# Work instruction: Running Services

This document describes the work instruction of the daily check “Running Services”. The goal of this work instruction is to check the status of all Windows Services that need to be started on all servers in the environment.

# Involved servers

|  |  |  |
| --- | --- | --- |
| Acceptance | Production | Disaster Recovery |
|  |  |  |

# Steps

|  |  |
| --- | --- |
| Step | Screenshot |
| **Important: Perform these steps on all servers in the farm** | |
| Step 1:  Open a RDP session to the server |  |
| Step 2:  Open “Administrative Tools > Services” |  |
| Step 3:  Sort the list by Startup Type by clicking on the column header. |  |
| Step 4:  Check if all “Automatic” services have the status “Running”.  If this isn’t the case: Create an incident to have this investigated. |  |
| Step 5:  Record your findings in the “Registration list Periodic Checks” |  |

# Automatic check

This check is part of the Periodic Checks script, which means the above checks do not have to be performed manually. Analysis will take place by reviewing the generated e-mail and taking actions if issues are reported.

# resolution

Start all services which aren’t “Running” but should be.

For the automatic check it is possible to change the status in the monitoring file. Do this by executing the following steps:

* Open C:\Windows\Monitoring\servicesconfig.txt
* Find the required service in the list
* Change the value “Running” to “Stopped”

The script will no longer monitor that service.