

# How to Unload and and Re-start the Application - for both standard and for load-balanced installations


Approved for external distribution  20 Dec 2016

- If DAWN is NOT available...
  - 1. If DAWN is the only website running under IIS then stop and start IIS
  - 2. Stop and start the DAWN web site
  - 3. Recycle the DAWN Application Pool or Pools
- If DAWN is available...
  - 1. Check if anybody is using the system
  - 2. Stop Services
  - 3. Unload the Application
    - For Load-Balanced Servers...
    - For non-Load-Balanced Servers...
  - 4. Restart the Application (if required)
  - 5. Restart the Services (if you have restarted the application)
- Appendix 1 - Extra processes to be stopped only in the rare event of a project and/or dynamic file replacement


## If DAWN is NOT available...

On the DAWN application web site server open the IIS management console and try each of the following.

 Check whether DAWN is available after each change you make

 For Load balanced / clustered servers repeat on all nodes in the cluster (i.e. where you have more than one web server – not to be confused with load balanced application pools where several instances of DAWN run on the same server and share the same files).

1. If DAWN is the only website running under IIS then stop and start IIS
2. Stop and start the DAWN web site
3. Recycle the DAWN Application Pool or Pools

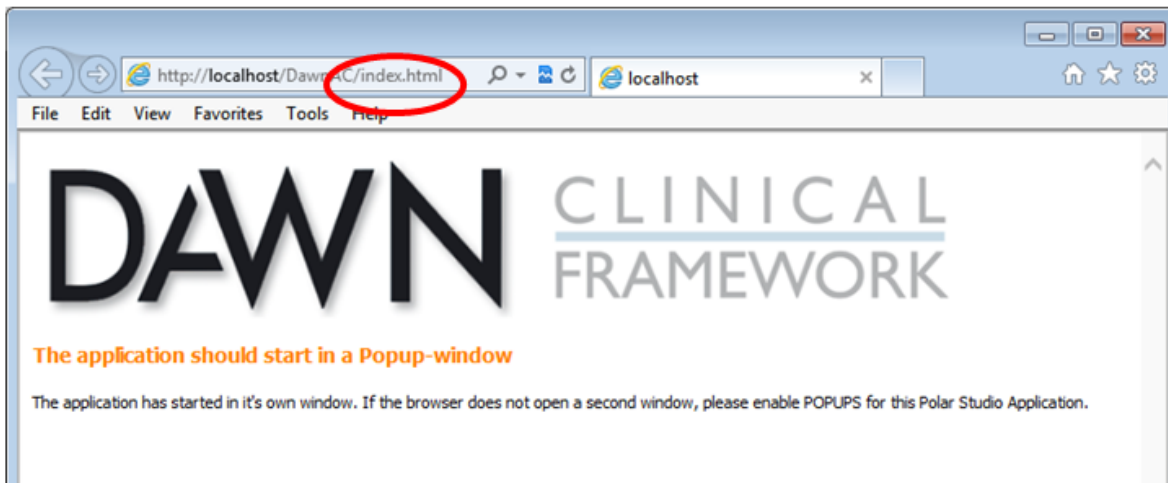
 If your system uses load balanced applications pools, there are 11 application pools. DawnAppPool\_1 to DawnAppPool\_10 and one for the parent application which will have a name like "Dawn", "DawnAC" or "DawnRh". In this case recycle **ALL** 11 of these pools.

## If DAWN is available...

1. Check if anybody is using the system

Before unloading the application, depending on the situation, you may wish to see if anybody is still logged in. To do this:

Double click the DAWN link on the desktop or try to load DAWN in your normal way (if you don't use a DAWN desktop link). Close the login window if presented. You should see a screen similar to:



On the above screen click into the address bar and delete just the section that says "index.html" (if it is present) and replace with:

- If using a load balanced system

**showallusers.html**

This should give you list of all the DAWN application pools and the users currently within them.

- If not using a load balanced system

**showcurrentusers.asp**

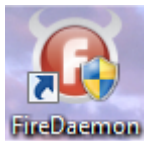
This should give you list of all the logged on users.

