Start and Stop the Platform

Contents:

> **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* in the Admin Guide.

Command Line

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* in the Admin Guide.
2. Login to the Trifacta application. If available, perform a simple transformation operation. See *Login*.
3. Run a simple job. See *Verify Operations* in the Admin Guide.

Restart

Command:

```
service trifacta restart
```

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

Stop

Command:

```
service trifacta stop
```

Configure Platform Restart

By default, the Trifacta platform waits for a period of time for the Trifacta application to restart before re-activating the user interface. As needed, you can review and modify the following settings, which define the parameters of these restarts.

Steps:

1. You can apply this change through the *Admin Settings Page* (recommended) or `trifacta-conf.json`. For more information, see *Platform Configuration Methods*.
2. Locate the following parameters, and adjust settings as needed:

```
"webapp.waitForRestart.initialWait": 45000,
"webapp.waitForRestart.intervalWait": 5000,
"webapp.waitForRestart.maxChecks": 60,
```

Setting	Description
webapp. waitForRestart. initialWait	Number of seconds to wait for the Trifacta application before checking it for a successful restart. Default is 4 5000 milliseconds (45 seconds).
webapp. waitForRestart. intervalWait	After the initial wait period has failed, this value is the number of seconds to wait before checking the Trifacta application for a successful restart. Default is 5000 milliseconds (5 seconds).
webapp. waitForRestart. maxChecks	Total number of checks for a successful restart before failing the Trifacta application.

3. Save your changes and restart the application.

Troubleshooting

You can verify operations of WebHDFS. Command:

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

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 12 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-12 on
```

Then, restart the platform as normal.

```
service trifacta restart
```