

## BG-Map TechNote

# Fixing Stoppages or Slowdown of Web-VQF

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## Introduction

Even though Web-VQF is reliable and is up and functioning 99+% of the time, there may be occurrences where a “hiccup” causes either a stoppage or a slowdown. Following are instructions for how to recover.

**Symptom: Web-VQF stops working or continually posts an error message.**

**Fix: Restart the OEngine Server Service on the BG-Map/BG-BASE 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.” For Windows Server 2013, go to Server Manager and select “Tools” and then “Services.”
4. Locate OEngineServer on the list of services and highlight it.
5. Click “Restart” to restart the service.

**Symptom: Web VQF operates but operates very slowly**

**Fix: Terminate any rogue occurrences of OECG12.exe on the Web Server**

1. Log into the Web Server, and run Task Manager (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 “OECG12.exe” that appear for longer than about 1 second, terminate them until all are terminated.