## 2. Stop Services

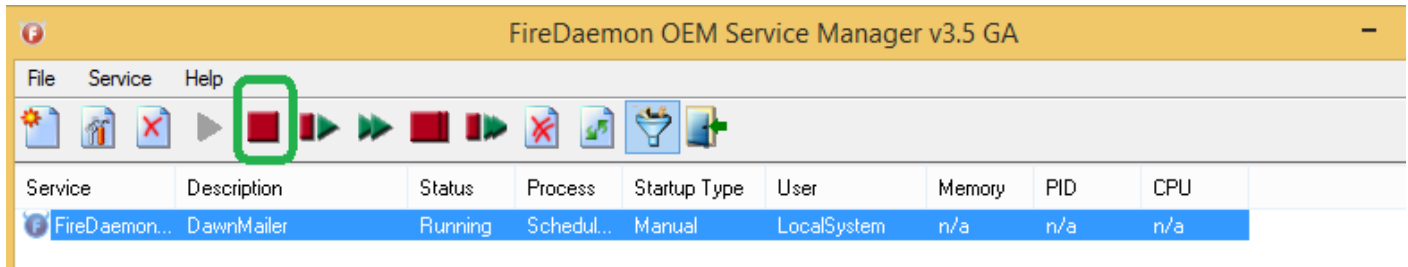
It is *recommended* that the DAWN Mailer service is stopped before unloading the application. (NB if this is not possible, for example, you don't have access to it, you can still perform the unload, it may just take a few more attempts, so keep trying.)

To stop DAWN Mailer:

- Double click the FireDaemon icon on the Desktop of the server



- Stop the DawnMailer service in turn by clicking on it and then clicking on the red square



Additionally, if you are doing the unload for the **specific purpose** of replacing either a damaged project (.bpp) or dynamic (.bpd) file (nothing to do with licence/certificate file replacements), you need to stop extra programs. See [Appendix 1 - Extra Processes To Stop](#) for details of these.

### 3. Unload the Application

Double click the DAWN link on the desktop or try to load DAWN in your normal way (if you don't use a DAWN desktop link). Close the login window if presented. You should see a screen similar to:

