

Queen Mary University of London

Enterprise applications recovery guide

Introduction

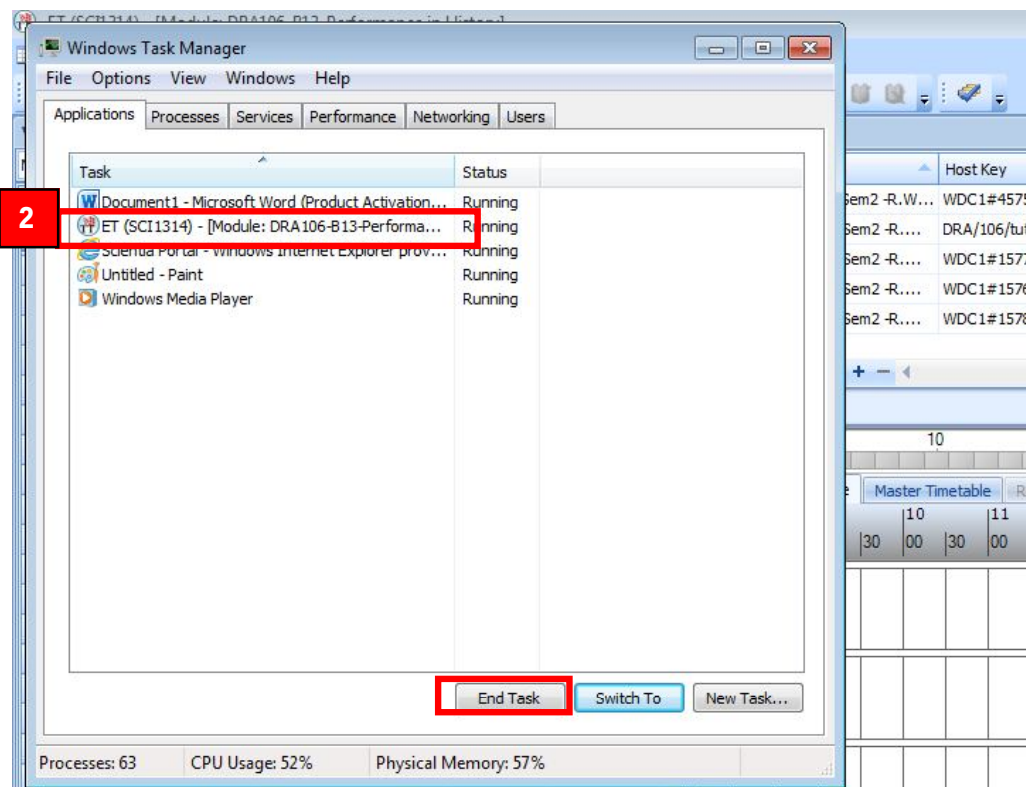
This document outlines the basic steps to recover any of the Scientia applications should they become unresponsive. **Note:** If you follow these steps any changes that have not been written back to the database will be lost once the applications and processes have been ended.

System Recovery Actions

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

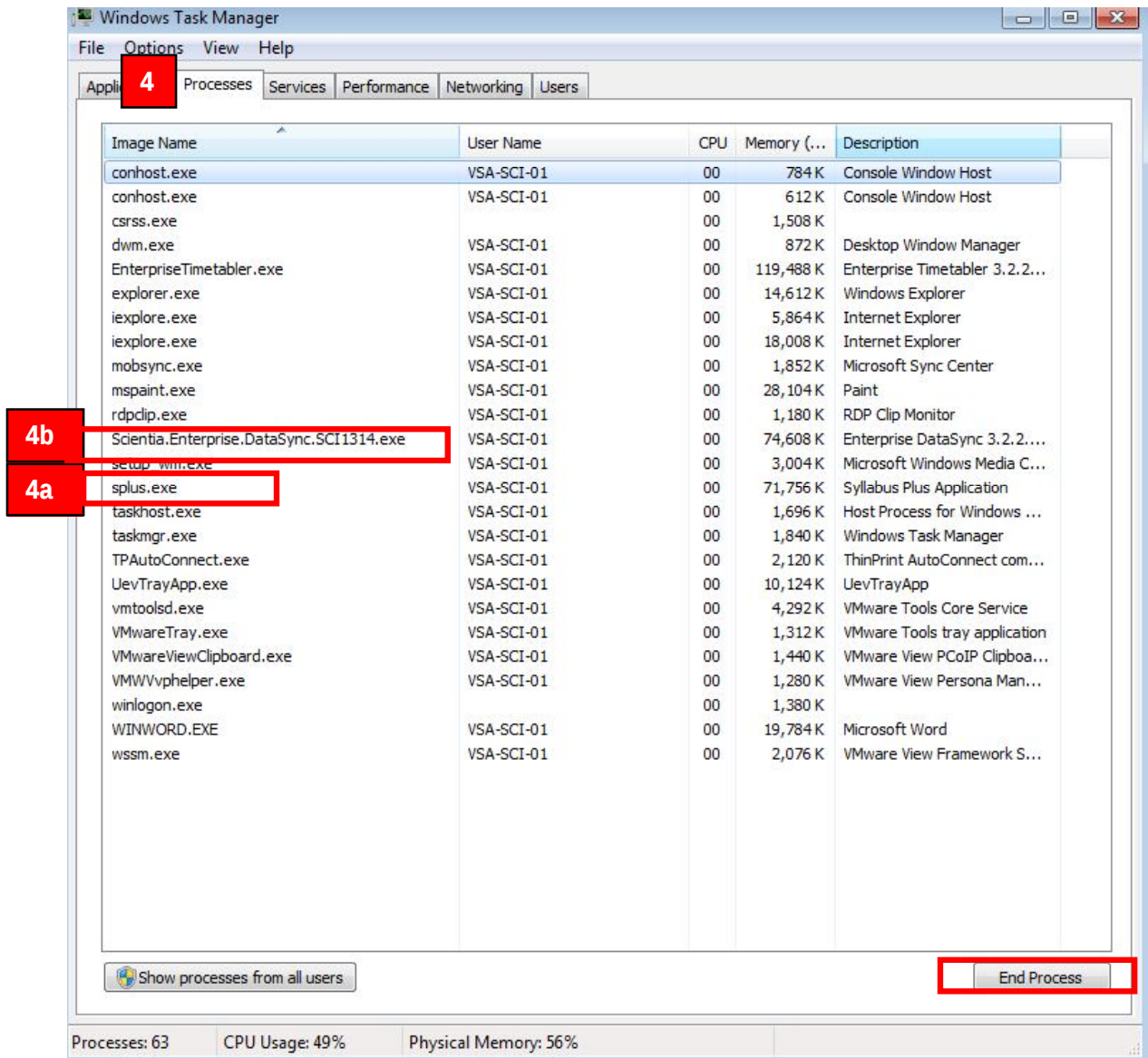
1. From the VM header click on "Send Control Alt Delete"
2. Select Task Manager
3. On the Applications tab close any of the Enterprise applications that are running by selecting them and clicking End.

Figure 1: Forcing the Enterprise applications to close



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



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