
Verde harvester doesn't run or advance; status in KB Tools is "Running"

- **Article Type:** General
 - **Product:** Verde
 - **Product Version:** 2
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Problem Symptoms:

*The Verde harvester doesn't advance; however, the status shown in KB Tools is "Running" for a long period of time

*The log shows the following message: "The harvester process wait for running tasks"

*The Harvester process shows in the Task Manager running tasks list (util/v/5/7)

*Bulks do not advance in the "Harvester Information" section of the Verde application

Cause:

The message "The harvester process wait for running tasks" indicates that the task manager is unavailable to start the harvesting task.

Resolution:

1) Restart the Task Manager:

A. util/v/5/2 to stop

B. util/v/5/1 to start

2) Run the harvester or wait for the daily scheduled task.

3) If the message "The harvester process wait for running tasks" continues, restart all Verde processes (util/v/1)

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