



# Restarting Servers / Services

## Application Note

### Restarting Servers / Services

Revision 1.6



## Introduction

The following Standard Operating Procedure is for the scenarios below:

- Server Restarted (Hardware Restart)
- Services Restarted
  - o DATRAN VI Services
  - o MSSQL Services
- Software Upgrades
  - o Windows Updates
  - o DATRAN VI Updates

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*Ensure that Staff Doing the required work are qualified to do so*

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## Documentation

Whenever a restart is required as per the scenarios listed above, it is recommended all work should be documented for future reference with the following information as a minimum requirement:

- Reason for restart
- Date/Time of restart
- Person doing the restart
- Date/Time restart was completed

## Procedure

The following procedure should be followed when a restart is planned due to one of the above scenarios:

- Step 1: Inform  
  
Inform Management and Operations that a restart is pending.
- Step 2: Confirm  
  
Confirm which Services are operational and licensed at that stage.
- Step 3: Restart  
  
Restart the Server and note the reason when prompted
- Step 4: Confirm  
  
After the Server has restarted, confirm that all required Services has started correctly

- DATRAN VI Services (depending on what services are licensed)
- Microsoft SQL Service (If SQL Logging is utilised)
- Step 5: Site Communication

DATRAN VI Browser:

Open DATRAN VI Browser and confirm communication with Out Stations. In

Diagnostics, select the following Categories:

- QTech Comms: Comms
- QTech Comms: Comms Err
- QTech Comms: Diagnostic

DATRAN Supervisor:

Open DATRAN Supervisor and confirm operation.

- Open Site List and check
- Open Alarm List and check

DATRAN Trending:

- Open DATRAN Trending and confirm operation.
- Check that latest data is displayed.

## DATRAN VI Services

To confirm that DATRAN VI is sending received data to the SQL Server:

- Open DATRAN VI Browser. In Diagnostics, select the following Categories:
  - ADO Database Connectivity: Diagnostic
  - ADO Database Connectivity: Execute
  - ADO Database Connectivity: LogNodes
  - Historical Data Interface: AdoDCM
  - Historical Data Interface: AdoDCM Error
  - Historical Data Interface: AdoDCM Execute

Ensure that Data from the Out Stations are being written to MSSQL with no errors. If it seems that there is no link between DATRAN VI and the SQL Server, restart DATRAN VI Services.

## SQL Server

To confirm that the SQL Server is writing data from DATRAN VI to the relevant SQL Tables:

- Open DATRAN Trending or use the “Trend” option in DATRAN Supervisor
  - o Select I/O which is confirmed as being written to the SQL Tables
  - o Select a date range no older than 1 day from the current date
  - o Ensure that data displayed are current (recent)

If no data is displayed in the DATRAN Trending Interface (or DATRAN Supervisor Trend), it may be necessary to restart the SQL Server. Data can be confirmed in the SQL Tables using SQL Queries.

- Open MS SQL management Studio and connect to the relevant Server
  - o Expand <DATRANDataBase> Tables
  - o Right Click <dbo.tblPoints> and click <Select Top 1000 Rows>
  - o Add the following command line to the query and click <Execute>  
*where strSite = 'Site Name as defined in DATRAN VI'*
  - o Look for and record the relevant Data Point ID
  - o Right Click <dbo.tblAnalog> and click <Select Top 1000 Rows>  
*if the required I/O is an Analog Input*
  - o Add the following command line to the query and click <Execute>  
*where iPointId = Point ID*  
*order by dtTime desc*
  - o Check that the data displayed reflects the current date/time

If the date stamp of data displayed in the tables does not match the date stamp of data sent from DATRAN VI to the SQL Server, restart the SQL Server, wait for at least 30 minutes, and then check again following the above procedures.

## Recommendations

It is recommended to disable all Automatic Updates and Automatic Restarts on the Server.

## Conclusion

Once all the above has been confirmed and verified, close all applications, and inform Management and Operations that the restart has been successful.

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