Restarting a Failed Web Service

The MITS_Web_Terminated status appears when a hypercube build is interrupted before completion. When this occurs, the cube enters an unusable state, and any dependent reports or dashboards will fail until the cube is rebuilt successfully.

What triggers this error

The error indicates that either the MITS service or the Cube Builder service stopped unexpectedly during a build operation. Because cube builds are sequential and state-dependent, any service interruption results in a terminated build.

Typical causes include:

- Server reboot during an active build
- Manual service stop, either intentionally or by mistake
- External processes terminating or pausing services (for example, antivirus scans, backup agents, or monitoring tools)

Administrators should treat this error as a sign of an unexpected service-level interruption.

Inspect the build log

Select the MITS_Web_Terminated entry in the scheduler to open the associated log file. The final log entry provides an approximate timestamp for when the build stopped. Use this timestamp to:

- Review Windows Event Viewer logs (System and Application)
- Check service-level logs for MITS and Cube Builder
- Examine third-party tools that may have interacted with the service
- Confirm whether a reboot, patch cycle, or maintenance task occurred at that time

This information helps identify the root cause of the service interruption.

Restore the cube to a usable state

Because the cube is left in a partially built state, you must:

1. Confirm that the MITS and Cube Builder services are running.
2. Restart the cube build from the scheduler.
3. Verify that the build completes without additional service interruptions.

If the cube fails again, investigate system-level factors before attempting another rebuild.

Prevent future occurrences

To avoid repeated MITS_Web_Terminated errors, ensure that cube builds run in a stable service environment.

Recommended actions:

- Do not reboot the server during scheduled build windows
- Exclude MITS and Cube Builder services from antivirus or backup-related service pauses
- Review maintenance schedules to ensure they do not overlap with build times
- Monitor service uptime to detect unexpected restarts or failures

If necessary, adjust build schedules or maintenance windows to prevent conflicts.

Identify recurring patterns

If the error persists, review the Build History for the last 50 builds. Look for patterns such as:

- Failures occurring at the same time of day
- Failures aligning with automated tasks (backups, scans, updates)
- Failures following system patching or reboots

Consistent timing often points to an external process interfering with the services.