

What changed at 10.5.x and earlier?

Starting with ArcGIS GeoEvent Server 10.5, a copy of the GeoEvent Server configuration is exported automatically for you, daily, at 00:00:00 hours (local time).

Review the information below before performing an administrative reset of GeoEvent Server. In some cases, deleting only the GeoEvent Server runtime files might be enough to get GeoEvent Server running again.

ArcGIS GeoEvent Server configuration files

Backup configuration file

ArcGIS GeoEvent Server uses XML files to capture snapshots of configured elements such as inputs, outputs, GeoEvent Services, and GeoEvent Definitions. Before deleting the ZooKeeper data files to reset a GeoEvent Server's configuration, make sure you have a backup of your GeoEvent Server configuration in an XML file.

Using [GeoEvent Manager](#) to create an explicit snapshot of your ArcGIS GeoEvent Server configuration as a restore point is recommended. Navigate to **Site > GeoEvent > Configuration Store** and click **Export Configuration** to create a snapshot of your configuration.

Beginning with the 10.5 release, a GeoEvent Server configuration file is created automatically each night at 00:00:00 hours (local time). If you cannot access the GeoEvent Manager web application, you may want to confirm configured elements you need were captured in an automatically created configuration snapshot. These snapshot files are found in the directory identified below on the GeoEvent Server machine. Their content is easily reviewed using a text editor.

- (Windows) `C:\ProgramData\Esri\GeoEvent`
- (Linux) `/home/arcgis/.esri/GeoEvent/config.localhostname`

The folder used for configuration snapshots can be changed by browsing to **Site > GeoEvent > Data Stores** and editing the *Automatic Backups* registered folder. When and how often GeoEvent Server creates configuration snapshots can be updated via the **Site > Settings > Configure Global Settings > Automatic Backup Settings** properties.

Global settings configuration file

The GeoEvent Server [global settings](#) are *not* included in the automatic backups. If you have changed any of the default values on the **Site > Settings** page you will want to explicitly export a configuration snapshot of the global settings prior to a GeoEvent Server reset. To export the global settings manually, navigate to **Site > Settings** and click **Export**.

Other configuration files

The *.cfg files beneath the `GeoEvent/etc` folder are *not* included in the automatic backups. You can copy these configuration files to another location as part of a configuration management strategy. When upgrading to a new release or applying a GeoEvent Server patch it is recommended you backup these configuration files (*.cfg).

Use a diff utility to identify any differences after the software installation or patch is complete. Do not overwrite the new files an upgrade or patch installs with your backup of the configuration files. New releases and/or patches may include fixes, enhancements, or other changes not reflected in your backup of the configuration files.

Other configuration files

The *.cfg files beneath the `GeoEvent/etc` folder are *not* included in the automatic backups. You can copy these configuration files to another location for backup purposes.

If you are upgrading to a new release or applying a patch to GeoEvent Server, it is recommended you backup the configuration files (*.cfg) and use a diff utility to identify any differences after the installation is complete. It is not recommended you overwrite the new files that an upgrade or patch installs with your backup configuration files (*.cfg) from a previous release since it could include fixes and enhancements not reflected in your backup configuration files.

ArcGIS GeoEvent Server ZooKeeper files

ArcGIS 10.5.x and earlier releases of GeoEvent Server use the synchronization platform service provided by ArcGIS Server to run an instance of Apache ZooKeeper. ArcGIS Server service application files are generally found beneath `C:\arcgisserver\local`.

As a system administrator, if you wanted to administratively clear a configuration of GeoEvent Server, you could use the ArcGIS Server Administrative API to stop the synchronization platform service. Alternatively, you could stop the ArcGIS Server service. Then, with ArcGIS GeoEvent Server's service stopped you could delete the files and folders from beneath `C:\arcgissserver\local\zookeeper` (leaving the parent folder `\zookeeper` intact).

It is recommended you confirm, with Esri Support if necessary, that patches, service packs, and hot-fixes you may have installed have not changed how the synchronization platform service is used by other ArcGIS Enterprise components before administratively deleting files from beneath ArcGIS Server directories. ArcGIS GeoAnalytics Server, for example, uses the platform service to elect a machine participating in a multiple-machine analytic as the leader for an operation.

