Regular ENPS Maintenance

There are some basic steps that should be taken to ensure optimum performance of the ENPS servers and clients.

- Make sure NOM Watcher and the other ENPS processes are running. These include News Object Manager, NOM Maintenance, News Wire Profiler. You may also have Top Story Server and WalkCS running, as well.

- Verify that the time on the server is correct. Time correction software is allowed if desired. Keep in mind that ENPS clients typically take their time from the ENPS server.

- Open the NOM and select **Window → MOS**. Check there are no MOS messages in the outbound queue that are not moving to MOS devices.

- ENPS recommends that you back up crucial files from the servers on at least a weekly basis. The following folders are recommended:

  ```
  \%PRIMARY-MACHINE-NAME%
  \%PRIMARY-MACHINE-NAME%_H
  \%PRIMARY-MACHINE-NAME%_Inactive
  \%BUDDY-MACHINE-NAME%
  \%BUDDY-MACHINE-NAME%_H
  \ENPS
  \NWP
  \NOM
  \COMMON\G_Support
  ```

- Check the Application and System logs for errors or warnings.

- Check the RAID array management software for errors or warnings.

- Check that the disk is defragmented. If you are using Windows 2008 Server you can configure the operating system to defragment volumes daily. To enable this feature right-click on a drive and select the **Tools** tab. Select the volumes and the time of day when they should be defragmented. This should be at the point of the lowest workload on the server. If your site uses Windows 2000 Server or Windows 2003 Server use a defragmenting program like Diskeeper to defragment volumes daily.

- Open **Computer Management** select **Services and Applications → Indexing Service**. If the *Docs to Index* value is greater than 1000 or is not reducing, there may be a problem with indexing. Additionally, if the Index Size looks disproportionate to the Totals Docs, the index is likely corrupt and will need to be rebuilt.

- Check the Buddy process is working correctly by checking that the Buddy Process queue in Maint on the ENPS Primary Server is not filling up.

- Install Windows Updates. Microsoft hotfixes and updates are approved to be installed on ENPS servers during your regular maintenance windows. Service Packs should not be installed until approved by ENPS Support.

- Verify that the drives have sufficient free disk space.

- On the Primary Server check the folder with the server name. Use a text editor such as Notepad to open `DIRSIZE.TXT` and check that the number of files in a folder is not causing a performance problem on the server. This can happen in folders not automatically maintained by NOM Maint such as Personal areas, and MOS folders. Generally, folders should not contain more than several thousand files.