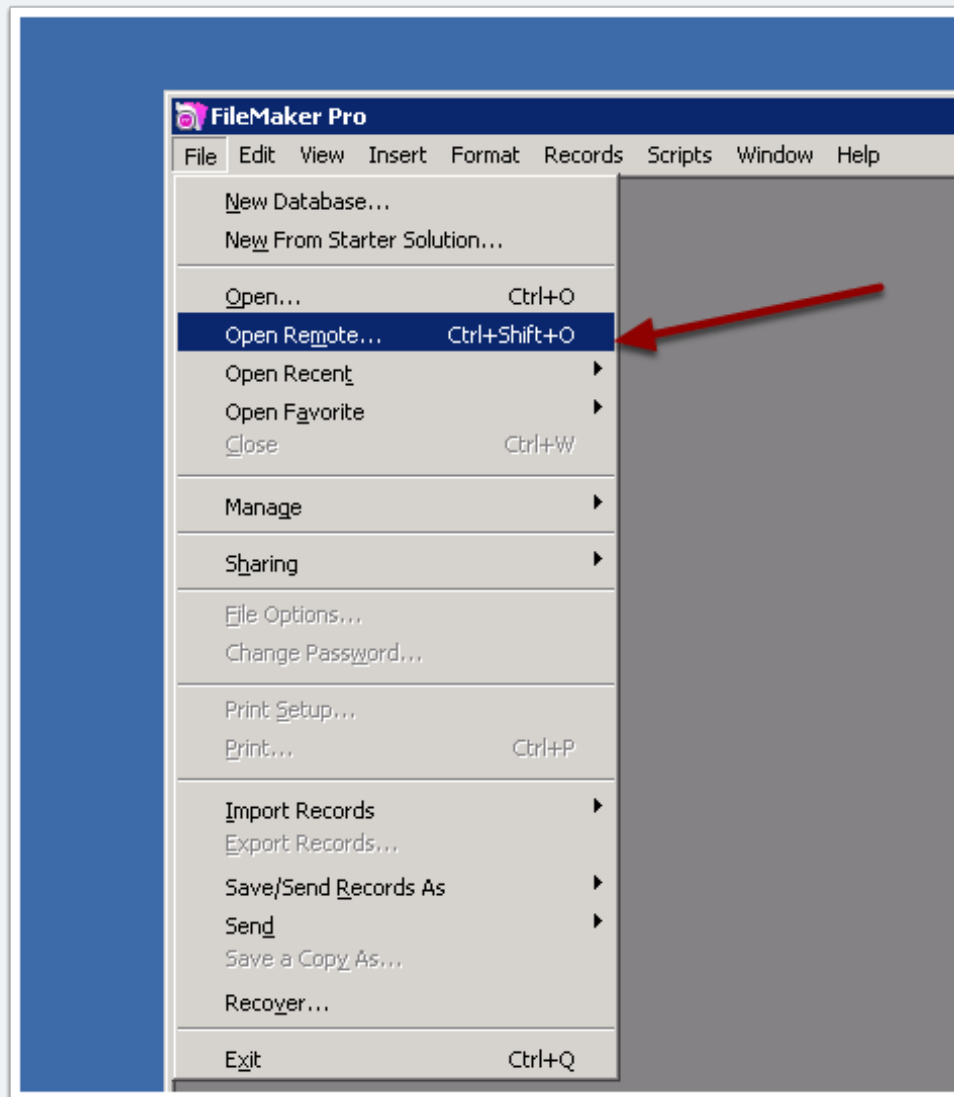


FileMaker Sever-Functioning and Restarting

Is FileMaker Server running?

If people cannot log in to MFP, first check and see if server is on the network.

