

Restart CUIC Live Data Services Procedure

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Introduction

This document describes recommended steps to restart Cisco Unified Intellignet Center (CUIC) Live Data Services from CUIC root or CUIC Command Line Interface (CLI).

Live data services must be restarted in a particular order, so the data and status dependant on it, are cleaned up.

CUIC 11.0

Live Data Server 11.0

Requirements

The scenarios, symptoms, and steps listed in this document were written to troubleshoot issues after completintg initial setup. For initial configuration, refer to below document:

[Live Data Installation](#)

Components Used

The information in this document is based on CUIC 11.0 and Live Data Server 11.0.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of running any command.

Conventions

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

Live Data Service Restart Procedure

There are three ways to restart CUIC live data services.

1. Restart live data service via sh script from CUIC root

/opt/cisco/livedata/bin/reset_tempesta.sh

This script stops and starts live data services in a particular order, as well as clearing out any residual Zookeeper and Storm state data.

2. Run the reset script from CUIC root

/opt/cisco/livedata/bin/control_services.sh

This script takes one argument (start or stop). As implied by the argument, you must **Stop** services and then **Start** services.

control_services.sh stop stops all live data services in a particular order

control_services.sh start starts all live data services in a particular order

3. Stop and **Start** live data services must be done in the following order by running **utils service stop** and **utils service start** commands from CUIC admin CLI:

Stop below services in following order

CCE Live Data Storm DRPC Service
CCE Live Data Storm Supervisor Service
CCE Live Data Storm Nimbus Service
CCE Live Data ActiveMQ Service
CCE Live Data Cassandra Service
CCE Live Data Zookeeper Service
CCE Live Data Web Service

Start below services in following order

CCE Live Data Zookeeper Service
CCE Live Data Cassandra Service
CCE Live Data ActiveMQ Service
CCE Live Data Storm Nimbus Service
CCE Live Data Storm Supervisor Service
CCE Live Data Storm DRPC Service
CCE Live Data Web Service