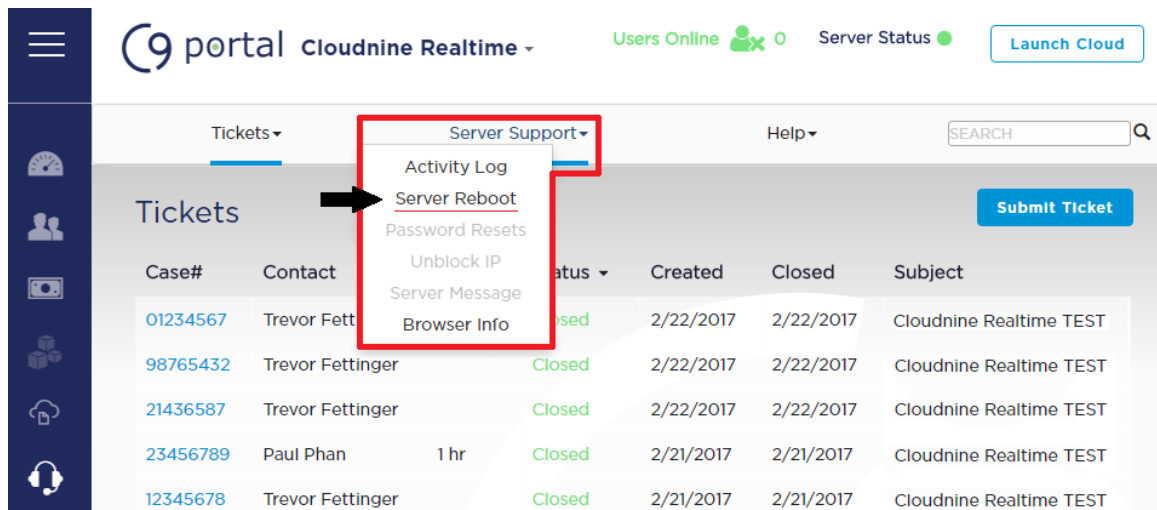


HOW TO SET YOUR SERVER REBOOT SCHEDULE

Cloudnine Realtime requires that every server be rebooted at least once a week. This ensures that server resources are reset and all available resources are ready each day. It also ensures that software updates that require a reboot will be ready in a timely manner.

Authorized contacts have the ability to set the reboot schedule for their server. To do so, follow the steps in this document.

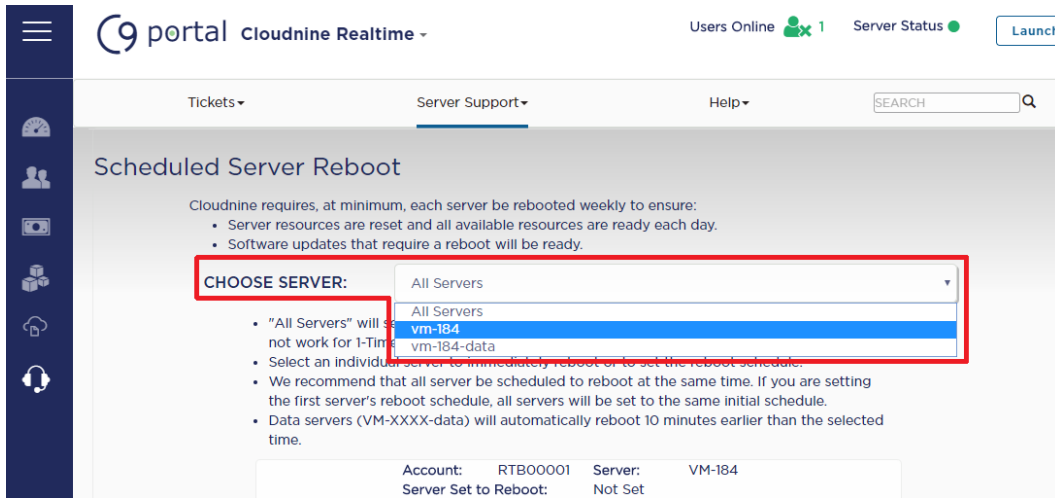
1. Log into the [C9 Portal](#).
2. Go to the [Server Reboot](#) page:
 - a. Click the Support icon (🎧) in the main side menu.
 - b. Select **Server Support > Server Reboot**.



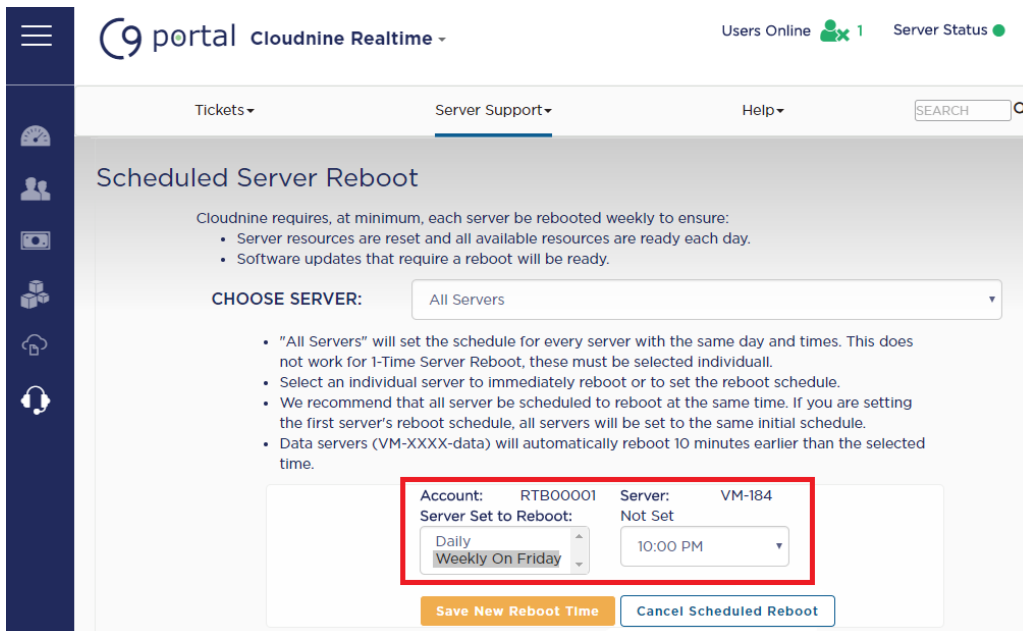
Case#	Contact	Status	Created	Closed	Subject
01234567	Trevor Fett	Closed	2/22/2017	2/22/2017	Cloudnine Realtime TEST
98765432	Trevor Fettinger	Closed	2/22/2017	2/22/2017	Cloudnine Realtime TEST
21436587	Trevor Fettinger	Closed	2/22/2017	2/22/2017	Cloudnine Realtime TEST
23456789	Paul Phan	1 hr Closed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



