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# Anleitung zum Resetten des Dispatchers auf Multiserverumgebungen (z.B. PRD oder TST)

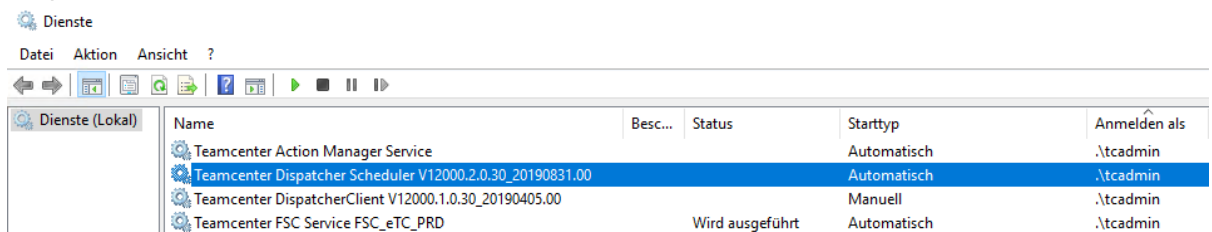
## 1. Dispatche beenden

### 1. eTC-PRD-ENT (Enterprise Server)

- Stop DC Icon auf Desktop klicken (Beendet Dispatcher Clint Dienst/NUR ÜBER DIESES ICON BEENDEN! NICHT IN DIENSTE!!!!)



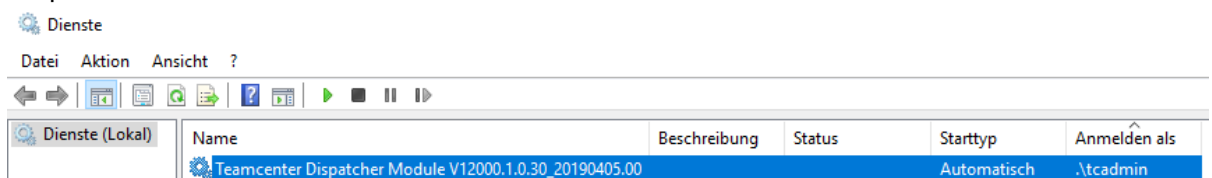
- Dispatcher Scheduler Dienst beenden



- Alle Logs in Ordner löschen  
C:\plm\dispatcher\Logs\Dispatcher\process

### 2. eTC-PRD-DMO (Dispatcher Module Server)

- Dispatcher Module Dienst beenden



- Alle Logs in Ordner löschen  
C:\plm\dispatcher\Logs\Dispatcher\process

### 3. Dienste neu starten, in dieser exakten Reihenfolge:

- 1. eTC-PRD-ENT: Dispatcher Scheduler
- 2. eTC-PRD-DMO: Dispatcher Module
- 3. eTC-PRD-ENT: Dispatcher Client
- 4. Logs kontrollieren (Diese müssen ca. so aussehen):

Module (Auf DMO):

```
Module_85adfa3b_30c5739_eTC-PRD-DMO log
1 2021-07-22 12:07:49,467 INFO - Release Version : V12000.1.0.30_20190405.00
2 2021-07-22 12:07:49,467 INFO - Home Directory : c:\plm\DISPAT~1\Module\bin\...\
3 2021-07-22 12:07:49,467 INFO - Log files Directory : C:\plm\dispatcher\Logs\Dispatcher
4 2021-07-22 12:07:49,467 INFO - Java Version : 1.8.0_191
5 2021-07-22 12:07:49,483 INFO - Start Time : Jul 22, 2021 12:07:49
6 2021-07-22 12:07:49,483 INFO - Module Name : Module_85adfa3b_30c5739_eTC-PRD-DMO
7 2021-07-22 12:07:49,483 INFO - Module Host Name : eTC-PRD-DMO
8 2021-07-22 12:07:49,483 INFO - Module URL : rmi://192.168.0.217:1999
9 2021-07-22 12:07:49,483 INFO - Module Log FileName : Module_85adfa3b_30c5739_eTC-PRD-DMO.log
10 2021-07-22 12:07:49,483 INFO -
11 2021-07-22 12:07:49,498 INFO - Translators Available
12 2021-07-22 12:07:49,498 INFO - -----
13 2021-07-22 12:07:49,498 INFO - Provider: SIEMENS Service: avapdfstamp
14 2021-07-22 12:07:49,498 INFO - Provider: SIEMENS Service: avamsofficetopdfvbsdocm
15 2021-07-22 12:07:49,498 INFO - Provider: SIEMENS Service: avapdfstampsw
16 2021-07-22 12:07:49,498 INFO - Provider: SIEMENS Service: avamsofficetopdfvbs
17 2021-07-22 12:07:49,498 INFO - Provider: SIEMENS Service: avapdfstampeda
18 2021-07-22 12:07:49,498 INFO - Provider: SIEMENS Service: tozipfile
19 2021-07-22 12:07:49,498 INFO - Provider: SIEMENS Service: asyncservice
20 2021-07-22 12:07:49,498 INFO - -----
21 2021-07-22 12:07:49,842 INFO - Connected to Scheduler at rmi://etc-prd-ent:2001
22 2021-07-22 12:07:49,951 INFO - Module is ready for the tasks.
```

