**From:** Baker, Chris J.   
**Sent:** Wednesday, October 16, 2019 11:13 AM  
**To:** Gindina, Irina E. <iegindina@dekalbcountyga.gov>; Hollis, Cary <chollis@dekalbcountyga.gov>  
**Cc:** Reaves, Lashawn C. <lcreaves@dekalbcountyga.gov>; Smith, Chris <Chris.Smith@dekalbcountyga.gov>; Vernon, Michelle D <mdvernon@dekalbcountyga.gov>  
**Subject:** RE: Ticket ME#105556. , Pull Server has been restarted on both WebEOC Application Servers.

Awesome, thank you!

I’ll let Juvare and our state partner know that this has been updated.

**Chris Baker, CEM®**

**Emergency Management Specialist**

DeKalb County Emergency Management Agency

1950 West Exchange Place

Tucker, GA 30084

Office: (770) 724-7572

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**From:** Gindina, Irina E. <[iegindina@dekalbcountyga.gov](mailto:iegindina@dekalbcountyga.gov)>   
**Sent:** Wednesday, October 16, 2019 10:34 AM  
**To:** Baker, Chris J. <[cjbaker@dekalbcountyga.gov](mailto:cjbaker@dekalbcountyga.gov)>; Hollis, Cary <[chollis@dekalbcountyga.gov](mailto:chollis@dekalbcountyga.gov)>  
**Cc:** Reaves, Lashawn C. <[lcreaves@dekalbcountyga.gov](mailto:lcreaves@dekalbcountyga.gov)>; Smith, Chris <[Chris.Smith@dekalbcountyga.gov](mailto:Chris.Smith@dekalbcountyga.gov)>  
**Subject:** Ticket ME#105556. , Pull Server has been restarted on both WebEOC Application Servers.

Good Morning,

Chrism Smith restarted the Pull service on both WebEOC application servers.

Please let us know if you have any questions.

Regards, Irina Gindina

**From:** Gindina, Irina E.   
**Sent:** Tuesday, October 15, 2019 3:28 PM  
**To:** Baker, Chris J. <[cjbaker@dekalbcountyga.gov](mailto:cjbaker@dekalbcountyga.gov)>; WebEOC <[WebEOC@dekalbcountyga.gov](mailto:WebEOC@dekalbcountyga.gov)>  
**Subject:** RE: Pull Service restarting. Ticket ME#105556 has been issued

Chris,

Ticket ME#105556 was issued based on you request and assigned to Server group.

Regards, Irina Gindina

**From:** Baker, Chris J.   
**Sent:** Tuesday, October 15, 2019 3:11 PM  
**To:** Gindina, Irina E. <[iegindina@dekalbcountyga.gov](mailto:iegindina@dekalbcountyga.gov)>; WebEOC <[WebEOC@dekalbcountyga.gov](mailto:WebEOC@dekalbcountyga.gov)>  
**Subject:** RE: Pull Service

I believe both please.

**Chris Baker, CEM®**

**Emergency Management Specialist**

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**From:** Gindina, Irina E. <[iegindina@dekalbcountyga.gov](mailto:iegindina@dekalbcountyga.gov)>   
**Sent:** Tuesday, October 15, 2019 3:11 PM  
**To:** Baker, Chris J. <[cjbaker@dekalbcountyga.gov](mailto:cjbaker@dekalbcountyga.gov)>; WebEOC <[WebEOC@dekalbcountyga.gov](mailto:WebEOC@dekalbcountyga.gov)>  
**Subject:** RE: Pull Service

Hello Chris,

Below name of WEBECO Application servers:

AZVWEBEOC1

AZWEBEOC2

Are you requesting to restart Service on one servers, or on both?

Please let us know.

Regards, Irina Gindina

**From:** Baker, Chris J.   
**Sent:** Tuesday, October 15, 2019 2:29 PM  
**To:** WebEOC <[WebEOC@dekalbcountyga.gov](mailto:WebEOC@dekalbcountyga.gov)>  
**Subject:** Pull Service

Good Day,

During our testing we have realized that WebFusion isn’t quite working the way it should within WebEOC. In speaking with the folks at Juvare, I’m here the next 2 days, it was suggested that we restart our pull service.

How to restart the  Pull service

To find the WebEOC Pull Service, from the desktop click Start>Settings>Control Panel>Administrative Tools> Services & application>Services or open Computer Management by right-clicking the computer name on the Start Menu and select "Manage"

You will see the Services list in which you should then locate the Pull Service The default settings are that it is Started and Automatic.

To restart this service, select the Pull Service from the Services list and on the left panel click the "Restart the service" link.

See attached

Can you help?

**Chris Baker, CEM®**

**Emergency Management Specialist**

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