

CastNET Troubleshooting: Restarting CastNET/Services

Introduction

There are several services that keep CastNET up and running. If the services are not up and running CastNET will not function correctly. Follow the steps below to restart the CastNET or the CastNET services.

Reboot Server

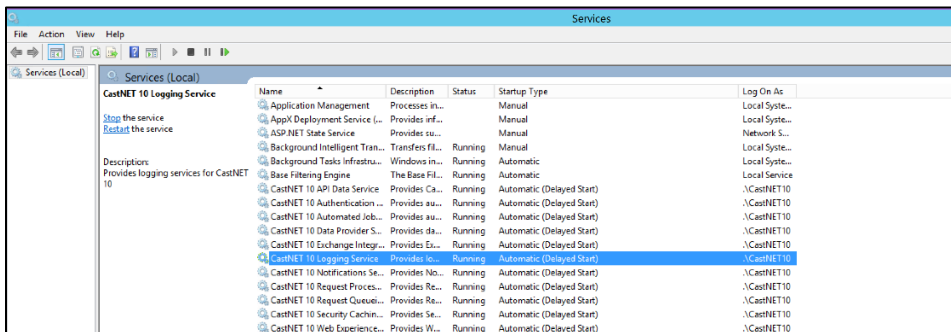
Since the CastNET services are included with the startup process of the server, it is a good idea to fully reboot the CastNET server. The CastNET services are set on a delayed startup, so please be patient while the server reboots. After the Server reboots, try logging back into CastNET.

If rebooting the server is not an option, then go to the CastNET 10 server and reboot the services.

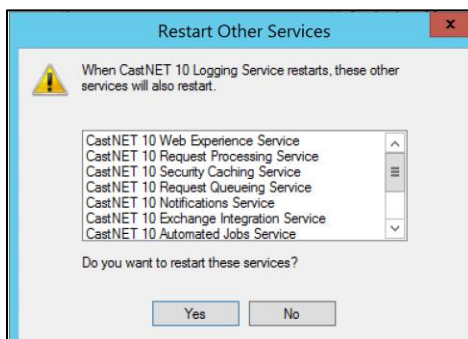
Restart CastNET Services

To restart the CastNET services, follow these steps:

1. Log into the CastNET server.
2. Click on the Windows Start button and type services. You should see Services or View Local services as an option.
3. Select Services.



4. Right-click the “CastNET 10 Logging” service and select yes to restart. All other CastNET services are dependent on this service so they will all restart. Wait until all CastNET 10 services are running.



5. Try logging into CastNET. If CastNET 10 still is not loading then call CastNET support.