Scheduler (Auf PRD):

```
DispatcherClient_192.168.0.215_20999.log x Scheduler.log x
1 2021-07-22 12:06:46,890 INFO - Release Version : V12000.2.0.30_20190831.00
2 2021-07-22 12:06:46,890 INFO - Home Directory : c:\plm\DISPAT~1\SCHEDU~1\bin\...\
3 2021-07-22 12:06:46,890 INFO - Log files Directory : C:\plm\dispatcher\Logs\Dispatcher
4 2021-07-22 12:06:46,890 INFO - Java Version : 1.8.0_191
5 2021-07-22 12:06:46,906 INFO - Start Time : Jul 22, 2021 12:06:46
6 2021-07-22 12:06:46,906 INFO - Scheduler URL rmi://localhost:2001
7 2021-07-22 12:06:47,515 INFO -
8 2021-07-22 12:06:47,515 INFO - Scheduler is ready to accept tasks.
9 2021-07-22 12:07:49,823 INFO -
10 2021-07-22 12:07:49,823 INFO - Following module connected to the scheduler:
11 2021-07-22 12:07:49,823 INFO - -----
12 2021-07-22 12:07:49,823 INFO - HostName : eTC-PRD-DMO
13 2021-07-22 12:07:49,823 INFO - HostAddress: 192.168.0.217
14 2021-07-22 12:07:49,823 INFO - ModuleName : Module_85adfa3b_30c5739_eTC-PRD-DMO
15 2021-07-22 12:07:49,823 INFO - ModuleURL : rmi://192.168.0.217:1999
16 2021-07-22 12:07:49,823 INFO -
```

Client (Auf PRD):

```

1 2021-07-22 12:08:59,267 INFO - Dienst wird gestartet...
2 2021-07-22 12:08:59,345 INFO - In 4tier mode. Url is http://etc-prd-web:7070/tc
3 2021-07-22 12:08:59,360 WARN - TC_USE_KEYMANAGER environment variable is configured to not use KeyManager.
4 2021-07-22 12:09:04,595 INFO - Anmeldung an TC-Server abgeschlossen.
5 2021-07-22 12:09:04,720 INFO -
6 2021-07-22 12:09:04,720 INFO - Connected to Scheduler on Url rmi://localhost:2001
7 2021-07-22 12:09:05,783 INFO - Anforderungsstatus-Verwaltungsaufgabe wird geplant. Intervall in Minuten: 30
8 2021-07-22 12:09:05,798 INFO - Verarbeitung der Datenbankanforderungen wird gestartet.

```

4. (Eventuell) Prüfung ob stehengebliebene Jobs durchgelaufen sind:

Dispatcher Request Administration Console

Filter Requests

Provider: **ALL** Service: **ALL** State: **ALL** User: **ALL**

| State    | Provider | Service     | Task ID             | Creation Date        | User     | Primary Objects | Secondary Obj... | Modified Date        | Priority | Group         | Last Modif... | Owning Site |
|----------|----------|-------------|---------------------|----------------------|----------|-----------------|------------------|----------------------|----------|---------------|---------------|-------------|
| COMPLETE | SIEMENS  | avapdfstamp | Uae611838086f83d... | 21-Jul-2021 17:31:54 | m.wagner | DOB-00000230... | DOB-00000230...  | 22-Jul-2021 12:09:20 | Medium   | Software D... | dcproxy       | local       |
| COMPLETE | SIEMENS  | avapdfstamp | Uae611838086f83e... | 21-Jul-2021 17:32:44 | m.wagner | DOB-00000229... | DOB-00000229...  | 22-Jul-2021 12:09:26 | Medium   | Schematic...  | dcproxy       | local       |