ArcGIS GeoEvent Server runtime files

When GeoEvent Server initially starts, following a new product installation, files are created as the system framework is built. These files, referred to as cached bundles, are typically written beneath the GeoEvent Server installation directory. On a Windows system look in the `C:\Program Files\ArcGIS\Server\GeoEvent\data\cache` folder. A system administrator might delete these files to force the system framework to be rebuilt rather than deciding to uninstall and then reinstall GeoEvent Server.

Deleting the GeoEvent Server runtime files may be necessary if you continue to see the message *No Services Found* when attempting to access GeoEvent Manager -- even after a browser refresh and waiting several minutes. Deleting the runtime files and folders beneath GeoEvent Servers' `data` folder may fix issues with GeoEvent Server startup by forcing a rebuild of the system framework.

A system administrator may also want to force a rebuild of the GeoEvent Server system framework if a message is returned that the *ArcGIS GeoEvent Server Windows service could not be stopped in a timely fashion* when selecting to stop the service using Windows Task Manager. In this case, an administrator should ensure the process identified in the following properties file has been stopped:

```
C:\Program Files\ArcGIS\Server\GeoEvent\instances\instance.properties
```

Abrupt termination of the Java processes that run GeoEvent Server can leave the system runtime files in an unhealthy state, requiring the `data` folder's files to be deleted so the framework can be rebuilt.

Important considerations

Below are some important considerations when performing an administrative reset of GeoEvent Server or when working with the configuration files.

- If you deployed any custom components developed using the [GeoEvent Server SDK](#), the associated `*.jar` files should be moved to a temporary folder location, outside the GeoEvent Server installation folder. Do this while GeoEvent Server is running and prior to executing the steps below. Folders to check per operating system are:
 - (Windows) `C:\Program Files\ArcGIS\Server\GeoEvent\deploy`
 - (Linux) `/home/arcgis/server/GeoEvent/deploy`

With GeoEvent Server running, move any `*.jar` files from beneath the `deploy` folder to a temporary folder to mitigate potential problems with custom component initialization on restart.

Custom components are considered part of your configuration; they will not be backed up in a configuration file but they are registered with the ZooKeeper configuration store. If custom components are deleted after the GeoEvent Server service is stopped they may be restored from the ZooKeeper configuration store when GeoEvent Server restarts.

- Make sure you have a copy of the most recent changes made to your GeoEvent Server configuration prior to an administrative reset. Use [GeoEvent Manager](#) to export configuration snapshots as summarized below:
 - Browse to **Site > GeoEvent > Configuration Store** and click **Export Configuration**.
 - Browse to **Site > Settings** and click **Export**.

Configurable elements such as inputs, outputs, GeoEvent Services and GeoEvent Definitions are maintained in the ZooKeeper configuration store. If you delete the ZooKeeper data files, all the elements you have configured will be deleted and you will need to restore them from a backup of the configuration.

Administrative reset steps for GeoEvent Server 10.5.x

After backing up all of the GeoEvent Server configuration files using the guidance above, you are now ready to perform an administrative reset using the steps below.

1. Stop the **ArcGIS Server** Windows service (or equivalent Linux daemon).
 - GeoEvent Server uses a platform service administered by ArcGIS Server at the 10.5.x release.
 - Both ArcGIS Server and GeoEvent Server services (or Linux daemon) must be stopped before you proceed.
2. Locate and delete the files and folders beneath `C:\arcgisserver\local\zookeeper`.
 - The `zookeeper` folder should be left intact, but empty.
3. Stop the **ArcGIS GeoEvent Server** Windows service (or equivalent Linux daemon).
4. Locate and delete the files beneath `C:\Program Files\ArcGIS\Server\GeoEvent\data`.
 - On Linux, the equivalent is the `/home/arcgis/server/GeoEvent/data` user folder.
 - On both Windows and Linux the `/data` parent folder should be left intact, but empty.
5. Locate and delete the files and folders beneath `C:\ProgramData\Esr\GeoEvent`.
 - On Windows, the `GeoEvent` folder should be left intact, but empty.
 - On Linux, the equivalent is the `/home/arcgis/.esri/GeoEvent/config.*` application data folder.
 - There will be a folder named `config.localhostname` on Linux which should be left intact, but empty.
6. Start the **ArcGIS Server** Windows service (or equivalent Linux daemon).
 - Confirm you can log in to **ArcGIS Server Manager**.
7. Start the **ArcGIS GeoEvent Server** Windows service (or equivalent Linux daemon).
 - Confirm you can log in to **ArcGIS GeoEvent Manager**.

If you are still unable to log in to GeoEvent Manager please contact [Esri Support](#).