

How to Remove Duplicate TMS Services and Clear TMS Service Not Running Tickets



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Introduction

This document describes how to resolve an open Telepresence Management Suite (TMS) Service Not Running tickets after migrating the TMS Application from one server to another.

Prerequisites

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document is based on Cisco Telepresence Management Suite.

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, make sure that you understand the potential impact of any command.

Background Information




There might be a case where a customer has either migrated the TMS Application from the TMS Appliance to a virtual machine (VM) or from one VM to another VM. Whichever the case, the TMS may generate tickets reporting the TMS Services are no longer running with the previous server name.

Problem

After the TMS application migrates from one server to another server, TMS reports open tickets stating that each of the TMS Services are no longer running with the previous server name (similar to these images).

List of open TMS Tickets

There are currently 8 open or acknowledged TMS tickets. Any issues reported here may cause TMS to not work properly.

	TMS Service Not Running. Ticket # : 63674 Status : Open Description : The service TMSSchedulerService is not running on server [redacted] How to fix this problem : Log on to the server and open Control Panel, Administrative Tools, Services and start service. First Reported : 11/19/2013 10:05:49 PM Last Reported : 11/20/2013 5:15:22 PM User Comments :	Acknowledge Delete
	TMS Service Not Running. Ticket # : 63675 Status : Open Description : The service TMSPLCMDirectoryService is not running on server [redacted] How to fix this problem : Log on to the server and open Control Panel, Administrative Tools, Services and start service. First Reported : 11/19/2013 10:05:49 PM Last Reported : 11/20/2013 5:15:22 PM User Comments :	Acknowledge Delete
	TMS Service Not Running. Ticket # : 63673 Status : Open Description : The service TMSLiveService is not running on server [redacted] How to fix this problem : Log on to the server and open Control Panel, Administrative Tools, Services and start service. First Reported : 11/19/2013 10:05:49 PM Last Reported : 11/20/2013 5:15:22 PM User Comments :	Acknowledge Delete
	TMS Service Not Running. Ticket # : 63678 Status : Open Description : The service TMSServerDiagnostics is not running on server [redacted] How to fix this problem : Log on to the server and open Control Panel, Administrative Tools, Services and start service. First Reported : 11/19/2013 10:05:49 PM	Acknowledge Delete

You also see duplicate services in *Administrative Tools>TMS Server Maintenance>TMS Services Status*.

Service	Machine Name	Service Start Time	Last Modification	Status
TMSLiveService	TMS2	3/20/2014 12:14:27 AM	3/20/2014 1:29:28 PM	Service Running
TMSLiveService	TMS	3/19/2014 4:34:37 PM	3/19/2014 9:22:46 PM	Service Stopped
TMSSchedulerService	TMS2	3/20/2014 12:14:28 AM	3/20/2014 1:29:29 PM	Service Idle
TMSSchedulerService	TMS	3/19/2014 4:34:39 PM	3/19/2014 9:22:56 PM	Service Stopped
TMSPLCMDirectoryService	TMS2	3/20/2014 12:14:27 AM	3/20/2014 1:29:29 PM	Service Running
TMSPLCMDirectoryService	TMS	3/19/2014 4:34:37 PM	3/19/2014 9:22:51 PM	Service Stopped
TMSSnmpService	TMS2	3/20/2014 12:14:30 AM	3/20/2014 1:29:32 PM	Service Idle
TMSSnmpService	TMS	3/19/2014 4:34:39 PM	3/19/2014 9:23:05 PM	Service Stopped
TMSDatabaseScannerService	TMS2	3/20/2014 12:14:27 AM	3/20/2014 1:29:39 PM	Service Idle
TMSDatabaseScannerService	TMS	3/19/2014 4:34:38 PM	3/19/2014 9:22:42 PM	Service Stopped
TMSServiceDiagnostics	TMS	3/19/2014 4:34:39 PM	3/19/2014 9:22:56 PM	Service Stopped
TMSServerDiagnostics	TMS2	3/20/2014 12:14:28 AM	3/20/2014 1:29:38 PM	Service Idle
TMSAgentService	TMS	3/19/2014 6:38:25 PM	3/19/2014 9:22:58 PM	Service Stopped
TMSAgentService	TMS2	3/20/2014 12:16:26 AM	3/20/2014 1:29:28 PM	Service Idle

Solution

1. Go to *Administrative Tools>TMS Server Maintenance*.
2. Click the *TMS Services Status* banner. This will expand the services section. You will see the duplicate services with the previous server name and a status of *Service Stopped*.
3. Click the *Clear List* button. This will clear the entire list of services.
4. Wait 1–2 minutes and click *Refresh*.

The services slowly repopulate with only the current services for the server. The duplicate stopped services from the previous server no longer appear. Completing this also removes the open TMS tickets.

Note: Step 2 will not affect any TMS functions. Still it is good practice to make changes when they will affect the least amount of users.