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

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

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:

```
sudo /etc/init.d/globiots-des restart
```

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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