# ERROR CANNOT ACCESS VIZUO WEB

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| 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 |
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## 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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| Distributor in **Malaysia**<br>AVO.png<br>**AVO Technology Sdn. Bhd.**<br>Official Website: www.avo.com.my<br>No. 17, Jalan 3/23A, Taman Danau Kota, 53300 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia<br>General : +603-4143 2288<br>Mobile : +012-376 7181<br>Fax : +603-4143 3388 | Distributor in **Australia** and **New Zealand**<br>temploggerlogo.png<br>**Templogger Pty Ltd**<br>Tel: 1800 LOGGER<br>Email: contact@templogger.net |

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