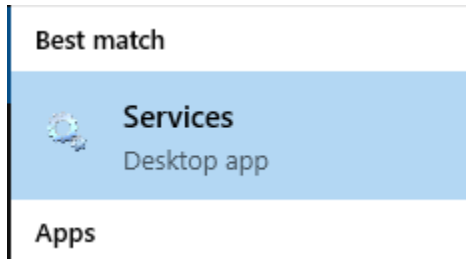
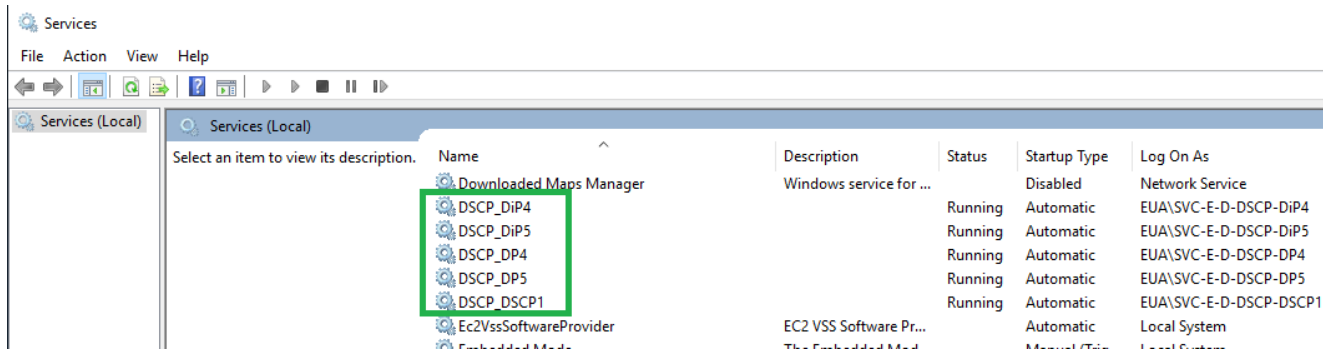


8.4.1 - How to restart a DSCP service

1. Connect to the backend server with administrator privileges
2. In the Search bar, type "Services" to open the Services app



3. Dscp services are those starting by DSCP_



4. The "Status" and "Startup Type" columns provide relevant information about services.

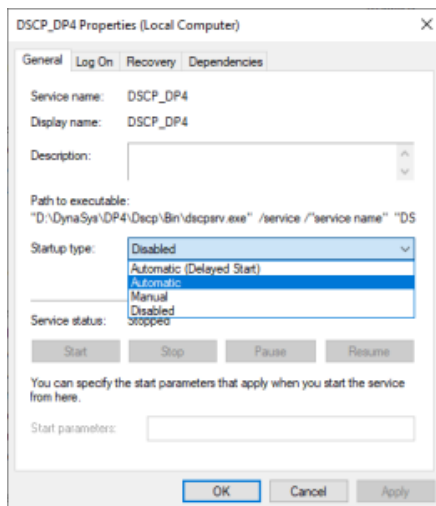
Here are the possible values :

- > **Startup Type** : Automatic, Manual, Disabled
- > **Status** : Running, Stopped, Empty (when disabled)

5. To activate a disabled service :

DSCP_DiP4	Running	Automatic	EUA\SVC-E-D-DSCP-DiP4
DSCP_DiP5	Running	Automatic	EUA\SVC-E-D-DSCP-DiP5
DSCP_DP4	Running	Disabled	EUA\SVC-E-D-DSCP-DP4
DSCP_DP5	Running	Automatic	EUA\SVC-E-D-DSCP-DP5

- > right-click the service and select Properties
- > change the Startup type to Automatic

