Failure message:

Exception from configuration engine: ""Host(s) c0000506.test.cloud.fedex.com failed to kick""

Sudo puppet agent –t

[if no errors]

Go the platform servers

sudo mco ping –I <server name> [<https://puppet.com/docs/mcollective/current/reference/basic/basic_cli_usage.html>]

[if you find more than one pings]

Sudo mcollective restart

ps -ef | grep mcollective

root 26614 1 0 19:37 ? 00:00:00 /opt/puppetlabs/puppet/bin/ruby /opt/puppetlabs/puppet/bin/mcollectived --pid=/var/run/puppetlabs/mcollectived.pid --config=/etc/puppetlabs/mcollective/server.cfg --daemonize

13627631 27326 22937 0 19:37 pts/0 00:00:00 grep mcollective

root 118585 1 0 2018 ? 01:56:00 /opt/puppetlabs/puppet/bin/ruby /opt/puppetlabs/puppet/bin/mcollectived --pid=/var/run/puppetlabs/mcollectived.pid --config=/etc/puppetlabs/mcollective/server.cfg –daemonize

sudo pkill –f 26614

Sudo mcollective restart

Note: if need more info:

<https://www.howtoforge.com/linux-pkill-command/>

[check logs for errors]

cd /var/fedex/cloud/platform\_service/logs

cat <servers\_logs> | less

Then resubmit the workflow.