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

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Server Manager (BGBASE)	Services										
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Windows Firewall with Adva	Stop the service	Net. Tcp Port Sharin	Provides a		Disablı						
Services	Restart the service	🔍 Netlogon	Maintains a	Started	Autom						
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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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File Options V	iew Help				
Applications Pr	rocesses Per	formance Networking] User	s	
Image Name	;	User Name	CPU	Mem Usage	▲
logon.scr		LOCAL SERVICE	00	1,716 K	
Isass.exe		SYSTEM	00	11,568 K	
Mcshield.exe	е	SYSTEM	00	45,228 K	
mfeann.exe		SYSTEM	00	3,792 K	
mfevtps.exe		SYSTEM	00	1,420 K	
msdtc.exe		NETWORK SERVICE	00	4,660 K	
MtxHotPlugS	5ervice.exe	kaguilar	00	1,224 K	
MtxHotPlugs	5ervice.exe	mglicksman	00	1,224 K	
naPrdMgr.ex	xe	SYSTEM	00	1,196 K	
OENGINE.e>	æ	SYSTEM	00	6,016 K	
OENGINE.e>	e	SYSTEM	00	17,864 K	
OENGINE.e>	(e	SYSTEM	00	21,908 K	
OENGINE.e>	e	SYSTEM	00	6,100 K	
OENGINE.e>	e	SYSTEM	00	20,052 K	
OENGINE.e>	e	SYSTEM	00	5,952 K	
OENGINE.e>	e	SYSTEM	00	19,088 K	
services.exe	9	SYSTEM	00	19,804 K	
shstat.exe		kaguilar	00	912 K	
shstat.exe		mglicksman	00	1,368 K	
smss.exe		SYSTEM	00	568 K	
Show proc	esses from all	users			End Process
Processes: 70	CPUUsager	11% Commit C	harge: 9	861M / 5971M	
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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 <u>www.bg-map.com/userdata</u> © 2012 Glicksman Associates, Inc.