On the Canada and Groves EDI servers, P21CATPCXAZ and P21GITPCXAZ2, in the C:\TPCXSPoke\tomcat\conf folder, there is a file name tomcat-users.XML.

The Crowdstrike issue caused this file to be blanked out. The result was tomcat did not allow any tpcx activity, rending the EDI severs unreachable on port 8090.

A screenshot of a computer

Description automatically generated

To resolve the issue, the following steps took place:

On the EDI server, stop the following services, Jaguar, Derby and Tomcat.

Epicor provided a template file, which was copy/pasted over in the folder above. Then saved.

The content of the file is as follows:

<?xml version='1.0' encoding='utf-8'?>

<tomcat-users>

<role rolename="tomcat"/>

<role rolename="role1"/>

<user username="tomcat" password="tomcat" roles="tomcat"/>

<user username="role1" password="tomcat" roles="role1"/>

<user username="both" password="tomcat" roles="tomcat,role1"/>

</tomcat-users>

Jaguar, Derby and Tomcat services were restarted.

The system was rebooted.

Upon startup, the tpcx\_spokelog file is observed, to ensure activity is taking place.

A screenshot of a computer

Description automatically generated

All the files in the inbound and outbound files should have been processed.