System down check list

2019-07-03

Version 1.1

Page 1 (4)

Jenny Jutterström

Approved:

System down checklist

Technical instruction

System down check list

2019-07-03

Version 1.1

Page 2 (4)

Jenny Jutterström

Approved:

Document history

Date	Version	Description	Author
2016-09-04	1.0	First version	Jenny Jutterström
2019-07-03	1.1	Clarification of restart	Mattias Löfstrand

System down check list

2019-07-03

Version 1.1

Page 3 (4)

Jenny Jutterström

Approved:

Contents

Appendices

-

References

-

System down check list

2019-07-03

Version 1.1

Page 4 (4)

Jenny Jutterström

Approved:

1   Introduction

This document is intended as a check list for operations staff to be used as an emergency check list at down time. The purpose of this check list is to get web viewer up and running again as fast as possible and to ensure log files are fetched for further analysis.

2   Check list

Step	Activity
1	**Make a safety copy of AssertWeb.log** Default location is `C:\ProgramData\Signifikant\Assert\AssertWeb.log`
2	**Check for unusual memory or CPU consumption** Check memory and CPU consumption for IIS Worker Process and SQL Server.
3	**Stop IIS**
4	**Clear AssertWeb.log** Delete the existing AssertWeb.log. A new will be generated automatically. This needs to be done before start of IIS in next step. *Ensure you have a safety copy first!*
5	**Start IIS**
6	**If needed reset SQL Server** If memory or CPU consumption was unexpectedly high for SQL Server, reset SQL Server.
7	**Verify Web Viewer** Check if web viewer starts up correctly by 1. Access site and sign in (if needed) 2. Search a product using quick search 3. Navigate to product and view spare part lists. View parts in part list. 4. View bulletins. 5. Add parts to an order
8	**Check window system logs** Areas to examine may depend on the error but possible things to check are • Backups disturbing publishing process • Virus checks disturbing function • Security alerts • File system errors and disk space
9	**Submit log files for analysis**