mSupply documentation wiki - https://docs.msupply.org.nz/

# Server troubleshooting

## Service not running

If the client is unable to connect to the server, it is quite possible that the mSupply Server Service is not running.

You can check by going into Control Panel>Administrative Tools>Services

#### \_ 🗆 🗙 All Control Panel Items (←) → ↑ IP → Control Panel → All Control Panel Items → ✓ C Search Control Panel Q <u>File Edit View Tools H</u>elp Adjust your computer's settings View by: Small icons 🔻 😨 Administrative Tools The Action Center Add features to Windows 8.1 AutoPlay RitLocker Drive Encryption 💶 Colour Management 鹶 Date and Time Credential Manager 🚔 Device Manager 🜉 Display 🔣 Default Programs R Devices and Printers 🍓 Family Safety 🚯 File History 📕 Flash Player (32-bit) Ease of Access Center Folder Options 🗽 Fonts 輚 HomeGroup 🔒 Indexing Options 🍰 Java (32-bit) 🔡 Intel® HD Graphics 🔁 Internet Options Keyboard 🖾 Location Settings 👯 Network and Sharing Center Mouse 😪 Language 🖉 Personalisation Phone and Modem 💻 Notification Area Icons Power Options Programs and Features P Recovery 🔗 Region RemoteApp and Desktop Connections 🛋 Sound Speech Recognition Storage Spaces Sync Center 🕎 System Taskbar and Navigation Troubleshooting & User Accounts Windows Defender Windows Firewall 🐼 Windows Update 📑 Work Folders

Look for the service named 4D. THe status should be "running" or "started" and it should be set to automatic.

🔍 Services							
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Q Services (Local)	🔅 Services (Local)	-					
	Select an item to view its description.	Name 🔺	Description	Status	Startup Type	Log On As	<b></b>
		🔍 4D Server: mSupply		Started	Automatic	Local System	
		Section Experie	Processes	Started	Manual	Local System	
		🧠 Application Identity	Determines		Manual	Local Service	
		🔍 Application Informa	Facilitates	Started	Manual	Local System	
		🧟 Application Layer G	Provides s		Manual	Local Service	
		🔍 Application Manage	Processes i		Manual	Local System	
		🔍 ASP.NET State Ser	Provides s		Manual	Network S	
		🧟 Background Intellig	Transfers f	Started	Manual	Local System	
		🥋 Base Filtering Engine	The Base F	Started	Automatic	Local Service	
		🔍 Certificate Propaga	Copies use	Started	Manual	Local System	
		🎑 Citrix Xen Guest Ag	Monitors a	Started	Automatic	Local System	

If it is not running or started you can click the play button above the list of services while you have 4D highlighted. The status should now read "running" or "Started". If it doesn't please contact mSupply Support for help. support@msupply.org.nz

## mSupply Client software can not see the mSupply Server?

Refer mSupply Client software can not see the mSupply Server?

## Sync not working

If, on a sync satellite client, the number of sync records stays static, or continues to grow over a significant period (hours), then sync between the (Sync Satellite server to the sync Primary server) has stalled.



A probable reason for this is that the Sync Satellite server can not connect to the sync Primary server. You can check this by checking the logs (**Special > View log...**):

Export	Print	Order by	Find	From 10/07/2018 To 10/07/2018 Today	∼ All	~
Date	Time	User	Туре	Event	Source Table	Record Number
10/07/2018	18:34:01		sync_outgoing	Unable to access server in sync_update_remote_record	0	
10/07/2018	18:40:22		sync_incoming	Unable to access server in sync_get_remote_queue_siz	0	
10/07/2018	18:40:43		sync_outgoing	Unable to access server in sync_update_remote_record	0	
10/07/2018	18:47:04		sync_incoming	Unable to access server in sync_get_remote_queue_siz	0	
10/07/2018	18:47:26		sync_outgoing	Unable to access server in sync_update_remote_record	0	
10/07/2018	18:53:47		sync_incoming	Unable to access server in sync_get_remote_queue_siz	0	
10/07/2018	18:54:09		sync_outgoing	Unable to access server in sync_update_remote_record	0	
10/07/2018	19:00:31		sync_incoming	Unable to access server in sync_get_remote_queue_siz	0	
10/07/2018	19:00:52		sync_outgoing	Unable to access server in sync_update_remote_record	0	
10/07/2018	19:07:13		sync_incoming	Unable to access server in sync_get_remote_queue_siz	0	
10/07/2018	19:07:34		sync_outgoing	Unable to access server in sync_update_remote_record	0	
10/07/2018	19:13:55		sync_incoming	Unable to access server in sync_get_remote_queue_siz	0	
10/07/2018	19:14:17		sync_outgoing	Unable to access server in sync_update_remote_record	0	
10/07/2018	19:20:38		sync_incoming	Unable to access server in sync_get_remote_queue_siz	0	
10/07/2018	19:20:59		sync_outgoing	Unable to access server in sync_update_remote_record	0	
10/07/2018	19:27:20		sync_incoming	Unable to access server in sync_get_remote_queue_siz	0	
10/07/2018	19:27:42		sync_outgoing	Unable to access server in sync_update_remote_record	0	
10/07/2018	19:34:04		sync_incoming	Unable to access server in sync_get_remote_queue_siz	0	
10/07/2018	19:34:25		sync_outgoing	Unable to access server in sync_update_remote_record	0	
10/07/2018	19:40:46		sync_incoming	Unable to access server in sync_get_remote_queue_siz	0	
10/07/2018	19:41:08		sync_outgoing	Unable to access server in sync_update_remote_record	0	
10/07/2018	19:47:29		sync_incoming	Unable to access server in sync_get_remote_queue_siz	0	
10/07/2018	19:47:50		sync_outgoing	Unable to access server in sync_update_remote_record	0	
10/07/2018	19:54:11		sync_incoming	Unable to access server in sync_get_remote_queue_siz	0	
10/07/2018	19:54:33		sync_outgoing	Unable to access server in sync_update_remote_record	0	
						>

There are a number of possible reasons for this:

- The Sync Primary server hardware is down. Check that the Sync Primary server hardware is up.
- The Sync Primary service (software) is down. Check that the Sync Primary service (software) on the Sync Primary server hardware is up.
- The IP address of the Sync Primary server hardware is incorrect. The IP address of the Sync Primary server should be a domain name, e.g. orgname.msupply.org. However, this domain name will be mapped to an IP address that *should* be static. If the ip address of the Sync Primary is different to what the domain name server maps it to, then sync will fail. To confirm this:
  - Find the IP address of the Sync Primary server hardware, at the Command Prompt on the Sync Primary server, enter ipconfig.
  - Find the IP address that the domain name server thinks is associated with the domain name, at the Command Prompt on the Sync Satellite server, enter nslookup orgname.msupply.org. Compare the reported ip addresses.
- Access to the Sync Primary server hardware may be blocked by a firewall or proxy server on the Sync Satellite server network. A simple diagnostic test for this is to open a browser and enter the following in to the address field: https://myserver.msupply.org/sync/.
  - If the web page responds with an error message from the Primary Server, then the Primary Server is reachable:

← → C 🔒 Secure | https:// .msupply.org/sync/ {"lines":[{"description":"Invalid sync resource version specified"}],"error":"Invalid sync resource version specified"}

 If the web page responds with a firewall or proxy error message, then the firewall / proxy server needs to be configured to allow access from the Primary secondary server to https://myserver.msupply.org/sync/:

Previous: The Log Next: The Help Menu

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#### Permanent link:

https://docs.msupply.org.nz/admin:server\_troubleshooting?rev=1535339802

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