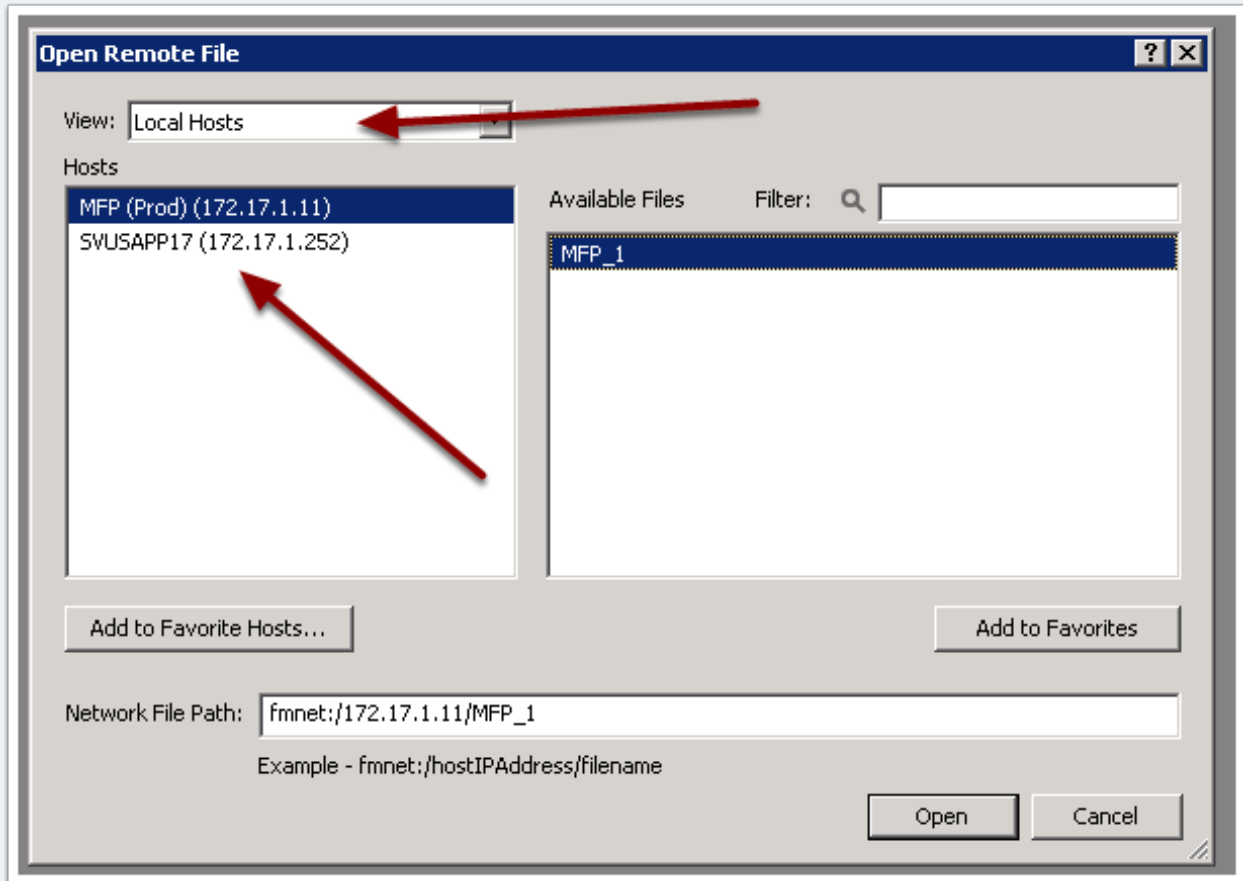
Launch FileMaker on a client, Select Open Remote



FileMaker Server-Functioning and Restarting

FM Servers Listed

In Local Hosts, all FMS servers listed. Note, one is missing. If not listed, server needs a restart

