

Paging Troubleshooting

Justin Fedoryk - 2022-08-08 - AV/ Simulation IQ

Purpose: Guide on how to restart/ troubleshoot Paging

Software Needed: SimulationIQ (EMS) AV Controller

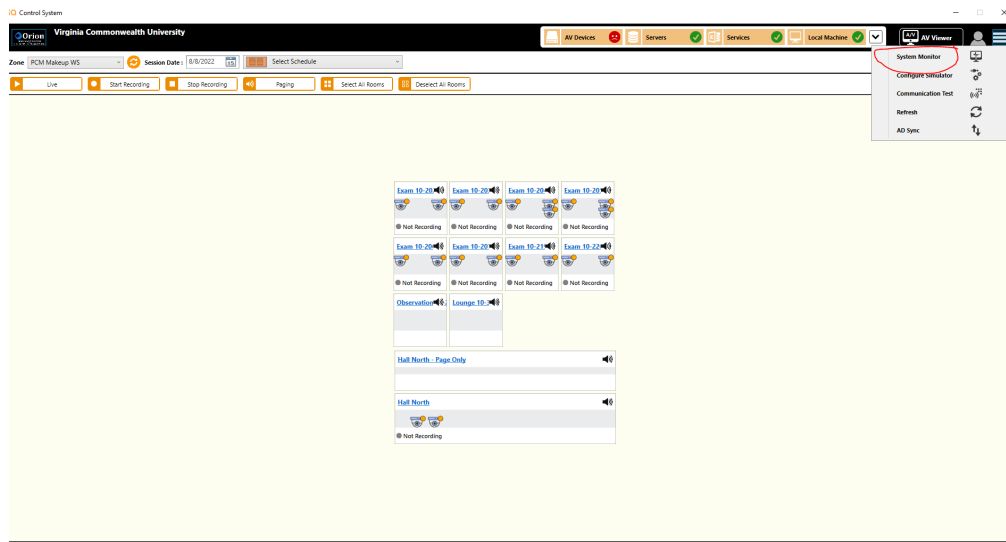
Editor: Justin Fedoryk

*All paging will be down a couple minutes, while the services restart, after this process.
Confirm that the 9th or 10th floor is not using paging, before continuing

1. Login to AV Control System from Control Room PC or Observation PC



2. Select "System Monitor" from Settings Menu at top right of AV Control System Screen



3. Expand "Services" and Select "Restart" for "Agent" and "Scheduler"

Virginia Commonwealth University

PCN Making WS Control System

Software	IP Address	Computer Name	Available Version	Installed Version	Last Restart Time	Status	Restart	Update	Errors
Agent	172.20.48.130	SM-QS-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:25 AM	Running	Restart	Update	Errors
Central Monitor	172.20.48.130	SM-SQ-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 3:08:12 AM	Running	Restart	Update	Errors
EMS Message Queue	172.20.48.130	SM-SQ-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 12:16:39 PM	Running	Restart	Update	Errors
EncSOP/HMS/ledfdr	172.20.48.133	SM-DV5-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:10 AM	Running	Restart	Update	Errors
EncSOP/HMS/ledfdr	172.20.48.131	SM-DV1-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:05 AM	Running	Restart	Update	Errors
EncSOP/HMS/ledfdr	172.20.48.132	SM-DV4-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:07 AM	Running	Restart	Update	Errors
EncSOP/HMS/ledfdr	172.20.48.134	SM-DV4-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:11 AM	Running	Restart	Update	Errors
EncSOP/HMS/ledfdr	172.20.48.125	SM-DV5-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:06 AM	Running	Restart	Update	Errors
Local Monitor	172.20.48.25	SM-HS-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 3:00:05 AM	Running	Restart	Update	Errors
Local Monitor	172.20.48.130	SM-SQ-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 3:00:05 AM	Running	Restart	Update	Errors
Local Monitor	172.20.48.133	SM-DV5-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 3:00:06 AM	Running	Restart	Update	Errors
Local Monitor	172.20.48.131	SM-DV1-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 3:00:06 AM	Running	Restart	Update	Errors
Local Monitor	172.20.48.132	SM-DV4-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 3:00:06 AM	Running	Restart	Update	Errors
Local Monitor	172.20.48.135	SM-DV5-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 3:00:06 AM	Running	Restart	Update	Errors
Local Monitor	172.20.48.134	SM-DV4-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 3:00:06 AM	Running	Restart	Update	Errors
Recorder	172.20.48.133	SM-DV5-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:10 AM	Running	Restart	Update	Errors
Recorder	172.20.48.131	SM-DV1-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:06 AM	Running	Restart	Update	Errors
Recorder	172.20.48.132	SM-DV2-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:08 AM	Running	Restart	Update	Errors
Recorder	172.20.48.134	SM-DV4-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:12 AM	Running	Restart	Update	Errors
Recorder	172.20.48.135	SM-DV5-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:07 AM	Running	Restart	Update	Errors
Scheduler	172.20.48.130	SM-SQ-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:25 AM	Running	Restart	Update	Errors
DB Server	172.20.48.130	SM-SQ-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:25 AM	Running	Restart	Update	Errors
Video Converter	172.20.48.133	SM-DV5-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:09 AM	Running	Restart	Update	Errors
Video Converter	172.20.48.131	SM-DV1-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:05 AM	Running	Restart	Update	Errors
Video Converter	172.20.48.132	SM-DV2-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:07 AM	Running	Restart	Update	Errors
Video Converter	172.20.48.134	SM-DV4-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:11 AM	Running	Restart	Update	Errors
Video Converter	172.20.48.135	SM-DV5-10225-V	8.2.2024.2612	8.2.2024.2612	8/8/2022 4:00:06 AM	Running	Restart	Update	Errors