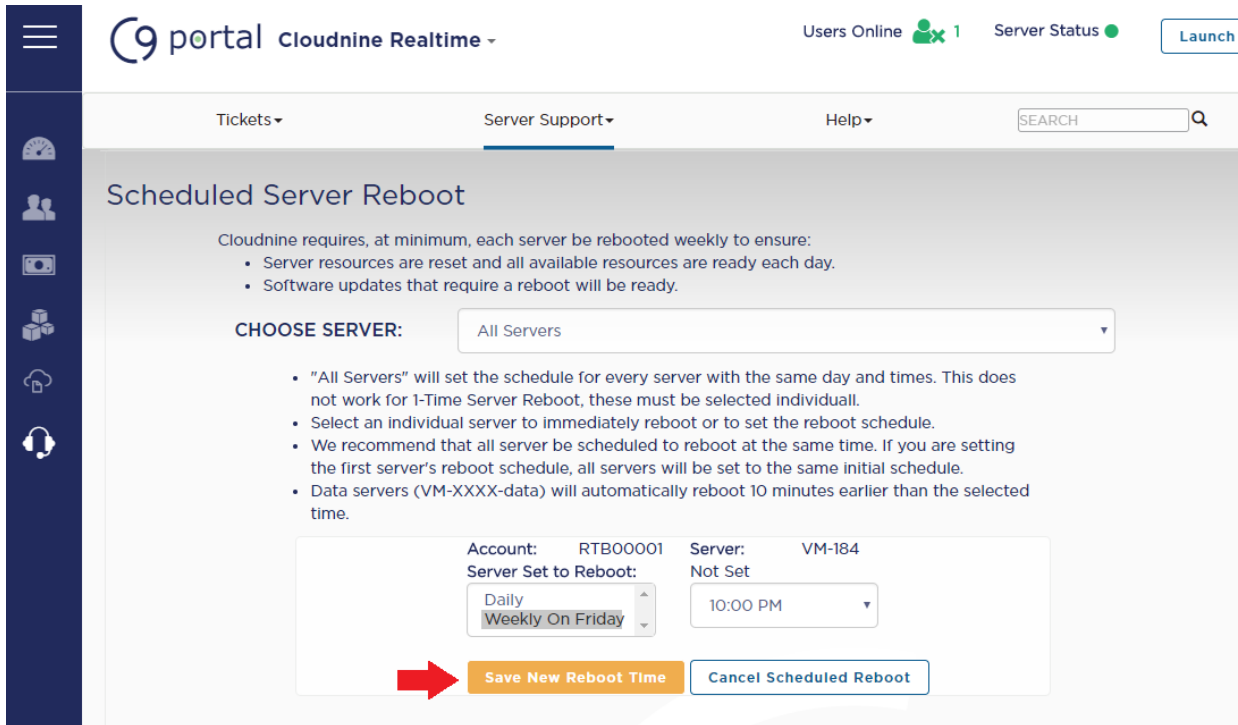
- Under Scheduled Server Reboot, select a server to schedule a recurring reboot for (if applicable) or choose **All Servers** to set the same reboot schedule for all servers.



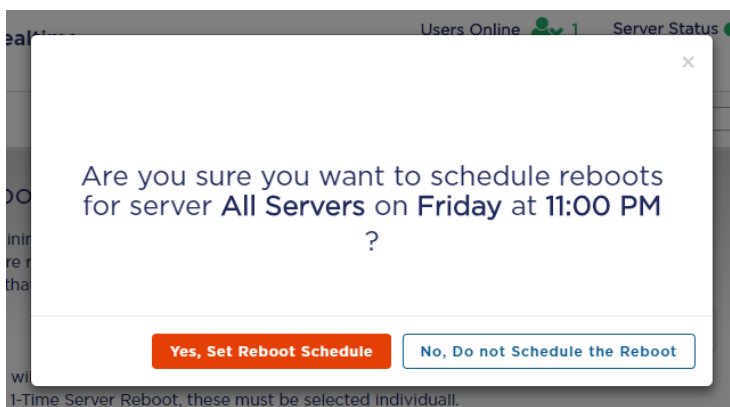
- Under Server Set to Reboot, select **Daily** or **Weekly on Friday** to indicate how often the scheduled reboot should occur and then select what time the reboot will occur at (make sure it will be a time when no users will be logged in and working).



5. Click the **Save New Reboot Time** button to save this schedule (if a schedule was already set, it will be replaced by the new schedule).



6. Click **Yes, Set Reboot Schedule** when prompted.



END OF DOCUMENT

