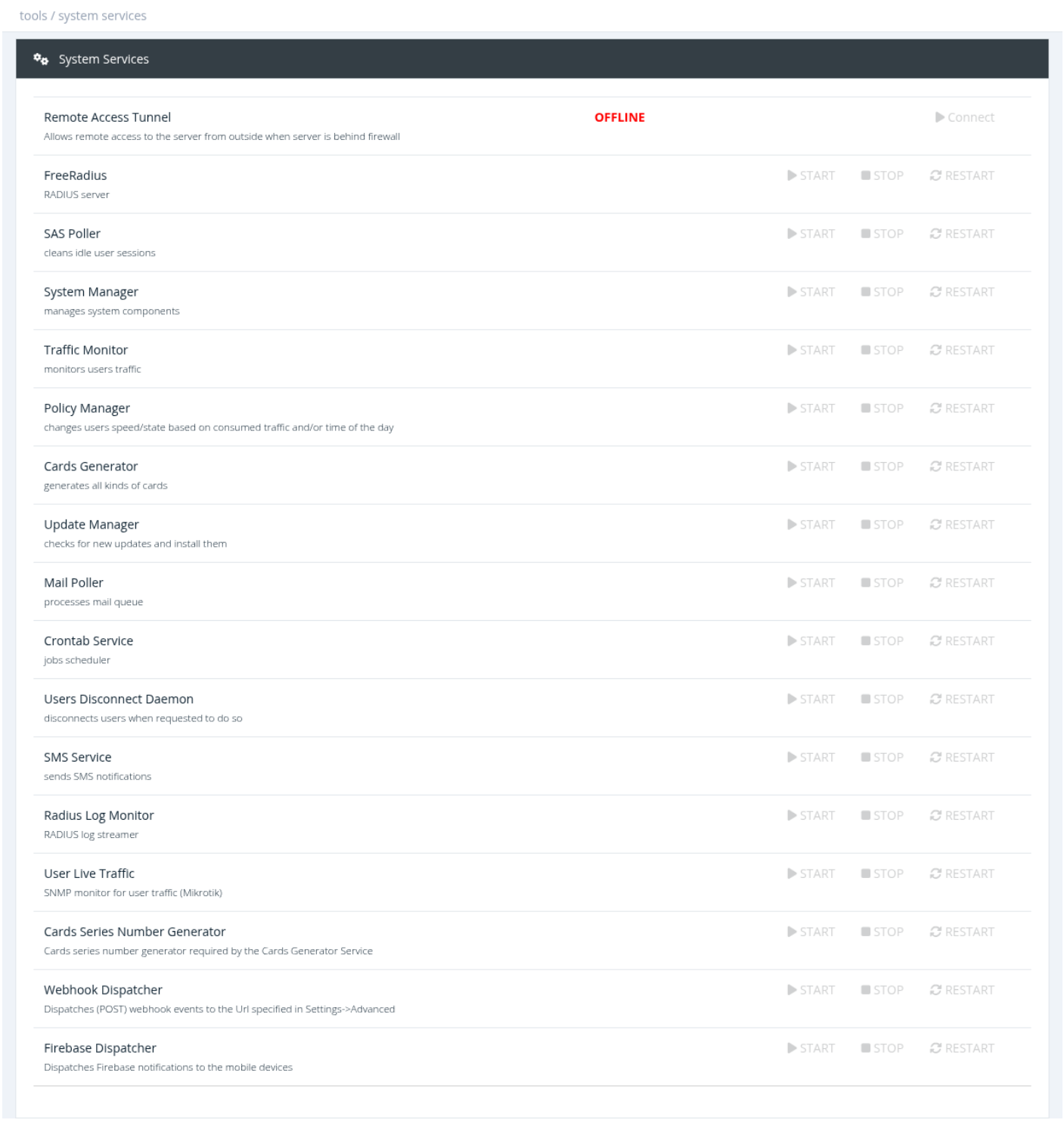
System Services

Tools → System Services shows the background services of SAS Radius. Each row shows whether the service is **RUNNING** (green) or **STOPPED** (red), updated every 5 seconds, with **START**, **STOP** and **RESTART** buttons.



> The buttons act immediately, without confirmation. Stopping**FreeRadius** stops all user logins.

Services

Service	Does	If stopped
FreeRadius	RADIUS server	No user can log in; accounting stops.
SAS Poller	Closes idle sessions and finds expired / over-quota users	Old sessions stay online, expired users are not disconnected.
Users Disconnect Daemon	Sends disconnect requests to routers	Disconnects (manual and automatic) are not sent.
Traffic Monitor	Calculates daily user traffic	Traffic reports and quotas are not updated.
Policy Manager	Applies time / traffic based policies	Daily policies are not applied.
Cards Generator, Cards Series Number Generator	Generate cards	Card jobs stay pending.
SMS Service	Sends SMS	SMS stay in the queue.
Mail Poller	Sends emails	Emails stay in the queue.
Crontab Service	Runs scheduled jobs	Scheduled tasks don't run.
Radius Log Monitor	Streams the RADIUS log	The live RADIUS Log page stays empty.
User Live Traffic	Live traffic graphs (SNMP)	Live Traffic doesn't work.
Webhook Dispatcher	Sends webhooks (Settings → Advanced)	Webhooks are not sent.
Firebase Dispatcher	Sends mobile app notifications	App notifications are not delivered.
System Manager, Update Manager	System components and updates	–

If a service keeps stopping, restart it once and check the related page; if it stops again, contact Snono support.

Remote Access Tunnel

The first row, **Remote Access Tunnel**, lets Snono support reach your server when it is behind a firewall or NAT. Click **Connect** when support asks for it; the status changes to **ONLINE** and the access addresses are shown. Click **Disconnect** when support has finished.

Required permission: the System Services permission (system administrators)

Revision #4
Created 2026-11-05 15:01:04 UTC by Admin
Updated 2026-11-07 20:28:48 UTC by Admin