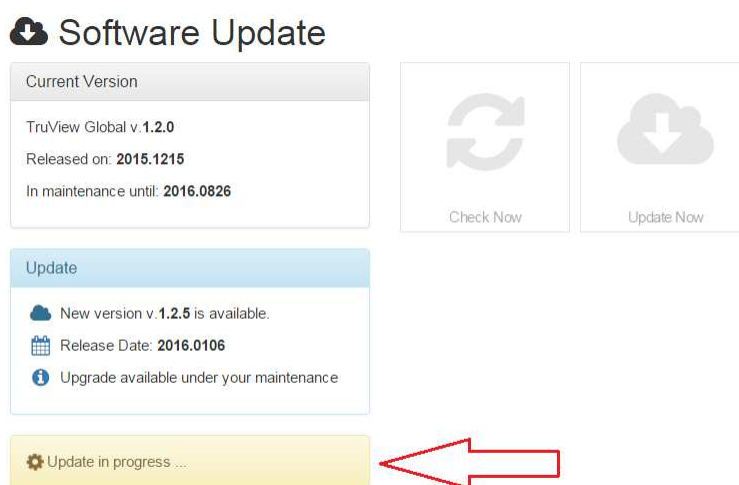- when it has to be **right**

Leica Geosystems

TruView Global Update Stuck at "Update in progress" Status

Symptom

When you try to update TruView Global to a new version, the website freezes with "Update in progress" message for more than a few minutes:

Resolution

To resolve this problem, follow these steps:

1. Logon to Ubuntu console
2. Enter '`cd truview/tvserver`' (without the quotes)
3. Enter '`chmod 777 cubemapreader`'
4. Enter '`pm2 restart all`'
5. Enter '`exit`' to close the console
6. Refresh the page in your browser to reload TruView Global

The following screenshot shows the above steps as they are input in the console:

```
truview@10.41.0.192's password:
Welcome to Ubuntu 14.04.2 LTS (GNU/Linux 3.16.0-30-generic x86_64)

 * Documentation:  https://help.ubuntu.com/

  System information as of Thu Jan  7 15:10:17 PST 2016

  System load: 0.0                Memory usage: 4%   Processes:        433
  Usage of /:  1.8% of 155.12GB   Swap usage:   0%   Users logged in: 0

  Graph this data and manage this system at:
    https://landscape.canonical.com/

Last login: Mon Jan  4 13:20:32 2016 from aoakdskvsam01.lgs-net.com

Welcome to TruView Global Server

Hostname is truviewglobal
IP address is 10.41.0.192

truview@truviewglobal:~$ cd truview/tvserver
truview@truviewglobal:~/truview/tvserver$ chmod 777 cubemapreader
truview@truviewglobal:~/truview/tvserver$ pm2 restart all
[PM2] restartProcessId process id 0
[PM2] restartProcessId process id 2
```

App name	id	mode	pid	status	restart	uptime	memory	watching
tvimport	0	fork	2028	online	2	0s	22.984 MB	disabled
tvserver	2	fork	2034	online	16	0s	16.633 MB	disabled

```
Module activated
```

Module	version	target PID	status	restart	cpu	memory
pm2-logrotate	1.3.1	1460	online	0	0%	44.000 MB

```
Use `pm2 show <id|name>` to get more details about an app
truview@truviewglobal:~/truview/tvserver$
```