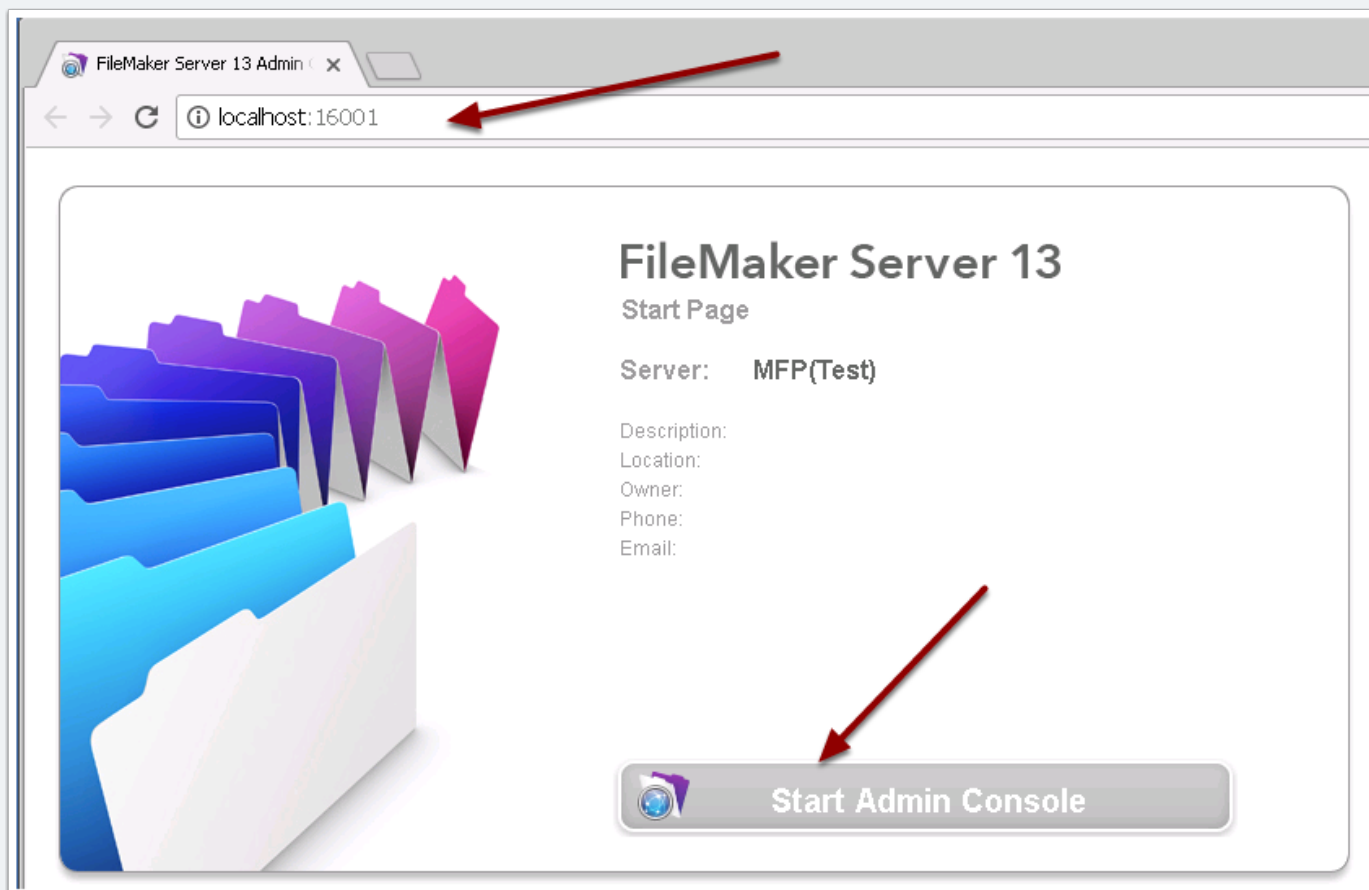


FMS Console

Next, Go to the Server and check the app.

