

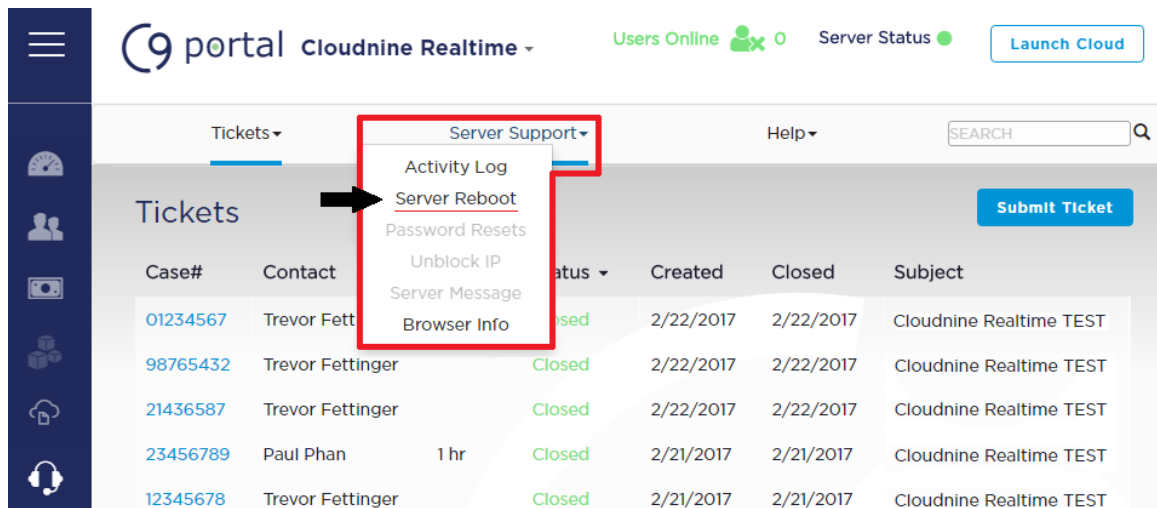
# HOW TO REBOOT YOUR SERVER

## PURPOSE

This guide covers how to initiate a server reboot through the C9 Portal (authorized contacts only). A server reboot might be required when there are issues affecting 2 or more users, users are experiencing severe latency (lag) or loss of connectivity, there is prolonged loss of connectivity, or when an admin. has updated an application to a later release.

Important: When a server is being rebooted, all users should be logged off.

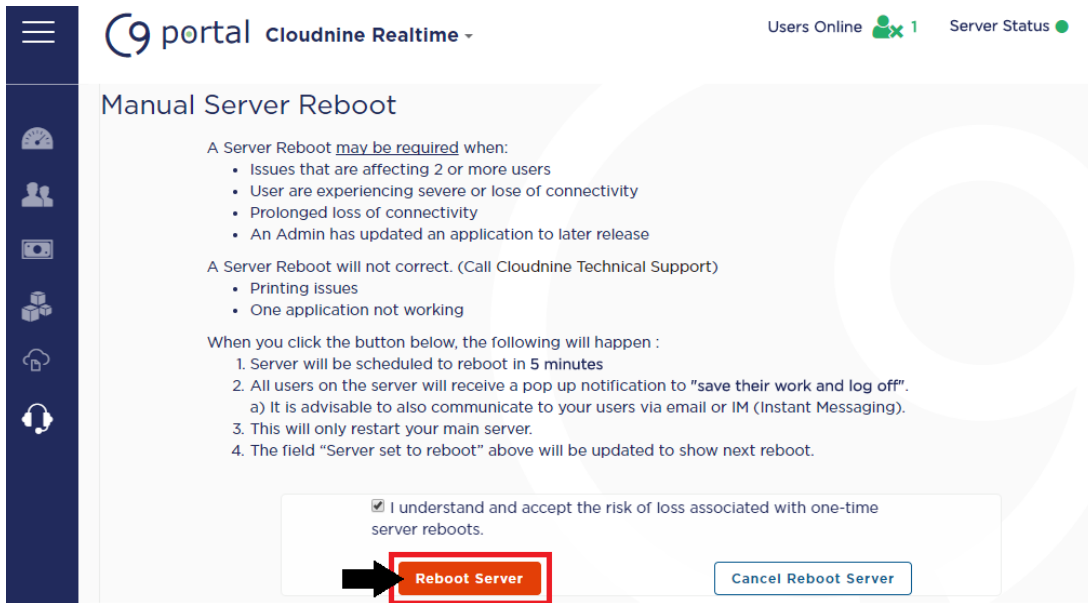
1. Log into the [C9 Portal](#).
2. Go to the [Server Reboot](#) page:
  - a. Click the Support icon (🎧) in the main side menu.
  - b. Select **Server Support > Server Reboot**.



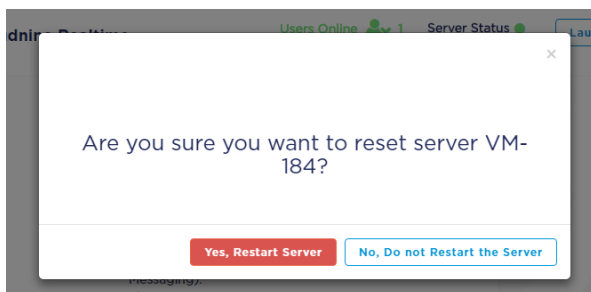
Case#	Contact	Status	Created	Closed	Subject	
01234567	Trevor Fett	Closed	2/22/2017	2/22/2017	Cloudnine Realtime TEST	
98765432	Trevor Fettinger	Closed	2/22/2017	2/22/2017	Cloudnine Realtime TEST	
21436587	Trevor Fettinger	Closed	2/22/2017	2/22/2017	Cloudnine Realtime TEST	
23456789	Paul Phan	1 hr	Closed	2/21/2017	2/21/2017	Cloudnine Realtime TEST
12345678	Trevor Fettinger	Closed	2/21/2017	2/21/2017	Cloudnine Realtime TEST	



3. Scroll down to the Manual Server Reboot section.
4. Mark the "I understand" checkbox and then click the red **Reboot Server** button.



5. Click **Yes, Restart Server** in the prompt window that opens. This schedules a server reboot in 5 minutes and sends a notification to all users on the server telling them to save their work and log off.



6. Click the **Cancel Reboot Server** button if you need to cancel the reboot. You can do this at any time during the 5 minutes before the reboot occurs.

## END OF DOCUMENT

