How to restart the application

Problem

Application is not collecting or processing data (syslog, netflow). This is manifested by empty charts and presence of dropped packets in System view of the corresponding application module. This can happen due to low memory, power outage on the server.

Linux Solution

Access the server via ssh and execute the following commands:

> ⚠ Execute commands in strict order to avoid improper application restart. Tomcat service must be started after PostgreSQL for instance.

1. `service tomcat6 stop`

2. `service postgresql-9.5 stop`

3. `service postgresql-9.5 start`
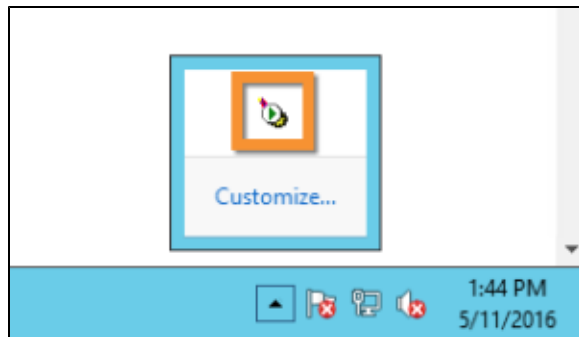
4. `service tomcat6 start`

> ⓘ Check the names of your services before attempting stop and start commands.. Names of Tomcat and PostgreSQL services may differ on different installations. For Example Tomcat may be tomcat6 or tomcat7 and PorstgreSQL may be postgresql-9.2 or higher.

Windows Solution

> ⚠ Execute commands in strict order to avoid improper application restart. Tomcat service must be started after PostgreSQL for instance

1. Stop tomcat
   Double click on Apache Tomcat Properties in system tray. In *General* tab, click *Stop* to stop tomcat service.

2. Stop postgresql
   Open Command Prompt or Windows PowerShell and type: `net stop postgresql-x64-9.5`

3. Start postgresql

`net start postgresql-x64-9.5`

4. Start tomcat
   In *General* tab of Apache Tomcat Properties, click *Start* to start tomcat service.

> ⓘ **Info**
>
> Version 9.5 of PostgreSQL service in these article is an example. Check which version of this service is installed on your server and use this name in the commands listed above. For example, if you have installed Postgresql 9.4 the command 2b will be `net stop postgresql-x64-9.4`