

Order(s) Crashing DDQ/MPlanner

Issue Validation

- Look in scheduler to see if MPlanner and OS is running
DDQ/MPlanner in BTScheduler
- Look in Task Manager to see if MPlanner and OS is running.
DDQ/MPlanner in Task Manager

If MPlanner or OS not showing in Task Manager:

- Stop DDQ-STD-Control (instructions here)
- Restart the PSI_DDQ_WS_PPL_S service in BTScheduler (instructions here)
- Start DDQ-STD_control
- Wait for all services to fully start
- Confirm that telegrams are now moving through
- Update Jira/FS with details

MPlanner not Starting with OS

Check permissions of PPLClient and MPlanner_DDQ folders. Make sure that the ‘nubbmes’ and ‘Users’ have full control permissions.

Folder Permissions