Performing Server Maintenance

These instructions show you how to perform maintenance tasks on the Primary and Buddy Servers in a way that minimizes disruption to users. These tasks may include installing Windows updates or checking the disk for errors. ENPS recommends you do NOT do this during or just prior to a newscast.

1. Close all ENPS process on the Buddy Server and perform necessary maintenance, rebooting the server as necessary. Remember to close the ENPS Watch program before trying to close other ENPS processes.
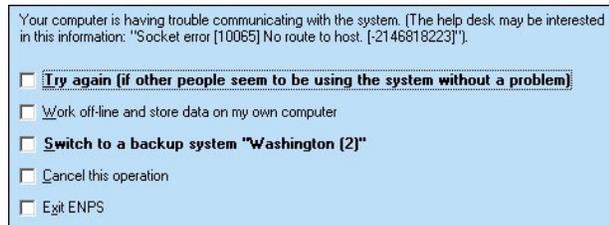After restarting the Buddy Server, confirm ENPS processes on the Buddy Server are running properly including the NOM, NOM Maintenance, NWP, Watch and WalkCS.

2. On the Primary Server open the **Buddy Process** window in NOM Maintenance. Wait until the queue is clear before you proceed to the next step.

3. Notify users that you will be performing server maintenance.

4. On the Primary Server open the NOM and locate the **NOM Configuration/Status** window. Select the option *Block Primary Access*.

The next time a user performs an action that involves communication with the Primary Server, the user will see the following dialog box when the Primary Server goes off-line. They should select the checkbox *Switch to a backup system* with the name of your station's Buddy Server.

Your computer is having trouble communicating with the system. (The help desk may be interested in this information: "Socket error [10065] No route to host. [-2146818223]").

- ☐ <u>T</u>ry again (if other people seem to be using the system without a problem)
- ☐ <u>W</u>ork off-line and store data on my own computer
- ☐ <u>S</u>witch to a backup system "Washington (2)"
- ☐ <u>C</u>ancel this operation
- ☐ E<u>x</u>it ENPS

5. Once users are on the Buddy Server close all ENPS processes on the Primary Server.

6. Move the Watch program shortcut out of the Windows **Startup** menu to another location such as the Windows Desktop. This will prevent the server applications from restarting until you finish maintenance.

7. Perform necessary maintenance on the Primary Server. Reboot the server when you are done.

8. Open a command prompt and enter the path to `NOM.exe` with a `/block` switch. On most servers this command is `f:\nom\nom.exe /block` This starts the NOM in **Block** mode.

9. When the NOM opens run the Watch program to restart the rest of the ENPS processes.

10. Move the shortcut to the Watch program back into the **Startup** menu.

11. On the Buddy Server open the Buddy Process window in NOM Maintenance. When the queue is clear open the **NOM Configuration/Status** window on the Primary Server and remove the check from *Block Primary Access* checkbox.

12. Users will see a dialog box. They should select *Switch back to my normal system*.

Your computer is having trouble communicating with the system. (The help desk may be interested in this information: "Socket error [10065] No route to host. [-2146818223]").

- ☐ <u>T</u>ry again (if other people seem to be using the system without a problem)
- ☐ <u>W</u>ork off-line and store data on my own computer
- ☐ <u>S</u>witch back to my normal system "Washington"
- ☐ <u>C</u>ancel this operation
- ☐ E<u>x</u>it ENPS