Managing objects

Recovering from an unplanned outage

If your primary computer becomes unavailable because of network problems, hardware failure, or software failure, you must shut down the system, fix all the problems on the primary computer so that it is available to the network, and then restart the system. If an application/secondary server is defined to the primary server when the primary server suffers an unplanned outage, that server attempts to reestablish the connection every 30 seconds, until it is able to connect or until it stops.

To recover from an unplanned outage:

1. Use the `stopaiw` command to stop each secondary server that is installed on another computer.
2. Stop any application servers that are running.
3. Use the `stopaiw` command to stop the base product.
4. Use the `startaiw` command to start the base product and any secondary servers on the same computer.
5. Verify that any secondary servers that run on the same computer as the base product are enabled.
6. Use the `startaiw` command to start each secondary server that is installed on another computer.
7. Start any application servers you stopped.
8. Enable the application and secondary servers that you just started.
9. Enable and start your printers.
10. Enable and connect your input devices.

Parent topic: RICOH ProcessDirector servers