**Server problems**

If we get a problem and get complains about server slow, we request a restart to the server using a commands in the terminal.

Before you

1. Before you go to the terminal make sure you send email to all q-interactive team saying that you are restarting by saying like:- Because QA is running exceptionally slowly, it will be restarted
2. Type qaapp1
3. you will be asked the passwords which is at the link <https://docs.google.com/spreadsheets/d/1EkyWvzz6I2oEXn3WBBTWUP7a4OnFFjTVs2I-nbO6XIg/edit#gid=0>
4. then you type cd qiactive/tomcat
5. then you type bin/shutdown.sh
   1. sometimes it might have already been shut down so just start it again
6. you clean up then by typing cleanme
7. you restart it then bin/startup.sh
8. you can log into the server to see how they are doing using tail -f catalina.out
9. you can suddenly kill the server also using ps -ef | grep tomcat
10. Also if it did not work you can do that kill -9 24925
11. To check if tomcat is running use this command ps -aef | grep java
12. to get the top server details at the terminal is top -hv | -abcHimMsS -d delay -n iterations -p pid [, pid ...] and description is listed in the link <http://blog.scoutapp.com/articles/2014/07/31/slow_server_flow_chart>
13. you can also use this free -m command instead of the top command
14. To check which port is being used or if the specific port number is being used you type in the terminal : for example for 8080 port number: netstat -tulpno | grep :8080
15. I can restart Jenkins using the command using service Jenkins restart

There are times we get a environment server problem we can not fixes but we can request by getting tickets in the link <https://pearsonstsprod.service-now.com/main/newchange.do>

That way we can make all the request and send it. After we send also we need to hit another button to make it actual send and request. Like for BETA and TEST. In the example below it is for TEST

