How do I stop and start the SIF Agents in iPass? How do I stop and start the SIF Agents in iPass? How do I stop and start the SIF Agents in iPass?

Check if SIF Agents are Running

Go to your iPASS <SIF Agent> folder and click on the <SIF Processor> menu option. You will see a screeen that shows you if your Response and Event processes are running (in green).

Steps to Clear and Restart Agent

To Stop and Clear

- 1. Click on the $\hat{a} { \ensuremath{ \in } } { \ensuremath{ \ensuremath{ \text{ Shutdown}} } } \hat{a} { \ensuremath{ \ensuremath{\ensuremath{ \ensuremath{ \ensuremath{ \ensuremath{$
- 2. Click on the "Purge all log files except current dayâ€□

3. Click <Submit> - this will complete above steps and you will see your Event and Response Process go into a $\hat{a} \in \mathbb{C}$ Quit state and all of your log files (except current day) will be gone.

4. You will then need to click on the "Deleteâ€□ flag for your Response and Event process and click <Submit>

5. Click the $\hat{a} \in \mathfrak{C} X \hat{a} \in \square$ to the left of your Response and Event log files to delete the current days log files

<u>To Start</u>

- 1. Select "Yesâ€[] in the drop-down for Event and Response. Click <Submit>
- 2. Click <Submit> a second time and you should see a green $\hat{a} {\in} \varpi \textbf{Running} \hat{a} {\in} \square$ in the status column

Article ID: 417

Last updated: 04 Oct, 2012

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