FileMaker Server-Functioning and Restarting

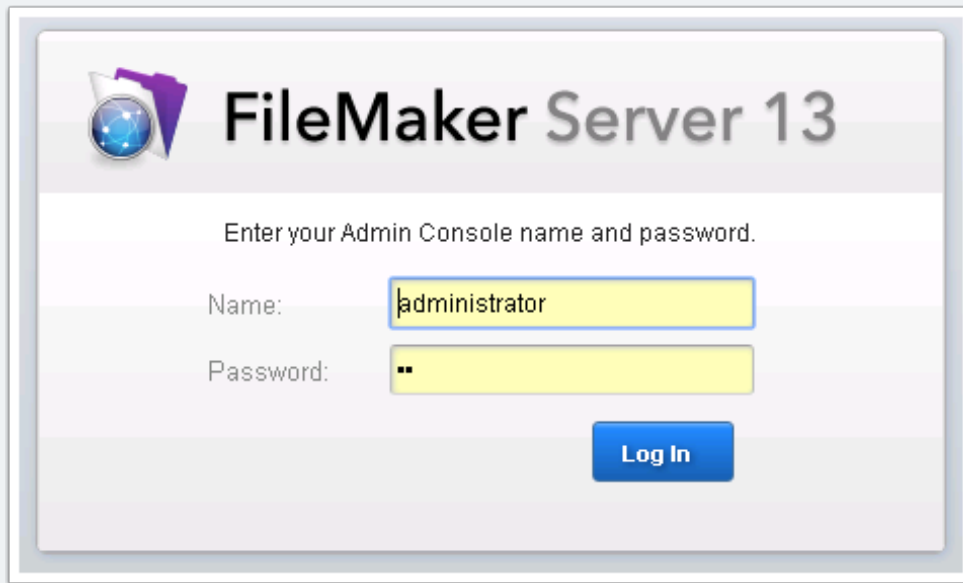
Enter localhost:16001 in Chrome browser on Server. If you see this page, server is running. If not, restart



