reckend

Rest Communicator - How to Restart the Services

Problem

You may be having trouble with Rest Communicator or one of the associated web based services i.e. Rest mobile, owner portals, KPI reporting etc.

The most common cause of Rest Communicator not working is when one of the services stops working.

This document will cover the following:

- · How to restart the services through Rest Communicator
- How to manually restart the services

How to restart the services through Rest Communicator

To restart the Rest Communicator Services you must be on the computer that is running the services. In most cases this will be the 'server' computer in your office. NOTE: You do not have to get other users to log out of Rest Professional.

- 1. Go to the server computer and open the Rest Professional program. Login using the highest security level (Statistics/Company Details/Passwords & above).
- Go to Other > Utilities > Rest Communicator Configurator. This will load the Rest Communicator Configurator program.
- If there has been an update to this program since it was last run on this computer you may be prompted to 'remove' the program. Click on 'Yes' to remove it which will then remove the old version and then download and install the latest version.

Configurator Maintenance 🛛 🔀						
Configurat Choose	the type of maintenance you need.					
2	C Restore the application to its previous state.					
	Remove the application from this computer. OK Cancel More Information					

4. When the Rest Communicator Configurator screen appears you will see the 'Finding AMH Endpoint' with a 'busy' graphic animation on the bottom right of the window indicating that it is trying to detect the status of the Rest Communicator services at the bottom right hand corner. Wait until it changes from 'Finding' to 'Ready' then left click on the 'Installation' button on the left.

🚺 REST Communicator Config	
REST	Communicator Configuration
Home Services KPI Reports	REST Communicator Installation
Portals Branding	Communicator Services Agency Message Handler (AMH)
Logins REST Mobile	Not Found Local Message Handlers Activation Status
Web Advertising Inspection Manager	Database Descriptor Serial Number Portal Key Type Active Computer Name 00000000 0000000 <i>No literns</i>
	Save Changes
System Installation Exit	Install Components Install Components Install Components are already installed on this machine Install
ROCK-WS39	Portal Key: 000000 Finding AMH Endpoint 😜

In the image above, the 'Agency Message Handler (AMH) Not Found' indicates that the RockendAMH service is not running. As the 'Local Message Handlers' section is also not populated this indicates that the RockendRPMH service is not running. NOTE: It would be rare for both services not to be running.

- 5. Click on the 'Re-Start' button to restart the services.
- 6. The status on the bottom right corner of the window will change from 'Ready' to 'Finding AMH Endpoint' with the busy graphic.

Once restarted you should see both the services as per the screen shot below:

🚺 REST Communicator Confi	guration
REST	Communicator Configuration
Home Services KPI Reports Portals Branding Customisation Logins	REST Communicator Installation ? REST Database
REST Mobile Vieb Advertising Inspection Manager	Activation Status Database Descriptor Serial Number Portal Key Type Active Computer Name Rockend Real Estate 00000000 000000 REST ROCK-WS39 Save Changes
System Installation Exit ROCK-WS39	Install Components Install Components are already installed on this machine Install Portal Key: 00000 (v11.0.0.4) Ready

- 7. Now wait 4-5 minutes to allow the services to complete their post start-up processes.
- 8. Then test to see if your Rest Portal/Rest Mobile is working correctly.

How to manually restart the services

If you are unable to restart the services through Rest Communicator, you can manually restart the services. NOTE: This must also be done on the server computer.

- 1. Go to Control Panel > Administrative Tools > Services
- 2. Locate the Rockend AMH, RPMH and SMH services
- 3. Right click on each and select STOP.
- 4. Once all are stopped, Right click each and select START. NOTE: Alternatively, you can highlight the necessary service and then click on stop/start the service on the left land side of the screen as shown below:

Rockend AMH	Name 🔶	Description	Status	Startup Type	Log On As
	Portable Device En	Enforces g		Manual	Local System
Stop the service	Power	Manages p	Started	Automatic	Local System
<u>Restart</u> the service	Rrint Spooler	Loads files	Started	Automatic	Local System
	Problem Reports an	. This servic		Manual	Local System
	Revealed Storage	Provides pr		Manual	Local System
	Remote Access Aut	. Creates a		Manual	Local System
	Remote Access Co	Manages di		Manual	Local System
	Remote Desktop C	Remote De	Started	Manual	Local System
1	Remote Desktop Se	. Allows user	Started	Manual	Network S
1	Remote Desktop Se	. Allows the	Started	Manual	Local System
1	Remote Procedure	The RPCSS	Started	Automatic	Network S
1	Remote Procedure	In Window		Manual	Network S
1	Remote Registry Enal	Enables re	Started	Automatic	Local Service
	Resultant Set of Po	. Provides a		Manual	Local System
	Rockend AMH		Started	Automatic	Local System
1	Rockend PrintMail D	. This is the	Started	Start	al System
1	🔍 Rockend PrintMail I	This is the	Started	Stop	al System
	Rockend RPMH		Started	Pause	al System
1	Rockend SMH			Resume	al System
	RockendTrustAcco	This servic	Started	Restart	work S
	Routing and Remot	Offers rout		All Tasks	al System
	🔍 RPC Endpoint Mapper	Resolves R	Started		work S
	Secondary Logon	Enables st		Refresh	al System
	Secure Socket Tun	Provides s		Propertie	al Service
	Security Accounts	The startu	Started	-	al System
1	Server	Supports fil	Started	Help	al System

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