



# NV9000 Reboot and Restart

## Introduction

This note presents recommended reboot procedure for NV9000 servers. Miranda has shipped NV9000 systems with three operating systems: Windows 2000 Server, Windows 2000 Professional and Windows XP Professional. Miranda chose these operating systems because of their reputation for long-term stability.

Miranda supplies high quality, industrial-grade IBM servers, and more recently, system controllers manufactured at Miranda. These hardware platforms have been engineered not only to provide a stable platform for the operating system, but to provide a robust environment for the NV9000 software and related applications.

## Discussion

It is important to understand the difference between a control system *restart* and a server *reboot*. A *restart* is performed entirely from within the NV9000 control system and involves stopping and restarting the NV9000 software applications only. The server and operating system are not affected in any way. A *reboot* entails shutting down the server or system controller, restarting not only the NV9000 software but the hardware platform and operating system as well.

Miranda's NV9000 systems do *not* require rebooting at any specific interval. The operating system and hardware platform can run the NV9000 software for extended indefinite periods of time without interruption. NV9000 *restarts* are required any time the system database has been changed, and when those changes must be invoked. A system *reboot* might be required occasionally and is usually the result of one of the following conditions:

- A software component of the NV9000 system (operating system, NV9000 code, etc.) has been updated and the system prompts that a reboot is needed.
- An Miranda-approved, customer-supplied software component (such as anti-virus software) has been updated and the system prompts that a reboot is needed.
- A specific system anomaly has occurred and a Miranda customer support representative has suggested a reboot as a possible solution to the problem.

Miranda recommends that periodic preventative maintenance be performed on all of its products. The NV9000 system is no exception. Periodic inspection and cleaning can prevent serious downtime and provide early warning of potential problems. In the case of the NV9000 system, this inspection might require the hardware be powered off temporarily, resulting in a system reboot. Database settings and router crosspoints are maintained during this time.

Consult NV9000 product documentation (or Miranda Technical Support) for more specific details.