FileMaker Server-Functioning and Restarting

FMS Console

Log in

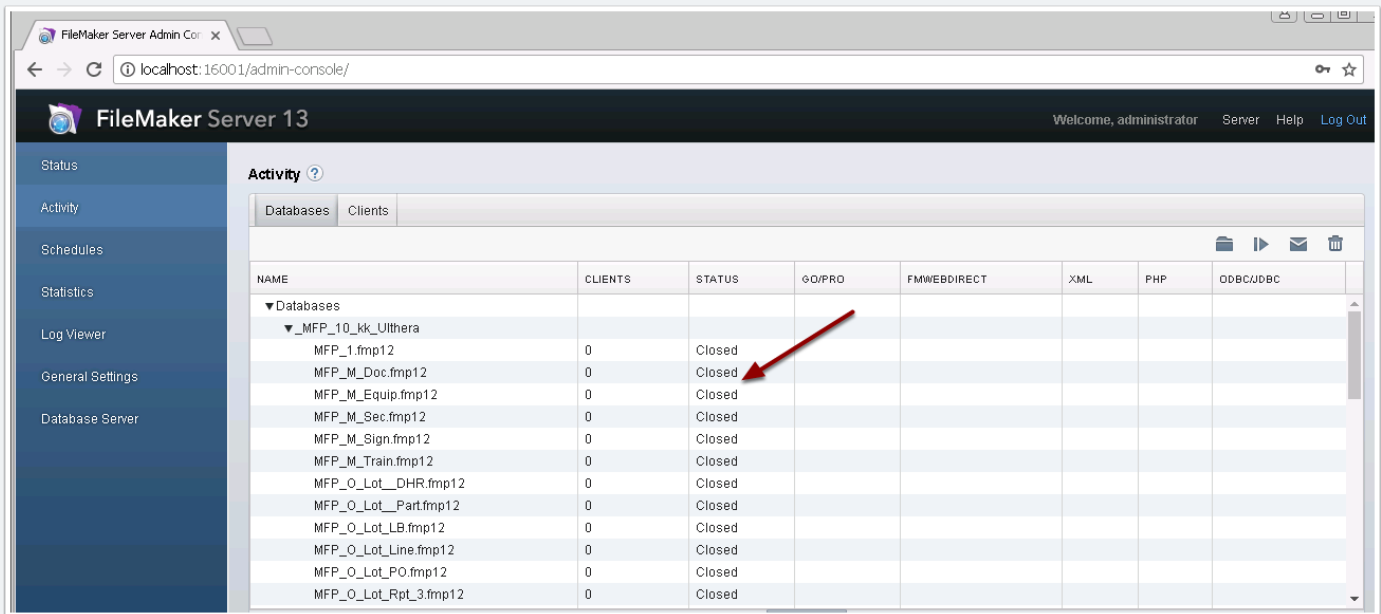


The image shows the FileMaker Server 13 Admin Console login interface. It features the FileMaker logo (a purple folder icon with a blue sphere) and the text "FileMaker Server 13". Below this, there is a prompt: "Enter your Admin Console name and password." There are two input fields: "Name:" with the text "administrator" and "Password:" with two asterisks. A blue "Log In" button is positioned below the password field.

FileMaker Server-Functioning and Restarting

FMS Console

Click Activities. If status closed, try to open or restart.



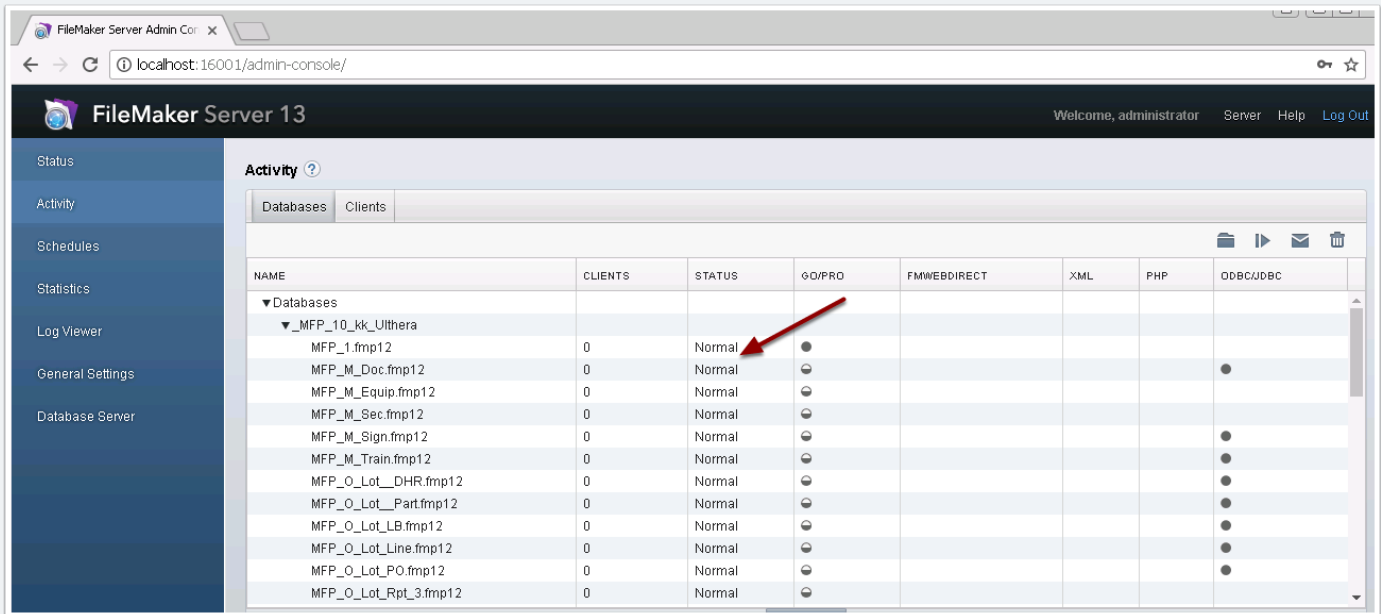
The screenshot shows the FileMaker Server 13 Admin Console interface. The browser address bar indicates the URL is localhost:16001/admin-console/. The page title is "FileMaker Server 13" and the user is logged in as "administrator". The left sidebar contains navigation options: Status, Activity, Schedules, Statistics, Log Viewer, General Settings, and Database Server. The main content area is titled "Activity" and has tabs for "Databases" and "Clients". A table displays the activity status for various databases. A red arrow points to the "STATUS" column of the first row, which is "Closed".

