

Connectria: EPIM Restart Process Documentation

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Connectria Restart Process: EPIM Overview

Introduction

This section outlines an overview of the current restart process **required for any and all patches, upgrades, and ad-hoc updates.**

This processes outlined in this section applies to **ALL PIM Servers**, noted below:

PROD PIM SERVERS	QA PIM SERVERS
ORGL-PDPIMWEB01	ORGL-QAPIM-WEB1
ORGL-PDPIM-SSV1	ORGL-QAPIM-SSV1
ORGL-PDPIM-JBQ1	ORGL-QAPIM-JBQ1
ORGL-PDPIM-JBQ2	ORGL-QAPIM-JBQ2
ORGL-PDPIM-DSV1	ORGL-QAPIM-DSV1
ORGL-PDPIM-DBS1	ORGL-QAPIM-DBS1

Maintenance Windows:

- Standard Monthly Patching:
 - Performed during the 2nd & 3rd SATURDAY of each month:
 - Time: 7:00am - 11:00am CT Saturday
- Ad-Hoc Patching:
 - Ideal time-frames for upgrades or restarts outside of Standard Monthly Patching Schedule:
 - Days: ???
 - Time: After 11pm CT

Connectria Restart Process: Details [Prerequisite]

Prerequisite Steps:

The below steps **must be followed prior to restarting the PIM servers:**

1. Log into Enterworks UI: **Login Saved to Connectria's Internal Vault**
 - a. **PROD:** ORGL-PDPIMWEB01 [172.29.1.10]
 - i. URL: <http://172.29.1.10/webcm/login.do>
 - b. **QA:** ORGL-QAPIM-WEB1 [172.29.10.4]
 - i. URL: <http://172.29.10.4/webcm/logout.do>
2. In the right-hand corner dropdown, select "Job Monitor"
 - a. Review whether any jobs are running [Status = "Processing"]:
 - i. Preferred Action: Wait for job to complete
 1. If a job takes 10+ minutes, then it is safe to proceed below.
 - ii. If Action is Needed: Abort Job Actions
 1. Select running job, then choose "Action" > "Abort" [[Screen 1](#)]
 2. "Action" > "Abort" [[Screen 2](#)]
 3. Go to "Aborted Jobs" tab to see if the job is still processing [[Screens 3, 4, and 5](#)]
 - a. If [Job Status = "Processing"]: Click "Action > "End Job"
 - i. Status will change to "Error"
 - b. If [Job Status = "Error"]: No further action required
 - c. For **all** jobs aborted during this process, we will need Connectria to download the Log File, and upload into the ticket. Log File is located in the "Status" column of the respective job.
3. After the above steps are completed, we can then proceed to the normal restart process.

Connectria Restart Process: Details [Prerequisite]

[Step 1] Job Monitor Dropdown Location

[Step 2] Action > Abort Job Location:

[Step 3] Abort Job Review Screen:

Connectria Restart Process: Details

[Step 4] Confirmed Aborted Job Status:

All Jobs
Processing Jobs
Queued Jobs
Completed Jobs
Error Jobs
Aborted Jobs

Type Repository

Date From To Who

Action

#	Job Type	Status	Repository	Date	User	Publish N
1	Import	Error	PIM - SKU	07/18/2023 04:38:20	system	
2	Import	Error	PIM - SKU DC	07/13/2023 08:45:08	system	
3	Promote	Error	PIM Production - P_SKU	07/12/2023 13:56:36	system	
4	Validation	Error	PIM - SKU DC	07/09/2023 03:03:44	system	

[Step 5] Log File Download Location:

All Jobs
Processing Jobs
Queued Jobs
Completed Jobs
Error Jobs
Aborted Jobs

Type Repository

Date From To Who

Action

#	Job Type	Status	Repository	Date	User	Publish Nar
1	Import	Error	PIM - SKU	07/18/2023 04:38:20	system	
2	Import	Error	PIM - SKU DC	07/13/2023 08:45:08	system	
3	Promote	Error	PIM Production - P_SKU	07/12/2023 13:56:36	system	
4	Validation	Error	PIM - SKU DC	07/09/2023 03:03:44	system	

Connectria Restart Process: Details

Enterworks Service Restart Process & Instructions

The steps below are pulled directly from Enterworks' provided documentation. A digital copy of this process has been provided to Connectria for their records.

1.0: High Level Summary - Enable Service Restart (Start and Stop)

The purpose of this document is to capture the process for performing a successfully restart of Enable services. At a high level, an Enable Service Restart involves 3 major steps:

1. Complete Prerequisite steps
2. Stop Enterworks services
3. Start Enterworks services

The services must be stopped and started in a specific order to ensure the successful function of Enable.

The Stop/Start order is summarized below.

