

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 screen 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 "Shutdown" flag for both **Response** and **Events**
2. Click on the "Purge all log files except current day"
3. Click <Submit> - this will complete above steps and you will see your Event and Response Process go into a "Quit state and all of your log files (except current day) will be gone.
4. You will then need to click on the "Delete" flag for your Response and Event process and click <Submit>
5. Click the "X" to the left of your Response and Event log files to delete the current days log files

To Start

1. Select "Yes" in the drop-down for Event and Response. Click <Submit>
2. Click <Submit> a second time and you should see a green "Running" in the status column

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