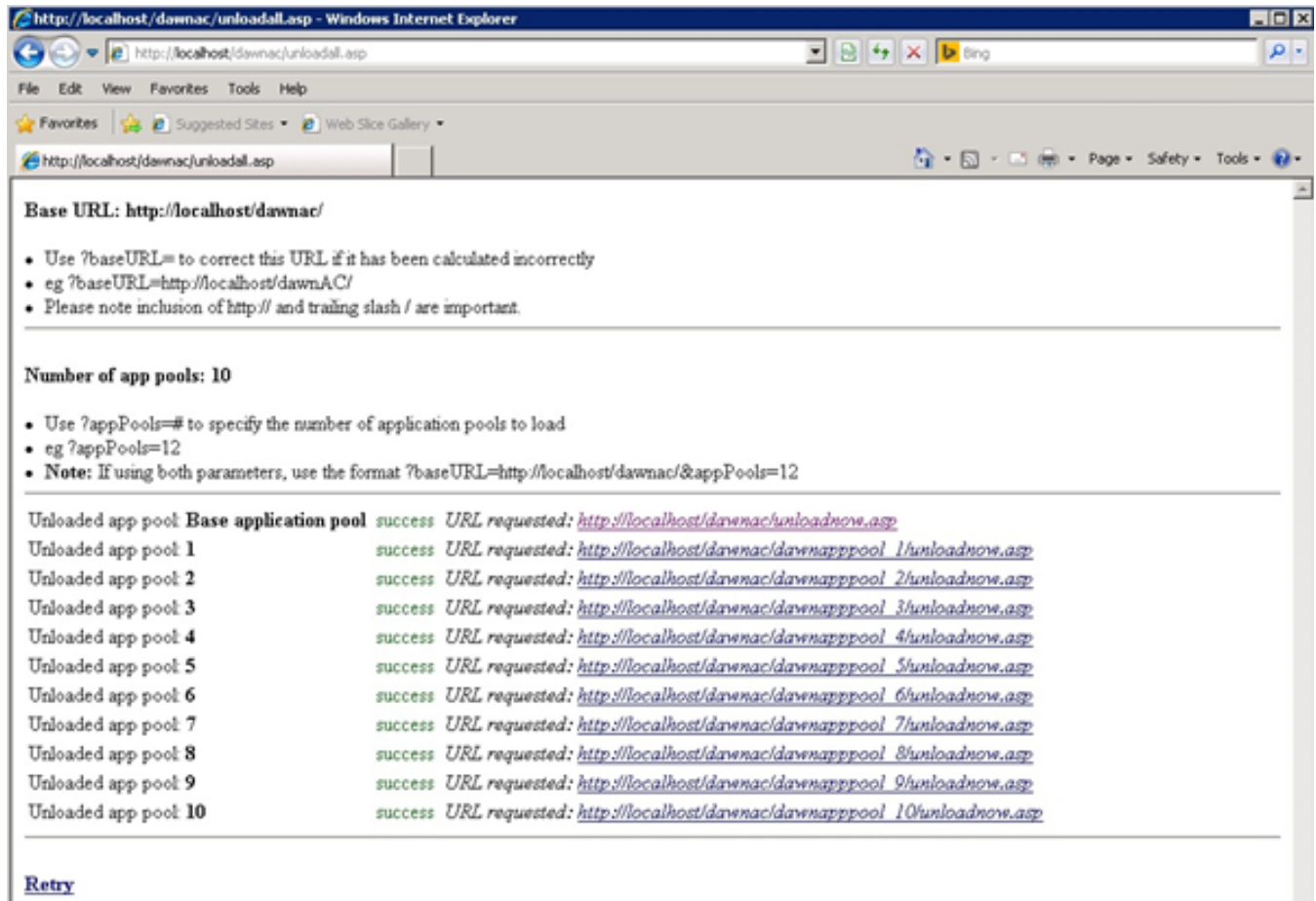


#### For Load-Balanced Servers...

On the above screen click into the address bar and delete just the section that says "index.html" (if it is present) and replace with:

**unloadall.asp**

Press enter in the address bar to load the page, it may not load fully the first time and you may get an error "the website cannot display the page" HTTP 500. If this happens refresh the page a few times and when you see the following screen you know DAWN is unloaded.



You may see some app pools say 'failure' rather than 'success' meaning they have failed to unload. If this happens, keep pressing 'Retry' until they are all marked as 'success'.

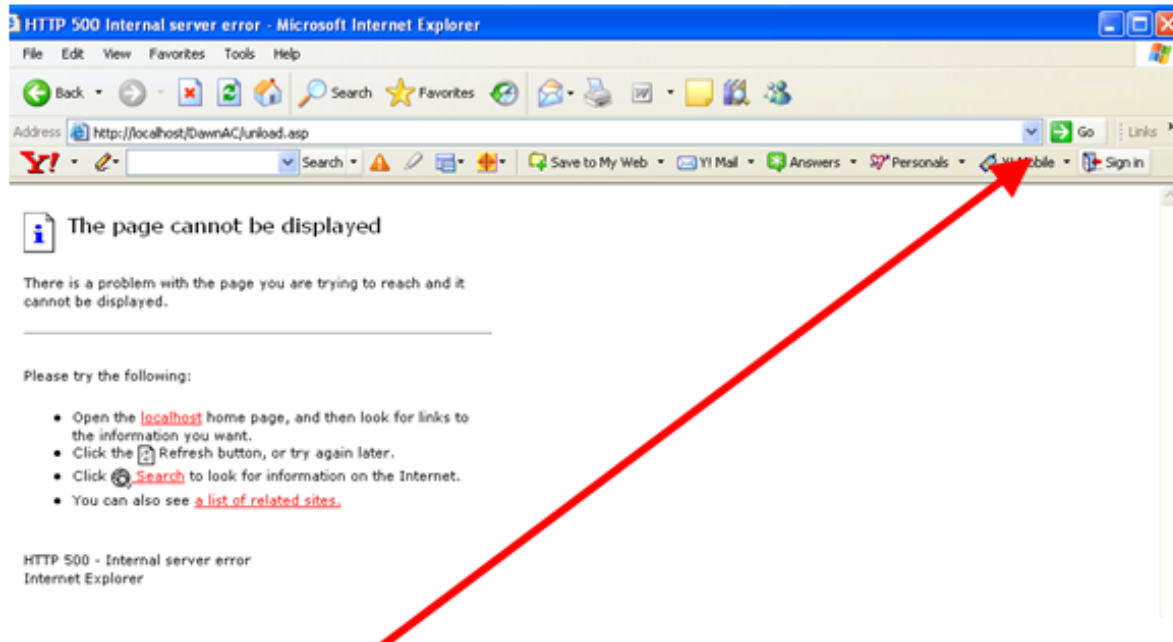
For non-Load-Balanced Servers...

On the above screen (or similar) click into the address bar and delete just the section that says "index.html" (if it is present) and replace with:

**unloadnow.asp**

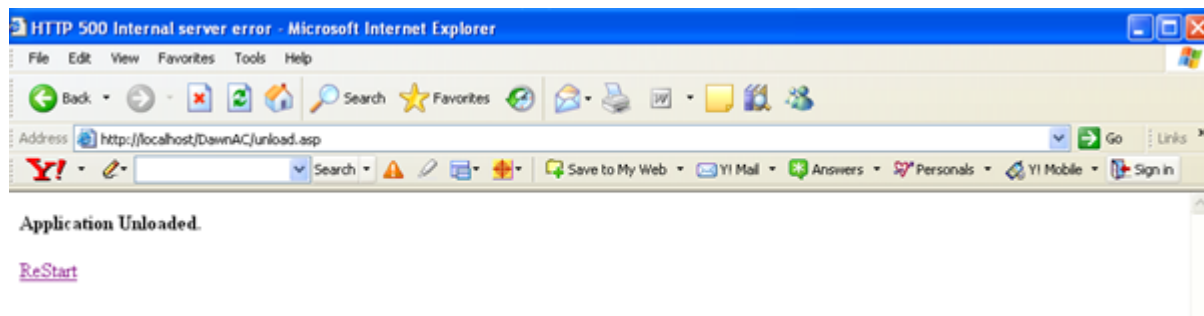
Press enter in the address bar to load the page

You should find that a screen similar to below appears.



If so keep pressing return to refresh the page until you get the screen below.

(If the unload script times out you may get a Page Not Found or Remote Procedure Call failed error on the first one or two attempts).



#### 4. Restart the Application (if required)

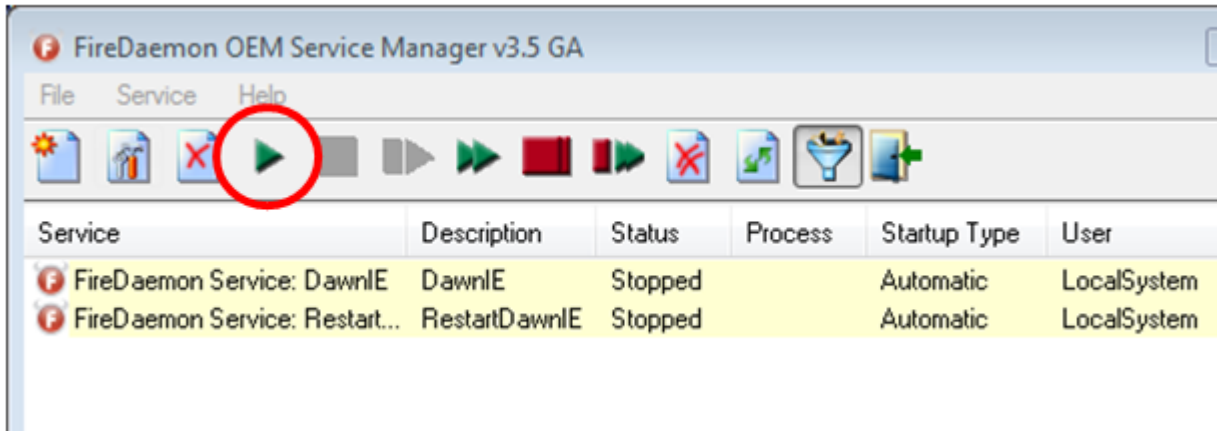
Load up the DAWN link as normal (after closing any other DAWN related windows), this will start DAWN up again.

#### 5. Restart the Services (if you have restarted the application)

Double click the FireDaemon icon on the Desktop of the server

When prompted "A program needs your permission to continue" and it shows FireDaemon, click continue

Start up all services that you stopped (e.g. DawnMailer) by clicking on them then clicking on the green arrow



If you were doing a damaged project file replacement and so had to also stop extra services as described in the appendix below, restart them as well.

#### Appendix 1 - Extra processes to be stopped only in the rare event of a project and/or dynamic file replacement

If you are doing the unload for the **specific purpose** of replacing either of a damaged project (.bpp) or dynamic (.bpd) file, you need to stop other programs in addition to DAWN Mailer (to prevent them holding on to the file you wish to replace).


NB depending on your system set-up, not all all of the following programs may be present.

1. Stop *any* DAWN related services with FireDaemon (this is likely to be DawnIE and associated programs).
2. Stop the following services from the Computer Management Services window:
  - Timed Message Processing
  - Close Visits
  - DawnMessageService

Additionally, if DAWN Mailer was not visible & therefore not stopped within FireDaemon, check whether it is running as an application and, if so, stop it.

3. If you are on version 7.9.43 or later, you must also stop the PolarStudioActionTimer.exe and PolarTimerManager.exe processes, if they are running. To do this:

- Open the Task Manager by right-clicking on the start bar and clicking Task Manager
- Locate the PolarStudioActionTimer.exe and PolarTimerManager.exe processes, as shown
- Right click each of these processes and click “End Task” (Note: These processes must both be stopped within a few seconds, or they will automatically restart each other. If the processes restart, repeat the process again)

 The PolarStudioActionTimer.exe and PolarTimerManager.exe processes will **NOT** need restarting manually later