2.0: Detailed Instructions - Enable Service Restart (Stop and Start):

2.1 Prerequisite Steps: [Outlined in Previous Section of this document](#)

1. Make sure there are no jobs running in the Enable Job Monitor screen
 - a. If jobs are running, wait for them to complete or work through the [Abort Job Process](#) outlined above.
2. Confirm RDP Access to all servers involved in the Restart

3.0: APPENDIX: Troubleshooting Reference Sheet:

[Bookmark to Appendix](#)

This section will serve to provide troubleshooting steps should any issues arise during the STOP / START Process detailed in this document. This can be expanded as new issues are discovered. This currently includes:

- **STOP Issues:**
 - [Unresponsive](#): Handling services hung in "stopping" status
 - [Service Details Reference Sheet](#): List of Services and their corresponding .exe name

Connectria Restart Process: STOP Details [PROD]

2.2: STOP Services:

Enable Services **must be stopped** on each server in a specific order. This ensures a full and successful stoppage of all Enable services.

Server STOP Order - Enable Services:

PIM PROD SERVERS				
Stop Order	Server Description	Server Name	IP Address	Run Script
1	Web	ORGL-PDPIMWEB01	172.29.1.10	C:\Enterworks\bin\Enable2020-stop.cmd
2	Support Services	ORGL-PDPIM-SSV1	172.29.1.8	C:\Enterworks\bin\Stop Enterworks.cmd
3	Job Queue 2	ORGL-PDPIM-JBQ2	172.29.1.6	C:\Enterworks\bin\Stop Enterworks.cmd
4	Job Queue 1	ORGL-PDPIM-JBQ1	172.29.1.5	C:\Enterworks\bin\Stop Enterworks.cmd
5	Data Services	ORGL-PDPIM-DSV1	172.29.1.4	C:\Enterworks\bin\Stop Enterworks.cmd
Always right-click and Run as Administrator				

Connectria Restart Process: STOP Details [QA]

Server STOP Order - Enable Services:

PIM QA SERVERS				
Stop Order	Server Description	Server Name	IP Address	Run Script
1	Support Services	ORGL-QAPIM-SSV1	172.29.10.7	C:\Enterworks\bin\Stop Enterworks.cmd
2	Job Queue 1	ORGL-QAPIM-JBQ1	172.29.10.8	C:\Enterworks\bin\Stop Enterworks.cmd
3	Job Queue 2	ORGL-QAPIM-JBQ2	172.29.10.9	C:\Enterworks\bin\Stop Enterworks.cmd
4	Data Services	ORGL-QAPIM-DSV1	172.29.10.6	C:\Enterworks\bin\Stop Enterworks.cmd
5	Web	ORGL-QAPIM-WEB1	172.29.10.4	C:\Enterworks\bin\Stop Enable2020.cmd
Always right-click and Run as Administrator				

Service Stop Instructions to perform on each server:

- Log onto the server via RDP
- Open the location of the Stop script
 - File Explorer > Enterworks > bin
 - Stop Enterworks** by right-clicking > "Run as Administrator" (see table above)
- Confirm all services have stopped
 - Open the **Task Manager** and make sure all Enterworks services are no longer running. **If any of them are in a state other than "Stopped"s:**
 - Kill the services from here if any are present: Right-Click > "End Task"
 - If service becomes unresponsive: From Task Manager: **Last Resort**
 - Click "Details" Tab > Right-Click Service Name > "End Task"
 - Refer to APPENDIX For list of service & respective names**

Below is the list of services on each server that must be checked to confirm "Stopped" state before proceeding with START Services process:

Connectria Restart Process: STOP Details [PROD]

PROD Enable Services List:

PROD Server Names	Installed Service
ORGL-PDPIMWEB01 172.29.1.10	enable-web-server-service
ORGL-PDPIM-SSV1 172.29.1.8	enable-api-go-service enable-channel-readiness-service enable-epx-broker enable-es-manager-service enable-es-search-service enable-mq-logger-service enable-webcm-broker-service EPXJboss EPXTomcat
ORGL-PDPIM-JBQ2 172.29.1.6	EnableServerWildflySlave3 EnableServerWildflySlave4
ORGL-PDPIM-JBQ1 172.29.1.5	EnableServerWildflySlave1 EnableServerWildflySlave2
ORGL-PDPIM-DSV1 172.29.1.4	Enable_Pimql enable-dam-manager-service enable-monitor-dam-drop EnableServerTomcat EnableServerWildflyMaster

Connectria Restart Process: STOP Details [QA]

QA Enable Services List:

