

Start and Stop the Platform

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

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 Designer Cloud® application for each service. See *System Services and Logs*.
2. Login to the Designer Cloud application . If available, perform a simple transformation operation. See *Login*.
 3. Run a simple job. See *Verify Operations*.

Restart

NOTE: Before you restart the platform, you should verify that no jobs are in progress. On restart, these jobs may fail to complete forever. This is a known issue.

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 - **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:

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

```
chkconfig postgresql-9.3 on
```

Then, restart the platform as normal.

```
service trifacta restart
```