NAME	CLIENTS	STATUS	GO/PRO	FMWEBDIRECT	XML	PHP	ODBC/JDBC
▼ Databases							
▼ _MFP_10_kk_Ulthera							
MFP_1.fmp12	0	Closed					
MFP_M_Doc.fmp12	0	Closed					
MFP_M_Equip.fmp12	0	Closed					
MFP_M_Sec.fmp12	0	Closed					
MFP_M_Sign.fmp12	0	Closed					
MFP_M_Train.fmp12	0	Closed					
MFP_O_Lot_DHR.fmp12	0	Closed					
MFP_O_Lot_Part.fmp12	0	Closed					
MFP_O_Lot_LB.fmp12	0	Closed					
MFP_O_Lot_Line.fmp12	0	Closed					
MFP_O_Lot_PO.fmp12	0	Closed					
MFP_O_Lot_Rpt_3.fmp12	0	Closed					

FileMaker Server-Functioning and Restarting

FMS Console

Click Activities. Status should be Normal.



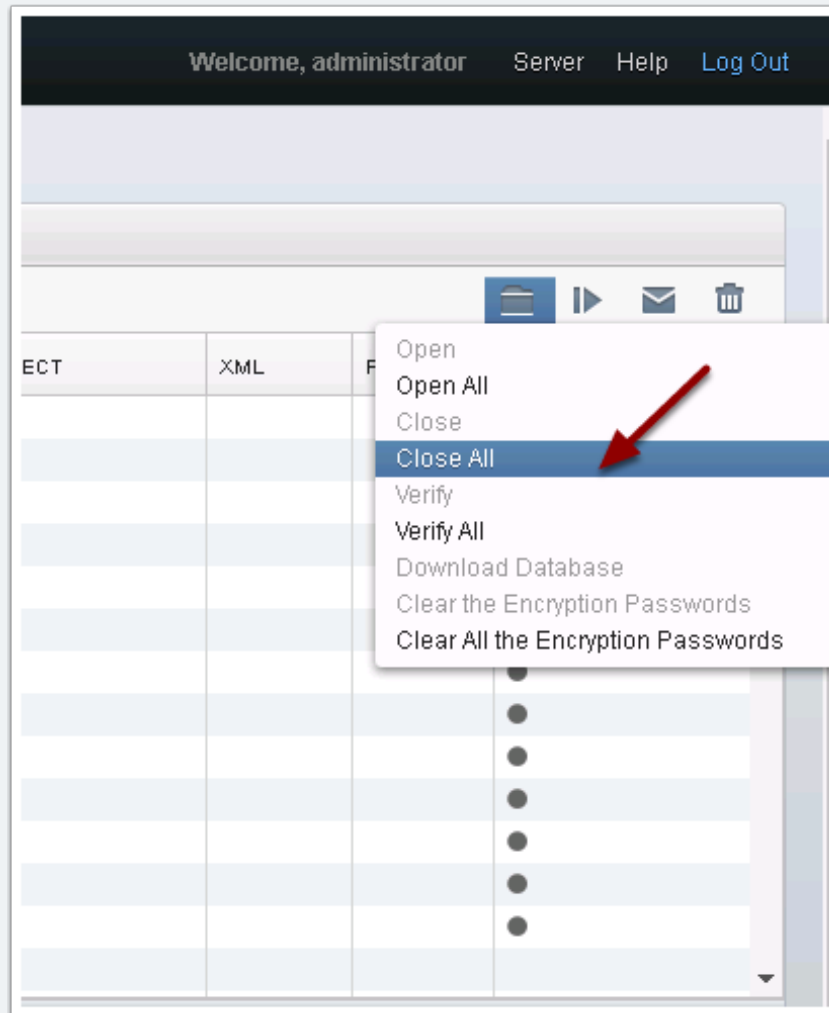
The screenshot shows the FileMaker Server 13 Admin Console interface. The 'Activity' tab is selected, displaying a table of database activities. A red arrow points to the 'Normal' status of the 'MFP_1.fmp12' database.