QA Server Names	Installed Service
ORGL-QAPIM-SSV1 172.29.10.7	EPXJboss EPXTomcat enable2020-channel-readiness-service enable2020-epx-broker enable2020-es-manager-service enable2020-es-search-service enable2020-mq-logger-service enable2020-webcm-broker-service
ORGL-QAPIM-JBQ1 172.29.10.8	EnableServerWildflySlave1 EnableServerWildflySlave2
ORGL-QAPIM-JBQ2 172.29.10.9	EnableServerWildflySlave1 EnableServerWildflySlave2
ORGL-QAPIM-DSV1 172.29.10.6	Enable_PIMQL enable2020-api-service enable2020-dam-manager-service enable2020-monitor-dam-drop EnableServerTomcat EnableServerWildflyMaster
ORGL-QAPIM-WEB1 172.29.10.4	enable2020-web-server-service

Connectria Restart Process: START Details [PROD]

2.3: START Services:

Enable Services **must be started** on each server in a specific order. This ensures a full and successful stoppage of all Enable services.

Server START Order - Enable Services:

PIM PROD SERVERS				
Start Order	Server Description	Server Name	IP Address	Run Script
1	Data Services	ORGL-PDPIM-DSV1	172.29.1.4	C:\Enterworks\bin\Start Enterworks.cmd
2	Job Queue 1	ORGL-PDPIM-JBQ1	172.29.1.5	C:\Enterworks\bin\Start Enterworks.cmd
3	Job Queue 2	ORGL-PDPIM-JBQ2	172.29.1.6	C:\Enterworks\bin\Start Enterworks.cmd
4	Support/Micro Services	ORGL-PDPIM-SSV1	172.29.1.8	C:\Enterworks\bin\Start Enterworks.cmd
5	Web	ORGL-PDPIMWEB01	172.29.1.10	C:\Enterworks\bin\Enable2020-start.cmd
Always right-click and Run as Administrator				

Connectria Restart Process: START Details [QA]

Server START Order - Enable Services:

PIM QA SERVERS				
Start Order	Server Description	Server Name	IP Address	Run Script
1	Job Queue 1	ORGL-QAPIM-JBQ1	172.29.10.8	C:\Enterworks\bin\Start Enterworks.cmd
2	Job Queue 2	ORGL-QAPIM-JBQ2	172.29.10.9	C:\Enterworks\bin\Start Enterworks.cmd
3	Data Services	ORGL-QAPIM-DSV1	172.29.10.6	C:\Enterworks\bin\Start Enterworks.cmd
4	Support/Micro Services	ORGL-QAPIM-SSV1	172.29.10.7	C:\Enterworks\bin\Start Enterworks.cmd
5	Web	ORGL-QAPIM-WEB1	172.29.10.4	C:\Enterworks\bin\Start Enable2020.cmd
Always right-click and Run as Administrator				

Service START Instructions to perform on each server:

1. Log onto the server via RDP
2. Open the location of the START script
 - b. File Explorer > Enterworks > bin
 - c. Start Enterworks** by right-clicking > "Run as Administrator" (see table above)
3. Confirm all services have started
 - a. Open the **Task Manager** and make sure all Enterworks services are running.
 - b. Manually start anything that fails to run once the script completes

Below is the list of services on each server that must be checked to confirm START services process was successful:

Connectria Restart Process: START Details [PROD]

PROD Enable Services List:

PROD Server Names	Installed Service
ORGL-PDPIM-DSV1 172.29.1.4	Enable_Pimql enable-dam-manager-service enable-monitor-dam-drop EnableServerTomcat EnableServerWildflyMaster
ORGL-PDPIM-JBQ1 172.29.1.5	EnableServerWildflySlave1 EnableServerWildflySlave2
ORGL-PDPIM-JBQ2 172.29.1.6	EnableServerWildflySlave3 EnableServerWildflySlave4
ORGL-PDPIM-SSV1 172.29.1.8	enable-api-go-service enable-channel-readiness-service enable-epx-broker enable-es-manager-service enable-es-search-service enable-mq-logger-service enable-webcm-broker-service EPXjboss EPXTomcat
ORGL-PDPIMWEB01 172.29.1.10	enable-web-server-service

Connectria Restart Process: START Details [QA]

QA Enable Services List:

QA Server Names	Installed Service
ORGL-QAPIM-JBQ1 172.29.10.8	EnableServerWildflySlave1 EnableServerWildflySlave2
ORGL-QAPIM-JBQ2 172.29.10.9	EnableServerWildflySlave1 EnableServerWildflySlave2
ORGL-QAPIM-DSV1 172.29.10.6	Enable_PIMQL enable2020-api-service enable2020-dam-manager-service enable2020-monitor-dam-drop EnableServerTomcat EnableServerWildflyMaster
ORGL-QAPIM-SSV1 172.29.10.7	EPXJboss EPXTomcat enable2020-channel-readiness-service enable2020-epx-broker enable2020-es-manager-service enable2020-es-search-service enable2020-mq-logger-service enable2020-webcm-broker-service
ORGL-QAPIM-WEB1 172.29.10.4	enable2020-web-server-service

APPENDIX: Troubleshooting Guide

Current Known Issues & Solutions

Issue: After **STOPPING** a service, service status remains in "Stopping" status.