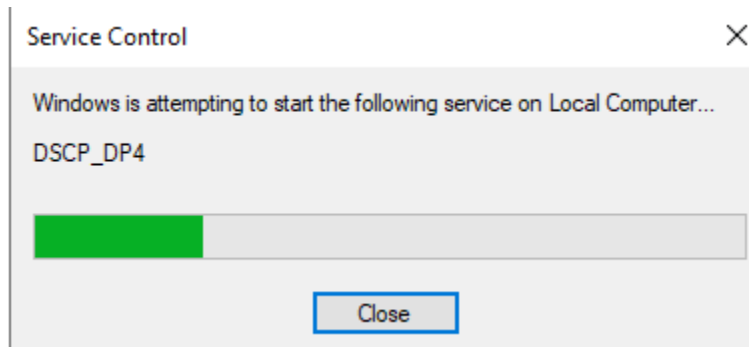


> Click on Apply

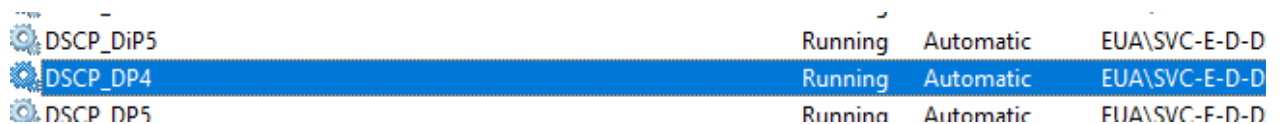
> Right-click the service and select "Start"



> The service starts



> right-click the service and select Refresh to update the status (should be Running in the end)



6. If the service does not restart and you're facing multiple error messages, then you must :

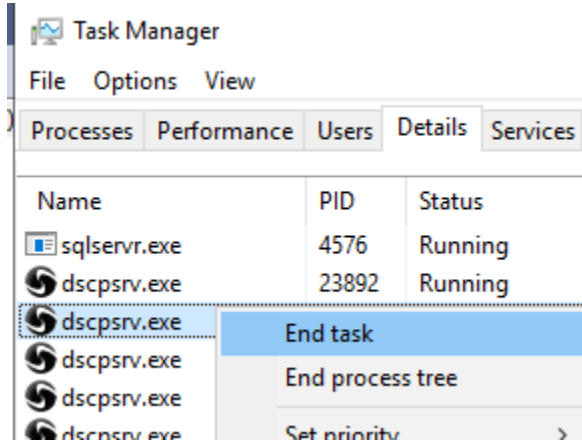
> open the **Task manager**

> select the **Details** tab

Name	PID	Status	User name	CPU	Memory (a...)	Image path name	Command line
sqlservr.exe	4576	Running	MSSQLSERVER	00	66 687 160 K	C:\Program Files\Microsoft SQL Server\MSSQL15...	"C:\Program Files\Microsoft
dscpsrv.exe	23892	Running	SVC-000092	00	5 580 956 K	D:\DynaSys\DP3\Dscp\Bin\dscpsrv.exe	"D:\DynaSys\DP3\Dscp\Bin\
dscpsrv.exe	16728	Running	SVC-000049	00	2 968 692 K	D:\DynaSys\DP1\Dscp\Bin\dscpsrv.exe	"D:\DynaSys\DP1\Dscp\Bin\
dscpsrv.exe	7532	Running	SVC-000047	00	2 088 784 K	D:\DynaSys\DP1\Dscp\Bin\dscpsrv.exe	"D:\DynaSys\DP1\Dscp\Bin\
dscpsrv.exe	16800	Running	SVC-000048	00	1 616 168 K	D:\DynaSys\DP3\Dscp\Bin\dscpsrv.exe	"D:\DynaSys\DP3\Dscp\Bin\
dscpsrv.exe	26408	Running	SVC-000050	00	1 574 028 K	D:\DynaSys\DP2\Dscp\Bin\dscpsrv.exe	"D:\DynaSys\DP2\Dscp\Bin\
w3wp.exe	10916	Running	SVC-000050	00	1 432 136 K	C:\Windows\System32\inetrv\w3wp.exe	c:\windows\system32\inetrv
w3wp.exe	19616	Running	SVC-000049	00	1 351 680 K	C:\Windows\System32\inetrv\w3wp.exe	c:\windows\system32\inetrv

> select the **dscpsrv.exe** process related to the right application (look at the path of the process in the image patch name column)

> right-click on the process and select the **End task** option



> then you can restart the service from the **Services** window

Notes :

- use the below procedure to activate a service at a Manual status
- An Automatic service is supposed to restart itself after a crash : if not, right-click the service and select Start.