

# COMMON ERRORS IN VIZUO SOFTWARE

- [ERROR CANNOT ACCESS VIZUO WEB](#)
- [ERROR CANNOT CONNECT TO SERVICES DATAENGINE](#)

# ERROR CANNOT ACCESS VIZUO WEB

Server-VizuoWeb-EN	03/02/2020
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## 1. Functions Change Log

Release Date	Version	Functions Change	Name Account Change
03/02/2020	1.0	- Fix error: Cannot access vizuo web	huyhoang.nguyen@daviteq.com

## 2. Introduction

The document is for companies to use their own server. Instructions on how to fix errors after server reboot or shutdown and cannot access the web vizuo.

## 3. Configuration

Step 1: Use putty software to ssh into the server with the user and password of server.

Step 2: Then run the following command:

```
sudo /etc/init.d/tomcat8 restart
```

Step 3: Then wait 5 minutes for tomcat8 service to restart and access to try vizuo web.

Step 4: If after restarting tomcat8 still unable to access the vizuo web, contact IT email: huyhoang.nguyen@daviteq.com.

## 4. Support contacts

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# ERROR CANNOT CONNECT TO SERVICES DATAENGINE

Server-Dataengine-EN	03/2020
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## 1. Functions Changes Log

Release Date	Version	Functions Change	Name Account Change
03/16/2020	1.0	- Fix error: Cannot access Dataengine	huyhoang.nguyen@daviteq.com

## 2. Introduction

The document is for companies to use their own server. Instructions on how to fix errors after server reboot or shutdown and cannot connect to service Dataengine.

## 3. Configuration

Step 1: Use putty software to ssh into the server with the user and password of server Dataengine.

Step 2: Then run the following command:

<pre>sudo /etc/init.d/globiots-des restart</pre>
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Step 3: Then wait 5 minutes for Dataengine service to restart.

Step 4: If after restarting Dataengine still unable to connect to Service Dataengine, contact IT email: huyhoang.nguyen@daviteq.com.

## 4. Support contacts

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