- **Description:** A service may become unresponsive after stopping. This results in the service stalling in a "Stopping" status.
- **Resolution:** The service will need to be terminated completely using the following steps:
 - Navigate to Task Manager
 - Select the "Details" Tab
 - Right-click service's .exe file > End Task
- **Known Instances:**
 - **Impacted Servers:**
 - ORGL-PDPIM-JBQ1
 - ORGL-PDPIM-JBQ2
 - **Services:**
 - EnableServerWildflySlave1
 - EnableServerWildflySlave2
 - EnableServerWildflySlave3
 - EnableServerWildflySlave4
 - **Service Name (Details Tab):**
 - EnableServerWildflySlave1 & 2 = "java.exe"
 - EnableServerWildflySlave3 & 4 = "java.exe"
 - [FULL LIST OF SERVICE & RESPECTIVE NAMES IN CHART BELOW](#)
- **Example Screenshot of Error:** Taken from DSV1 terminal

```

C:\windows\system32>call "C:\enterworks\bin\enable2020-stop"
C:\windows\system32>NET STOP enable-monitor-dam-drop-service
.
A system error has occurred.

System error 1067 has occurred.

The process terminated unexpectedly.

The enable-monitor-dam-drop-service service was stopped successfully.

C:\windows\system32>NET STOP enable-dam-manager-service
.
A system error has occurred.

System error 1067 has occurred.

The process terminated unexpectedly.

The enable-dam-manager-service service was stopped successfully.

C:\windows\system32>call "C:\Enterworks\bin\EPIM Stop.cmd"
C:\windows\system32>NET STOP EnableServerWildflyMaster
The EnableServerWildflyMaster service is stopping...
  
```


APPENDIX: Troubleshooting Guide

Enterworks: Using the Full Service List

In order to know which service is required to stop manually, head to the Task Manager's "Detailed" tab to identify the service name. Once identified (example below: java.exe), proceed with the below steps:

- Add the Command Line column (if it's not already added).
- Look for the corresponding name from the List (User name: ewservice)
 - Recommend sorting by the user name column
- The detailed paths in the Command Line have references to the specific service you need to manually stop (example presented below)

FULL SERVICE LIST PROVIDED IN TABLE ON FOLLOWING PAGE

The screenshot shows the Windows Task Manager window with the 'Details' tab selected. The 'Command line' column is visible and highlighted with a blue box. Two instances of 'java.exe' are highlighted with green boxes. The first instance has a user name of 'ewservice' and PID 3300. The second instance also has a user name of 'ewservice' and PID 2092. The 'End task' button in the bottom right corner is highlighted with a green circle.

APPENDIX: Troubleshooting Guide

Enterworks: Full Service Details List

Services Tab Name (in Task Manager)	Details Tab Name (in Task Manager)	Username (in Task Manager)	Server
EnableServerWildflySlave1	java.exe	ewservice	JBQ1
EnableServerWildflySlave2	java.exe	ewservice	JBQ1
EnableServerWildflySlave3	java.exe	ewservice	JBQ2
EnableServerWildflySlave4	java.exe	ewservice	JBQ2
EnableServerTomcat	tomcat8.exe	ewservice	DSV1
EnableServerWildflyMaster	java.exe	ewservice	DSV1
Enable-monitor-dam-drop-service	enable2020-monitor-dam-drop-service	ewservice	DSV1
Enable_Pimql	PimqlRun.exe	ewservice	DSV1
enable-dam-manager-service	enable2020-dam-manager-service.exe	ewservice	DSV1
enable-api-go-service	enable2020-api-go-service.exe	ewservice	SSV1
enable-channel-readiness-service	enable2020-channel-readiness-service.exe	ewservice	SSV1
enable-epx-broker	enable2020-epx-broker-service.exe	ewservice	SSV1
enable-es-manager-service	enable2020-es-manager-service.exe	ewservice	SSV1
enable-es-search-service	enable2020-es-search-service.exe	ewservice	SSV1
enable-mq-logger-service	enable2020-mq-logger-service.exe	ewservice	SSV1
enable-webcm-broker-service	enable2020-webcm-broker-service.exe	ewservice	SSV1
EPXJboss	java.exe	ewservice	SSV1
EPXTomcat	java.exe	ewservice	SSV1
enable2020-web-server-service	enable2020-web-server-service.exe	ewservice	WEB1

Reference when restarting services. Forcing the service to stop (outside the script) should be handled as a last resort (via Details Tab in Task Manager).

--- End Of Restart Process ---
