

ENGLISH VERSION

Resetting the system

1) Where do you find the installation?

You will find the location in the textfile ih2000.ini in the windows directory. There you can read the installation path following the d_main= entry.

2) All users have to be logged out.

If this is not possible in the normal surface, so it must be done in the command shell directly at the server.

In the directory ...\\ih3000\system take the following order (!! all character in lower case)

clx -k

(charly lima x-ray blank minus kilo)

If the prompt does not return after a longer time, however continue with the next step (3).

3) Please stop the interhost service. It should be stopped, please do not remove it!

4) Please check by the task manager, if some of the following processes are still running:

- clx
- convert
- duplicat
- globedit
- ihidx40
- ihsvc
- ihsvr40
- interhst
- wget

If there are such processes please stop them with the help of the windows task manager.

5) Please clean the temporary directory of the interhost (...\\ih3000\tmp), by deleting all files in this directory. The directory itself must be preserved.

6) Are there some user-directories, which only consist of digits (e.g. ...\\ih3000\user\12345)?

Please remove such directories under ih3000/user. Be careful. Do not remove user directory with name starting by a non – digit!

7) Please check in the IOPS (...\\ih3000\files\iops) the file workload.ini.

The variable cntgrabber must have the value 0, so

cntgrabber=0

If this is not the case, please set cntgrabber=0. Afterwards do not forget to store the file.

8) Please start the interhost service again.

9) Now please log on the system as ihadmin. Then please check the following status pages:

- server
- user
- database

10) Are these pages okay or do you still encounter another locking?

If this is the case – and only then – please use on the server status page the option "emergency init"
This option should not be used for more than one time. After using it please be patient. It will take about two minutes.

11) Use the „Show Cache (8)“ Option

By selecting "Check all" and deleting the cache by "Delete selected item(s)", you will complete the initialization of the system.

12) The system reset is completed.