



Operations Alert Bulletin

Stopping and Starting the DNCS Processes Correctly

Background

Engineers from Cisco® Services are aware of several instances where system operators of the Digital Broadband Delivery System (DBDS) have attempted to stop or restart a system process through the command line of the Digital Network Control System (DNCS). Our engineers urge system operators to avoid stopping or restarting system processes in this manner. A restart of a system process from the command line may result in multiple instances of a single process to be running at the same time. Furthermore, system operators who stop or restart a process from the command line of the DNCS bypass the safeguards that have been engineered into the DNCS.

Refer to *Recommendation* (on page 2) for the two valid options system operators should use to stop or start a system process.

Considerations About Stopping and Restarting System Processes

Engineers from Cisco Services wish to remind system operators that stopping and restarting a system process is an acceptable workaround to some minor conditions that may affect the DBDS from time to time, provided the processes are stopped and restarted properly. However, system operators should be aware that a regular need to stop and restart a system process may mask a deeper, underlying issue.

If system operators discover that they need to stop and restart a process with regularity, they should save the appropriate log files, open a case with Cisco Services, and then send the log files to our engineers for analysis. System operators should contact Cisco Services for assistance in identifying which log files to save.

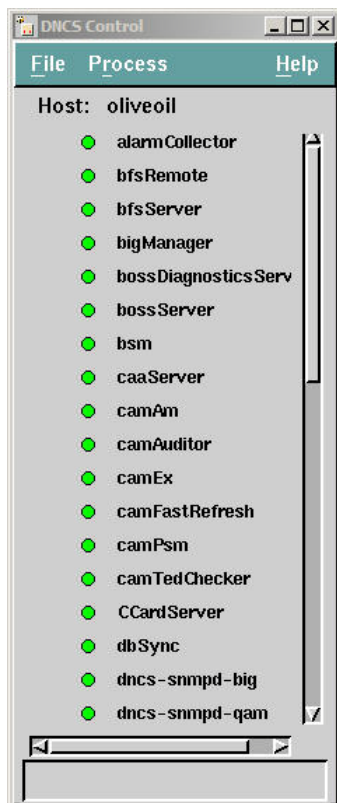
Recommendation

System operators should only use one of the following two methods to stop or start a system process:

Method One: Use DNCS Control GUI to Stop/Start Process

Use the DNCS Control GUI to stop or start a single process at a time.

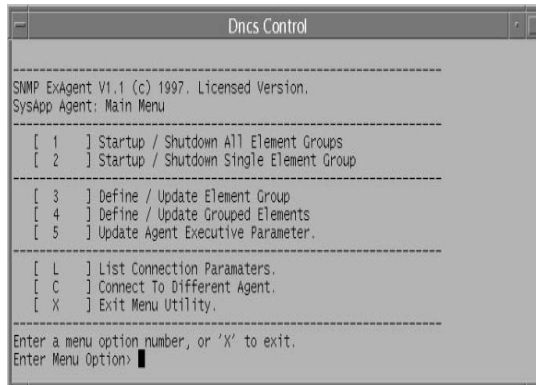
Note: The DNCS Control GUI is not designed to stop or start more than one process at a time.



- 1 Highlight the relevant process.
- 2 Click **Process** and then select **Stop Process** or **Start Process**, whichever pertains.
- 3 Wait for the process indicator to display red (for Stopped) or green (for Running).

Method Two: Use dncsControl Application to Stop/Start Process

The dncsControl application can be used to stop or start a single process or multiple processes.



- 1 Type **dncsControl** from an xterm window and then press **Enter** to access the DnCS Control window.
- 2 Follow onscreen instructions to stop or start a process or processes.
- 3 Wait for the process or processes to display **Stopped** or **Running**, whichever pertains.

About This Bulletin

Audience

This bulletin is intended for system operators of the DBDS, as well as for support engineers who help system operators maintain and troubleshoot their system.

Document Version

This is the second release of this document.

For Information

If You Have Questions

If you have technical questions, call Cisco Services for assistance. Follow the menu options to speak with a service engineer.



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