NAME	CLIENTS	STATUS	GO/PRO	FMWEBDIRECT	XML	PHP	ODBC/DBC
▼ Databases							
▼ MFP_10_kk_Ulthera							
MFP_1.fmp12	0	Normal	●				
MFP_M_Doc.fmp12	0	Normal	●				●
MFP_M_Equip.fmp12	0	Normal	●				
MFP_M_Sec.fmp12	0	Normal	●				
MFP_M_Sign.fmp12	0	Normal	●				●
MFP_M_Train.fmp12	0	Normal	●				
MFP_O_Lot_DHR.fmp12	0	Normal	●				●
MFP_O_Lot_Part.fmp12	0	Normal	●				●
MFP_O_Lot_LB.fmp12	0	Normal	●				●
MFP_O_Lot_Line.fmp12	0	Normal	●				●
MFP_O_Lot_PO.fmp12	0	Normal	●				●
MFP_O_Lot_Rpt_3.fmp12	0	Normal	●				

FileMaker Server-Functioning and Restarting

FMS Console

To close, use menu, then restart. Close will safely disconnect users

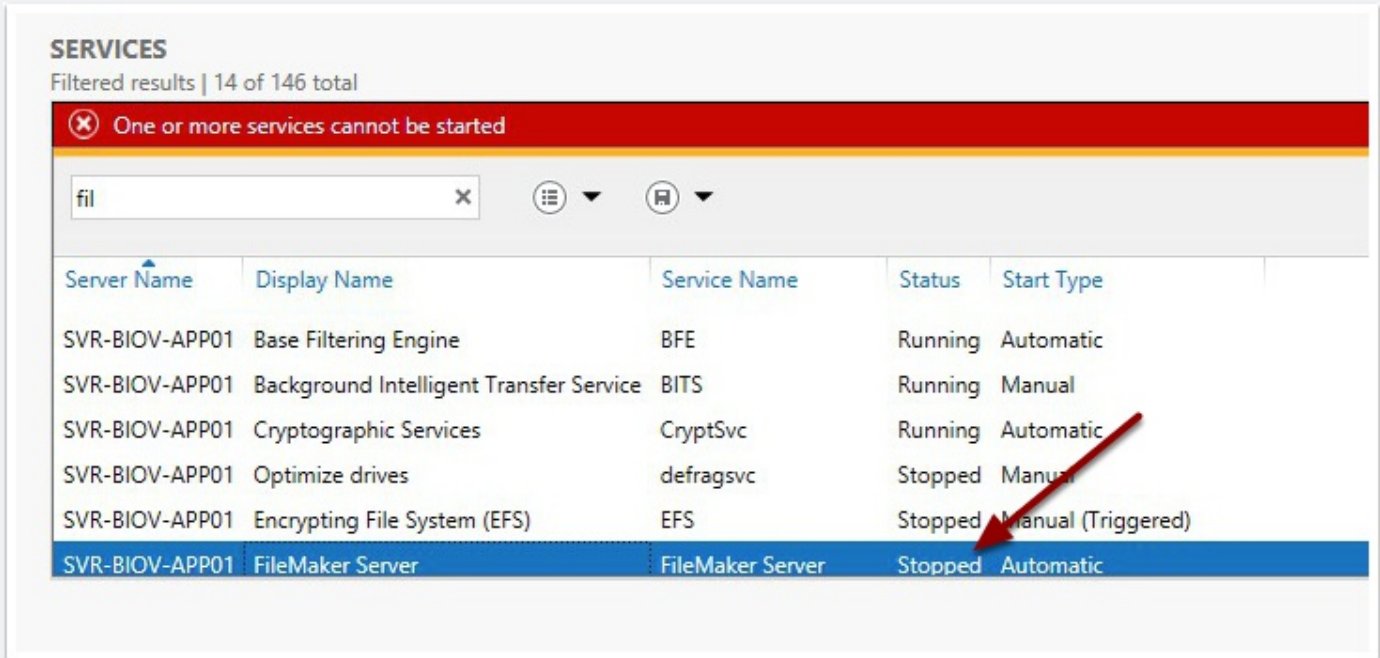


OS Services

Next, check the OS

FileMaker Server-Functioning and Restarting

FileMaker Server is a Service. Check to see if running. Stop & Start. If cannot stop or start, restart



The screenshot shows the Windows Services console with a search filter of 'fil'. A red error banner at the top states 'One or more services cannot be started'. The 'FileMaker Server' service is highlighted in blue and is currently 'Stopped' with an 'Automatic' start type. A red arrow points to the 'Stopped' status.

Server Name	Display Name	Service Name	Status	Start Type
SVR-BIOV-APP01	Base Filtering Engine	BFE	Running	Automatic
SVR-BIOV-APP01	Background Intelligent Transfer Service	BITS	Running	Manual
SVR-BIOV-APP01	Cryptographic Services	CryptSvc	Running	Automatic
SVR-BIOV-APP01	Optimize drives	defragsvc	Stopped	Manual
SVR-BIOV-APP01	Encrypting File System (EFS)	EFS	Stopped	Manual (Triggered)
SVR-BIOV-APP01	FileMaker Server	FileMaker Server	Stopped	Automatic

