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VIDEO

Technical Note: Remote restart

To perform a comprehensive restart on a Teleprecision unit:

1. Connect to the unit using the Remote Administration Tool application
2. Click 'Remote Controller' found at the top of the left-hand pane
3. Click the 'Services' tab on the right-hand pane
4. Highlight 'Teleprecision Watchdog' then click the 'Pause' button
5. Highlight 'Teleprecision Sentinel' then click the 'Stop' button
6. Highlight 'Teleprecision Playback' then click the 'Stop' button

If an 'Operation failed' dialog appears in steps 4-6, click 'OK' to dismiss it, then click 'Refresh' to update the status. It is likely that the operation has taken slightly longer than expected and may well have now completed.

If step 5 does not report 'stopped' after 30 seconds, to force the module to stop, move to the 'Processes' tab, highlight 'SentinelSvc.exe', click the 'Kill' button and confirm. Similarly, kill 'TPPlaybackService.exe' if step 6 should stall.

7. Highlight 'Teleprecision Sentinel' on the 'Services' tab then click the Start button
8. Highlight 'Teleprecision Watchdog' then click the 'Continue' button. The playback module will start automatically in around 30 seconds
9. Close the Remote Administration Tool and verify correct operation using the ArcLite application

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