

Component Status

The Status of Asset Manager Components and the other tools in Settings > Support Tools are intended to make it easier for you to work with our [Support Team](#) to diagnose and resolve any issues that may arise while using the system.

About Services:

- Stopping the webapp service stops the Asset Manager API, the CLI, and the Web UI
- SNMPD and PacketCapture services are enabled on demand
- SNMPD must be established by CLI otherwise, it will not persist
- Restarting the API without stopping it first closes all active sessions. You will be able to log in again after the API restarts

To start, stop, or restart an Asset Manager service:

1. Select a **Service** option.
2. Select an **Action** (start, stop, or restart).
3. Click **Run Command**.



Stopping the Asset Manager-webapp service stops the Asset Manager API, the CLI, and the Web UI. Once you have stopped these services, you cannot run any commands from the CLI (including the one that starts the API). You will not be able to log in to the Web UI or the CLI.

An interrupted service cannot return results and a powered-off API cannot process a restart message.

Restarting the API without stopping it first (support service api restart) closes all active sessions. You will be able to login again after the API restarts.

Restarting Data Server System Service from the CLI

Restart system services by entering the CLI command: **support service dataserver restart**.