

BG-Map TechNote

Stopping or Restarting Web-VQF

Introduction

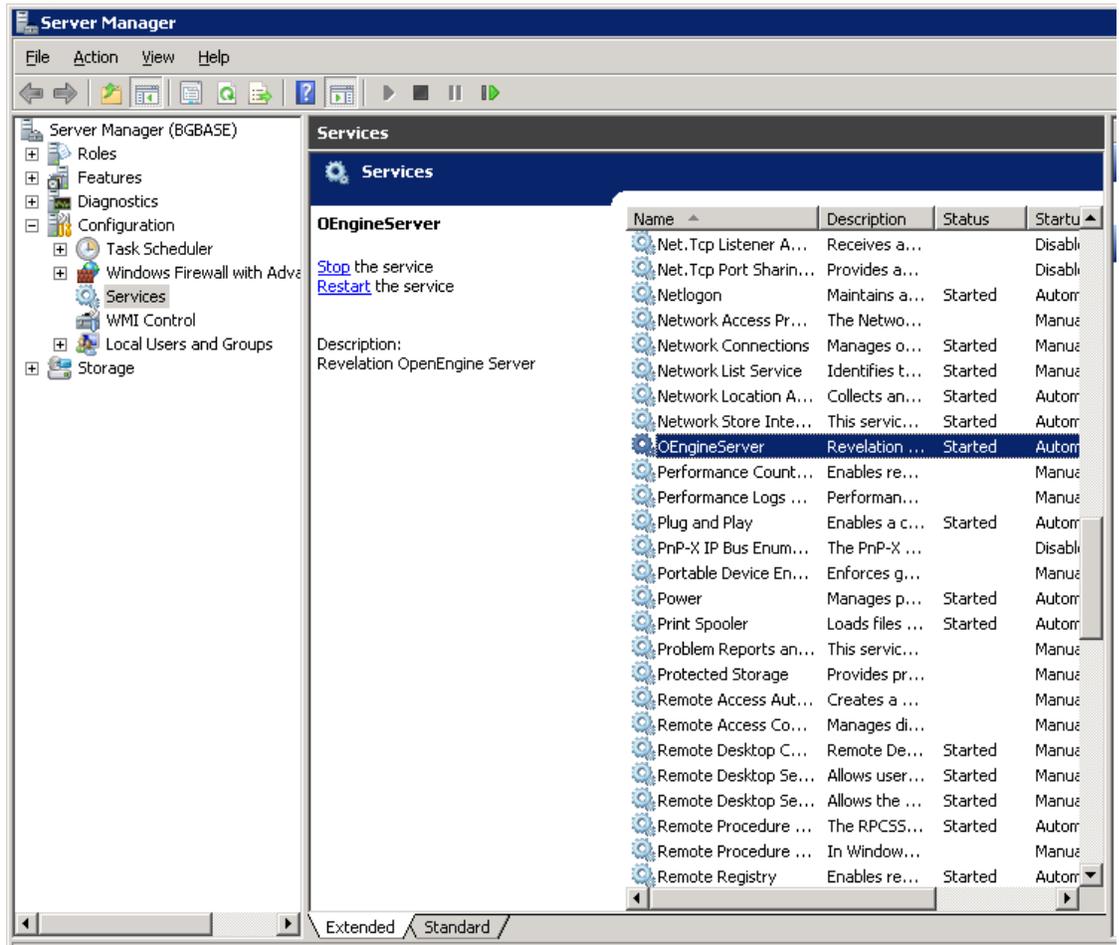
When to Restart Web-VQF: To Correct Malfunctions

You may need to restart Web-VQF in the event of a server or software hang-up that causes Web-VQF to stop functioning properly.

When to Stop Web-VQF: For BG-Map Annual Software Updates

If you are installing an annual BG-Map software update, you need to stop Web-VQF while the update files are being installed. You can start Web-VQF again as soon as the update files have been installed. Web-VQF can remain running while “Workstation” files are installed.

How to Stop or Restart Web-VQF



To stop or restart Web-VQF, you must locate the oengine server service on the BG-Map server.

