

# 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

<p><u>Distributor in Malaysia</u> <a href="#">AVO.png</a> <b>AVO Technology Sdn. Bhd.</b> Official Website: <a href="http://www.avo.com.my">www.avo.com.my</a> No. 17, Jalan 3/23A, Taman Danau Kota, 53300 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia General : +603-4143 2288 Mobile : +012-376 7181 Fax : +603-4143 3388</p>	<p><u>Distributor in Australia and New Zealand</u> <a href="#">temploggerlogo.png</a> <b>Templogger Pty Ltd</b> Tel: 1800 LOGGER Email: <a href="mailto:contact@templogger.net">contact@templogger.net</a></p>
<p><u>Manufacturer</u> <a href="#">logo.jpg</a> <b>Dai Viet Controls &amp; Instrumentation Company Ltd.</b> No.11 Street 2G, Nam Hung Vuong Res., An Lac Ward, Binh Tan Dist., Ho Chi Minh City, Vietnam. Tel: +84-28-6268.2523/4 (ext.122) Email: <a href="mailto:info@daviteq.com">info@daviteq.com</a>   <a href="http://www.daviteq.com">www.daviteq.com</a></p>	

🕒 Revision #6

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