

### Important Content Update Message

We are currently updating the OP Help Center content for the release of OP 20. OP 20 (official version 20.0.x) is the certified, 2015 Edition, version of the Office Practicum software. This is displayed in your software (**Help tab > About**) and in the Help Center tab labeled Version 20.0. We appreciate your patience as we continue to update all of our content.

# How do I Restart the Office Practicum Service?

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**Note:** Occasionally a service will stop working, or freeze, on your server because of space taken up by other programs running at the same time. You will only need to restart the service and it will continue running. Office Practicum services typically run on the database server (the machine where your medical database is hosted). You should obtain administrative access to that machine to follow the steps below.

To restart the service:

1. Open Services using one of the following:
  - Click **Start > Control Panel > Administrative Tools > Services**
  - Click **Start** and enter **services.msc** in the search box.
  - Navigate to **Control Panel > Administrative Tools > Services**. In via Windows Explorer (My Computer).
2. Click to open the Services window.
3. Scroll to locate the service (e.g. Office Practicum Quest Hub Interface (HL7, PDF)).
4. Right-click the service and select **Start** (if the program is not currently running) or **Restart** (if the program is currently running).

If the service cannot be restarted:

1. Click **Start > Task Manager**.
2. Click to select the program.
3. Click **End Task**.
4. Try restarting the program again.



**Note:** If the service still does not respond, reboot the computer, or [contact OP](#) for help.

