

# Start and Stop the Platform

## Contents:

- *Start*
  - *Verify operations*
- *Restart*
- *Stop*
- *Debugging*
- *Troubleshooting*
  - *Error - "ImportError: No module named pkg\_resources" error in supervisord*
  - *Error - SequelizeConnectionRefusedError: connect ECONNREFUSED*

---

**Tip:** The Restart Trifacta button in the Admin Settings page is the preferred method for restarting the platform.

**NOTE:** The restart button is not available when high availability is enabled for the Trifacta® node.

See *Admin Settings Page*.

**NOTE:** In an Azure HDI environment, you must perform platform start and stop operations from `/opt/trifacta`. Running these commands from other directories, such as `/root`, can cause service issues.

## Start

**NOTE:** These operations must be executed under the root user.

Command:

```
service trifacta start
```

## Verify operations

### Steps:

1. Check logs for errors:

```
/opt/trifacta/logs/*.log
```

- a. You can also access logs through the Trifacta® application for each service. See *System Services and Logs*.
2. Login to the Trifacta application. If available, perform a simple transformation operation. See *Login*.
3. Run a simple job. See *Verify Operations*.

## Restart

Command:

```
service trifacta restart
```

When the login page is available, the system has been restarted. See *Login*.

**Tip:** If you have made any configuration changes, you should verify operations. See *Verify Operations*.

## Stop

Command:

```
service trifacta stop
```

## Debugging

You can verify operations of WebHDFS. Command:

```
curl -i "http://<hadoop_node>:<port_number>/webhdfs/v1/?op=LISTSTATUS&user.name=trifacta"
```

## Troubleshooting

### Error - "ImportError: No module named pkg\_resources" error in supervisord

When you start the platform for the first time, you may receive the following error:

```
Traceback (most recent call last):
File "/usr/local/bin/supervisord", line 5, in <module>
from pkg_resources import load_entry_point
ImportError: No module named pkg_resources
```

This error occurs when the supervisord process is starting. The Trifacta platform fails to complete startup.

#### Solution:

This issue is caused by a missing package for supervisord. The simplest solution is to install the Python setup tools on the Trifacta node. Commands are listed below.

**NOTE:** These commands must be executed as root user.

CentOS/RHEL:

```
yum install python-setuptools
```

Ubuntu:

```
wget https://bootstrap.pypa.io/ez_setup.py -O - | python
```

After installation is complete, restart the platform.

### **Error - SequelizeConnectionRefusedError: connect ECONNREFUSED**

If you have attempted to start the platform after an operating system reboot, you may receive the following error message, and the platform start fails to complete:

```
2016-10-04T14:03:17.883Z - error: [ENVIRONMENT] Environment Sanity Test Failed
2016-10-04T14:03:17.883Z - error: [ENVIRONMENT] Exception Type: Error
2016-10-04T14:03:17.883Z - error: [ENVIRONMENT] Exception Message: SequelizeConnectionRefusedError: connect
ECONNREFUSED
```

**Solution:**

**NOTE:** This solution applies to PostgreSQL 9.6 only. Please modify for your installed database version.

This error can occur when the operating system is restarted. Please execute the following commands to check the PostgreSQL configuration and restart the databases.

```
chkconfig postgresql-9.6 on
```

Then, restart the platform as normal.

```
service trifacta restart
```