Queen Mary University of London

Enterprise applications recovery guide

Enterprise System Recovery - Guide

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Introduction

This document outlines the basic steps to recover any of the Scientia applications should they become unresponsive. **Note:** If you follow these steps any changes that have not been written back to the database will be lost once the applications and processes have been ended.

System Recovery Actions

To force any of the Enterprise applications to close, should they become unresponsive follow the steps below:

- 1. From the VM header click on "Send Control Alt Delete
- 2. Select Task Manager
- 3. On the Applications tab close any of the Enterprise applications that are running by selecting them and clicking End.

Figure 1: Forcing the Enterprise applications to close

. 1.	Applicat	ions Processes	Services	Performance Netw	orking Users					
r	Tas	6	*		Status			-	Host Key	,
2	W	ocument1 - Micro	soft Word	(Product Activation	Running			Sem2 -R.W.	WDC1#4	57
112		cientia Portai - W	indows Inte	ernet explorer prov	Running			Sem2 -R	WDC1#1	.57
		S Windows Media Player			Running	Running			WDC1#1	.57
								Sem2 -R	WDC1#1	.57
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									10	
								Master	Timetable	P
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	-				C					

- 4. Once step 3 has been completed move to the "Processes" tab and select and end the following process:
 - a. Splus.exe
 - b. Enterprise.Datasync.SCI1314.exe

Figure 2: Process that need to be ended

plie 4 Processes Services Performance	Networking Users				
Image Name	User Name CPU M		Memory (Description	
conhost.exe	VSA-SCI-01	00	784 K	Console Window Host	
conhost.exe	VSA-SCI-01	00	612 K	Console Window Host	
csrss.exe		00	1,508 K		
dwm.exe	VSA-SCI-01	00	872 K	Desktop Window Manager	
EnterpriseTimetabler.exe	VSA-SCI-01	00	119,488 K	Enterprise Timetabler 3.2.2	
explorer.exe	VSA-SCI-01	00	14,612 K	Windows Explorer	
iexplore.exe	VSA-SCI-01	00	5,864 K	Internet Explorer	
iexplore.exe	VSA-SCI-01	00	18,008 K	Internet Explorer	
mobsync.exe	VSA-SCI-01	00	1,852 K	Microsoft Sync Center	
mspaint.exe	VSA-SCI-01	00	28,104 K	Paint	
rdpclip.exe	VSA-SCI-01	00	1,180 K	RDP Clip Monitor	
Scientia.Enterprise.DataSync.SCI1314.exe	VSA-SCI-01	00	74,608 K	Enterprise DataSync 3.2.2	
setup win.exe	VSA-SCI-01	00	3,004 K	Microsoft Windows Media C	
splus.exe	VSA-SCI-01	00	71,756 K	Syllabus Plus Application	
taskhost.exe	VSA-SCI-01	00	1,696 K	Host Process for Windows	
taskmgr.exe	VSA-SCI-01	00	1,840 K	Windows Task Manager	
TPAutoConnect.exe	VSA-SCI-01	00	2,120 K	ThinPrint AutoConnect com	
UevTrayApp.exe	VSA-SCI-01	00	10,124 K	UevTrayApp	
vmtoolsd.exe	VSA-SCI-01	00	4,292 K	VMware Tools Core Service	
VMwareTray.exe	VSA-SCI-01	00	1,312 K	VMware Tools tray application	
VMwareViewClipboard.exe	VSA-SCI-01	00	1.440 K	VMware View PCoIP Clipboa	
VMWVvphelper.exe	VSA-SCI-01	00	1.280 K	VMware View Persona Man	
winlogon.exe		00	1.380 K		
WINWORD.EXE	VSA-SCI-01	00	19.784 K	Microsoft Word	
wssm.exe	VSA-SCI-01	00	2.076 K	VMware View Framework S.	
			627.9		
Show processes from all users				End Proces	

5. Log out of the Enterprise portal and then log back in and load the relevant application.