



Procedure Owner: Unix Admin Dept.	Effective Date: [Eff Date]	Identifier: Document #
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DRAFT

1. PURPOSE

Documenting standard procedure for shutting down and bringing up webservers. Included are basic troubleshooting steps.

2. SCOPE AND APPLICABILITY

These procedures apply to both NetScape 3X Enterprise and iPlanet Enterprise 4X Web Servers.

3. PROCEDURE

The following procedures must be followed for shutting down, starting up, or troubleshooting Web Servers.

3.1 Information

The following additional information is pertinent:

3.1.1 *Related Documents*

- a. Unix Admin Department Naming Standards document.
- b. Shutdown Solaris Server – PRO0581-014
- c. Shutdown AIX Server – PRO0581-015

3.1.2 *Forms*

- a. Change Management Request Form

3.1.3 *Audience*

- a. Unix System Administrators

3.1.4 *Assumptions*

- a. The User is an Unix System Administrator.
- b. The User has knowledge of Iplanet Enterprise Server versions 3X and 4X.

3.1.5 *Approvals*

- a. Yes

Who?

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3.1.6 *Change Management Requirements*

- a. Yes

3.1.7 *Impact*

There is a risk to web services if these procedures are not followed correctly, or if the Change Management forms and approvals are not completed as required.

3.2 **Stopping a Web Server**

There are 2 ways of stopping and starting web servers:

- a. From the command line
- b. From a web browser

3.2.1.1 **Stopping from the command line.**

Step 1:

Change the directory to the **rootdir** of the webserver. (See table for corresponding web servers.)

What table? Where?

Step 2:

Enter the command:

```
./stop
```

Step 3:

When the command prompt returns, check for any **http processes** for that webserver, and **kill them** with the following command:

```
ps-ef | grep httpd-<webserver>
```

3.2.1.2 **Stopping from the browser.**

Step 1:

Open a browser. Preferably NetScape, but IE will do.

Step 2:

In the location bar, enter the name of the server plus the admin port number.

For example:

<http://bell:5050>

Step 3:

Login using the username **nsadmin** and the password.

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Step 4:

The admin server may display several web servers, so choose the one to shutdown.

Step 5:

- a. For Netscape 3X Enterprise server:
 1. Click the **on** button of the webserver to shutdown. A message should come back stating the shutdown was successful.
- b. For Iplanet Enterprise 4X server:
 1. A pull down menu of web servers will be displayed.
 2. Choose the webserver and click manage.
 3. Click the server off button. A message should come back stating the shutdown was successful.

3.2.1.3 Starting from the command line.

Step 1:

Change directory to the **rootdir** of the webserver. (See table for corresponding web servers).

What table? Where?

Step 2:

Enter command:

`./start`

Step 3:

You should get a message back stating the webserver started on port 80. Ports may differ depending on how configured.

For Example:

```
iPlanet-WebServer-Enterprise/4.1SP7 BB1-04/05/2001 18:30
startup: listening to http://156.29.253.30, port 88 as nsuserid
```

3.2.1.4 Starting from the browser.

Step 1:

Open a browser. Preferably NetScape, but IE will do.

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Step 2:

In the location bar, enter the name of the server plus the admin port.

For example:

<http://bell:5050>

Step 3:

Login with the username **nsadmin** and the password.

Step 4:

The admin server may display several web servers, so choose the one to startup.

Step 5:

- a. For Netscape 3X Enterprise server:
 1. Click the on button of the webserver to startup. A message should come back stating the startup was successful.
- b. For Iplanet Enterprise 4X server:
 1. A pull down menu of web servers will be displayed.
 2. Choose the webserver and click **manage**.
 3. Click the server **on** button. A message should come back stating a successful shutdown.

3.2.2 Troubleshooting.

If errors occur during startup or shutdown, kill all web processes manually, and try again. If errors persist, check the logs under the webserver root directory. (See table)

What table? Where?

For example:

From the command line

```
tail -10 /opt/iplanet/server4/https-<web>/errors

[04/Oct/2001:16:43:00] info ( 5450): iPlanet-WebServer-Enterprise/4.1SP7 BB1-04/05/2001 18:30

[04/Oct/2001:16:43:02] info ( 5450): Loading Simple Session Manager by default. Specify MMapSessionManager in servlets.properties to load persistent session manager

[04/Oct/2001:16:43:02] info ( 5450): SimpleSessionManager: Default values for maximum number of sessions is 1000 with a time out value of 1800 seconds
```

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[04/Oct/2001:16:43:02] info (5450): SimpleSessionManager: Maximum number of sessions (1000) with a time out value of (1800) seconds

[04/Oct/2001:17:06:40] warning (5450): for host 156.29.253.137 trying to POST /search, es_search reports: Could not get the collection's index path for searching the collection: city-index

[10/Dec/2001:11:40:55] info (23391): successful server startup

[10/Dec/2001:11:40:55] info (23391): iPlanet-WebServer-Enterprise/4.1SP7 BB1-04/05/2001 18:30

[10/Dec/2001:11:40:59] info (23391): Loading Simple Session Manager by default. Specify MMapSessionManager in servlets.properties to load persistent session manager

[10/Dec/2001:11:40:59] info (23391): SimpleSessionManager: Default values for maximum number of sessions is 1000 with a time out value of 1800 seconds

[10/Dec/2001:11:40:59] info (23391): SimpleSessionManager: Maximum number of sessions (1000) with a time out value of (1800) seconds

4. NOTES

4.1 Revision History

Date	Revision	CR No.	Description	Author
12/13/2001	1 st Draft		Initial Draft	Emy Patacsil

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4.2 Diagram

