

Reboot A MaxCS Private Cloud Server

Overview The need of rebooting a Windows server is normally limited to Windows Updates and certain software installation processes. Windows Updates will prompt for a reboot as part of the update process for the times when an update forces a reboot to take effect. In those cases you can simply click the reboot option.

For those times when a reboot is required for any other reason you will need to do a few steps to reboot. The ability to shutdown or reboot the server from the Start button has been removed. This will prevent any accidental restarts or shutdowns of the servers.

Guide

Steps to reboot:

Once logged into the server and you are ready to reboot you need to access the command prompt. There are many options for this but the most common are: Click the Start button and type cmd. The search will display the command prompt option on the right. Click the Start button and look for the Command Prompt icon. Access the Run Command and type cmd. At the command prompt type or copy and paste the following to reboot now: `shutdown -f -r -t 0`

At this point your server is going to logout all users and shutdown all services. This will be a total loss of service for any service running, such as MaxCS. Once all processes have stopped the server will shutdown and restart. Please allow up to 10 minutes for full restart. At that time you should be able to reconnect to the server and services running on the server.

There is an option to reboot the servers through the Portal. This option is never recommended because it is similar to pulling the power cord out of the server and then plugging it back in. This can result in data loss or corruption due to an improper shutdown. Please only use the steps above unless absolutely necessary.

Steps to shutdown

This should not be done without the direction of Cloud Operations because there is no way for dealers or end users to restart the server once it has been shutdown.

Once logged into the server and you are ready to shutdown you need to access the command prompt. There are many options for this but the most common are: Click the Start button and type cmd. The search will display the command prompt option on the right. Click the Start button and look for the Command Prompt icon. Access the Run Command and type cmd. At the command prompt type or copy and paste the following to reboot now: `shutdown -f -s -t 0`

This will force a shutdown of the server, logging out all users and shutting down all services. Once the server

is powered off it can only be started by Altigen Staff.

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