APN DATA MANAGER SERVICE START/RESTART GUIDE
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1. Overview
This guide is designed to provide instruction on how to identify a computer name and restart the APN Data Manager Service on the following Windows operating systems:

- Windows 10
- Windows 8.1
- Windows 8
- Server 2012
- Windows 7/Vista
- Server 2008/2007
- Windows XP
- Server 2003
2. Windows 10

2.A. Find Computer Name
1. Click start menu (Windows Logo) in bottom left hand corner
2. Start typing "This PC" in the text box
3. Right click on the Desktop app that pops up
4. Click "Properties"
5. Find the computer name (may need to scroll down)

<table>
<thead>
<tr>
<th>System</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>View basic information about your computer</td>
<td></td>
</tr>
<tr>
<td>Windows edition</td>
<td>Windows 10 Pro</td>
</tr>
<tr>
<td>© 2016 Microsoft Corporation, All rights reserved.</td>
<td></td>
</tr>
<tr>
<td>System</td>
<td></td>
</tr>
<tr>
<td>Manufacturer: Dell</td>
<td>Model: Inspiron 3847</td>
</tr>
<tr>
<td>Processor: Intel(R) Core(TM) i5-4460  CPU @ 3.20GHz 3.20 GHz</td>
<td>Installed memory (RAM): 8.00 GB</td>
</tr>
<tr>
<td>System type: 64-bit Operating System, x64-based processor</td>
<td>Pen and Touch: No Pen or Touch Input is available for this Display</td>
</tr>
<tr>
<td>Dell support</td>
<td></td>
</tr>
<tr>
<td>Website: Online support</td>
<td></td>
</tr>
<tr>
<td>Computer name, domain, and workgroup settings</td>
<td></td>
</tr>
<tr>
<td>Computer name: APN-51</td>
<td>Full computer name: APN-51.apn.local</td>
</tr>
<tr>
<td>Computer description:</td>
<td></td>
</tr>
<tr>
<td>Domains: apn.local</td>
<td></td>
</tr>
</tbody>
</table>

6. Confirm the computer name matches that in the email

See Below for Details:

dataMANAGER info

Computer Name: APN-51
Computer Location: Chris' PC
2.B. Find the Service Module (Services.msc)

1. Go back to the Start Menu in the bottom left
2. Type "services.msc"
3. Click Desktop app
4. When the service module appears, search for "APN Data Manager Service"
5. Once found, click and highlight
2.C. Start/Restart APN Data Manager Service

1. Once APN Data Manager Service is found, you will have one of two sets of options:
   a. Start
   b. Stop/Restart

2. If the option "Start" appears, that means the service is not running and will need to be started.
   a. Click "Start"

3. If the options "Stop/Restart" appears, the service is running, but will need to be restarted.
   a. Click "Restart"
3. Windows 8, 8.1, & Server 2012

3.A. Find Computer Name
1. Click start menu (Windows Logo) in bottom left hand corner
2. Start typing "This PC"
3. Right click on icon that pops up
   a. Note: *The search feature will automatically appear when the user begins typing.*
4. Click "Properties"
5. When the properties window pops up, find the computer name (may need to scroll down)

6. Confirm the computer name matches that in the email

See Below for Details:

dataMANAGER info
Computer Name: APN-51
Computer Location: Chris' PC
3.B. Find the Service Module (Services.msc)

1. Go back to the Start Menu in the bottom left
2. Start typing "services.msc" (again, the search bar should appear as you type)
3. Click Services.msc icon
4. When the service module appears, search for "APN Data Manager Service"
5. Once found, click and highlight
3.C. Start/Restart APN Data Manager Service

1. Once EMS Web Agent is found, you will have one of two sets of options:
   a. Start
   b. Stop/Restart

2. If the option "Start" appears, that means the service is not running and will need to be started.
   a. Click "Start"

3. If the options "Stop/Restart" appears, the service is running, but will need to be restarted.
   a. Click "Restart"

4.A. Find Computer Name

1. Click start menu (Windows Logo) in bottom left hand corner
2. Find "Computer" and right click it
3. Click "Properties"
4. Find the computer name (may need to scroll down)

5. Confirm the computer name matches that in the email

See Below for Details:

dataMANAGER info
Computer Name: APN-51
Computer Location: Chris’ PC
4.B. Find the Service Module (Services.msc)

1. Click the start menu at the bottom left
2. Start typing "services.msc" in the field "Search programs and files"
3. Click Services.msc icon
4. When the service module appears, search for "APN Data Manager Service"
5. Once found, left click to highlight
4.C. Start/Restart APN Data Manager Service

1. Once APN Data Manager Service is found you will have one of two options:
   a. Start
   b. Stop/Restart

2. If the option "Start" appears, that means the service is not running and will need to be started.
   a. Click "Start"

3. If the options "Stop/Restart" appears, the service is running, but will need to be restarted.
   a. Click "Restart"
5. Windows XP & Server 2003

5.A. Find Computer Name

1. Click start menu (Windows Logo) in bottom left hand corner
2. Find "Computer" and right click it
3. Click "Properties"
4. Click the tab "Computer Name"
5. Find Full Computer Name

Windows uses the following information to identify your computer on the network.

- Computer description:
- Full computer name: APN-51.apn.local
- Domain: apn.local

To use the Network Identification Wizard to join a domain and create a local user account, click Network ID.

To rename this computer or join a domain, click Change.

6. Confirm the computer name matches that in the email

See Below for Details:

dataMANAGER info
Computer Name: APN-51
Computer Location: Chris' PC
5.B. Find the Service Module (Services.msc)

1. Click the Start Menu in the bottom left
2. Click "Run...

3. Once open, type "services.msc" and hit enter or hit "OK"
4. When the service module appears, search for "APN Data Manager Service"
5. Once found, left click to highlight
5.C. Start/Restart Data Manager Service

1. Once APN Data Manager Service is found you will have one of two options:
   a. Start
   b. Stop/Restart

2. If the option "Start" appears, that means the service is not running and will need to be started.
   a. Click "Start"

3. If the options "Stop/Restart" appears, the service is running, but will need to be restarted.
   a. Click "Restart"

If you have any questions, please reach out to your Assured Performance account manager at (949) 221-0010