1. Log into the server.
2. Right-click on My Computer, and choose "Manage."
3. If you are running Windows Server 2003, choose "Services and Applications" and then choose "Services." If you are running Windows Server 2008, choose "Configuration" and then choose "Services."
4. Locate OEngineServer on the list of services and highlight it.
5. Click "Restart" to restart the service to correct a software malfunction
or
Click "Stop" to stop the service to install a software update. As soon as the update files have been installed, click "Start" to restart the service.

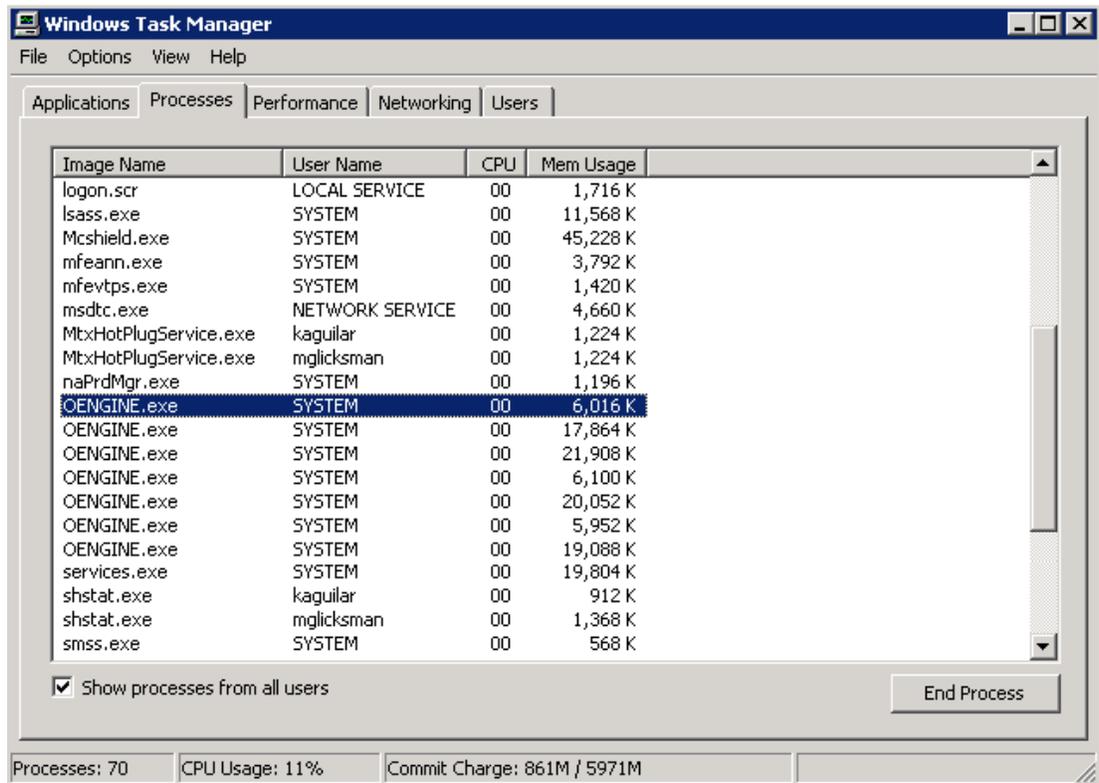
Reducing the Chance of Interfering With Website Users

This is optional. No harm will be done if you simply stop the service without doing the following:

To reduce the chance of interfering with website users, it's a good idea to check the running processes to determine if the oengine server is being used just before clicking "Restart." If you do not do this, no harm will be done, but some users may need to hit the reload button on their web browsers to restore the current page.

1. From the Windows Start menu on the server, choose "Run" and enter the command "taskmgr."
2. Click the "Processes" tab, and check the box: "Show processes from all users."
3. Place the processes in alphabetical order by Image Name.
4. If there are processes named "OEngineServer" with user "System" listed, if possible, wait until they all show a CPU usage of zero before clicking "Restart" as described above.

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BG-Map Botanical Garden Mapping System

Mapping the world... one plant at a time

For up to date information, visit the BG-Map Users Support Website at www.bg-map.com/userdata

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