FileMaker Server-Functioning and Restarting

OS Event Log

Check the event log to see what is going on. Errors are not good. Fix the problems

Server Manager (SVUSAPP06)

System Number of events: 64,593

Filtered: Log: System; Level: Error; Source: . Number of events: 57

Level	Date and Time	Source	Event ID	Task C...
Error	3/28/2018 1:46:29 AM	Service...	7034	None
Error	3/28/2018 1:46:25 AM	Service...	7031	None
Error	3/9/2018 5:02:01 PM	TermDD	56	None
Error	7/15/2017 6:27:48 PM	Distribu...	10010	None
Error	7/15/2017 6:27:17 PM	TermDD	56	None
Error	7/5/2017 11:22:47 AM	SNMP	1500	None
Error	6/9/2017 3:48:31 PM	GroupP...	1096	None
Error	6/7/2017 11:37:58 AM	GroupP...	1096	None
Error	6/7/2017 9:59:52 AM	GroupP...	1096	None
Error	6/7/2017 8:17:47 AM	GroupP...	1096	None
Error	6/7/2017 6:36:41 AM	GroupP...	1096	None
Error	6/7/2017 4:54:37 AM	GroupP...	1096	None
Error	6/7/2017 3:11:31 AM	GroupP...	1096	None
Error	6/7/2017 1:37:25 AM	GroupP...	1096	None
Error	6/7/2017 12:01:20 AM	GroupP...	1096	None
Error	6/6/2017 10:18:15 PM	GroupP...	1096	None
Error	6/6/2017 8:25:10 PM	GroupP...	1096	None
Error	6/6/2017 6:45:05 PM	GroupP...	1096	None

Event 7034, Service Control Manager

General Details

The Double-Take service terminated unexpectedly. It has done this 1 time(s).

Log Name: System
Source: Service Control Manager Logged: 3/28/2018 1:46:29 AM
Event ID: 7034 Task Category: None
Level: Error Keywords: Classic

FileMaker Server-Functioning and Restarting

OS Restart

Restart the VM by clicking...

FileMaker Server will restart automatically. Wait 5 min and check to see if it running.

