



Restarting Enterprise Gateway Service

Applies to:	SynapSense900 Enterprise
Objective:	Troubleshooting gateway service connect to the gateway.
Pre-Requisites:	<ul style="list-style-type: none">• Windows• SynapSense gateways

Description

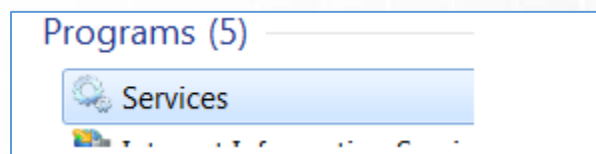
If the gateway service cannot connect to the database, it will stop running and a user will need to manually start the enterprise gateway service. This happens after a system restart or when waking out of system sleep mode.

This is usually indicated by a lack of new or updated sensor data in the sensor list. The sensors and gateways will show **Offline** or the server LED (second LED light) on the gateway will be red. When the server is rebooted, and the gateway server starts running before the SQL database is accepting connections, this can happen.

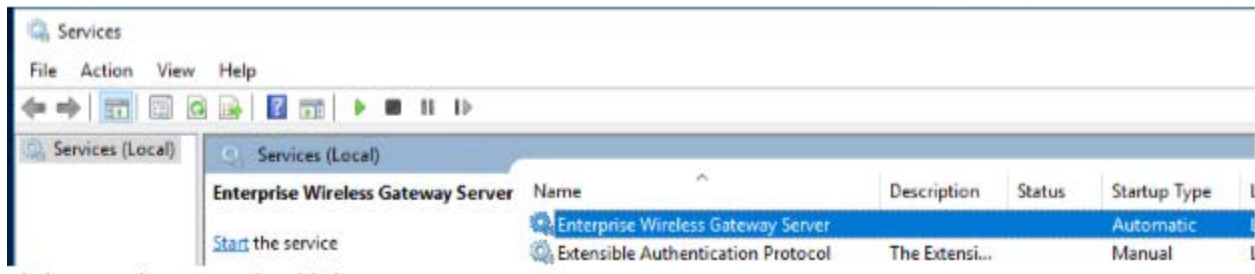
Performing the Procedure

This procedure applies to the SynapSense900 Enterprise system and not the legacy data center.

1. Click the Windows **Start** button from the desktop.
2. Search for **Services**.



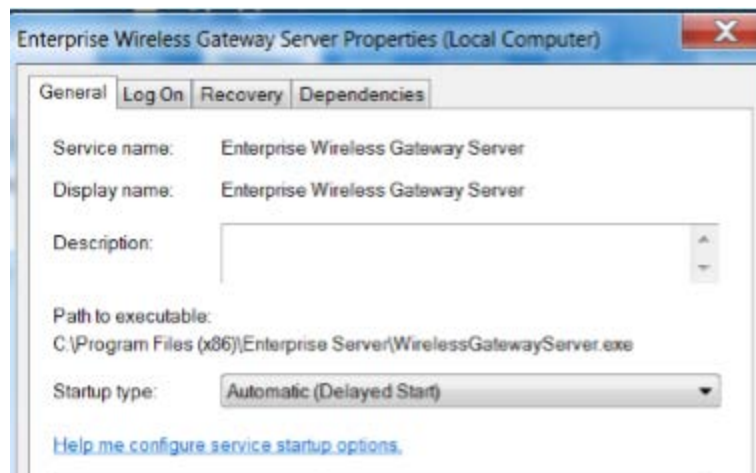
3. Click **Services**.
4. In the Services window, find **Enterprise Wireless Gateway Server** and select it.



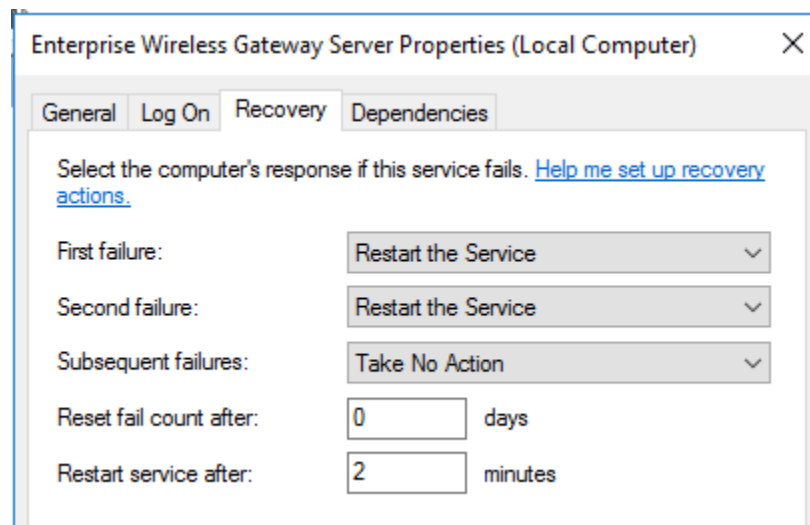
5. Click **Start**.
 - The status should change to Running.

To prevent this from happening on a system reboot again, configure a startup delay on the service.

1. Double-click the service name **or** right-click and choose **Properties**.
 - General is the first tab to set the startup type.



2. Go to **General Properties** and change startup type to **Automatic** (delayed).
3. Click **Apply**.
4. Click the **Recovery** tab.



5. Change **First Failure** to **Set Restart the Service**.
 - You can also set Second Failure as the same.
6. Change **Restart Service** to 2 minutes.
7. Click **OK**.

The service is now configured to attempt a restart automatically after a failure.