Restarting Your aACE Server (FMS 16)

Last Modified on 08/16/2019 3:47 pm EDT

At times you may need to shutdown and restart your aACE server (e.g. if you need to install updates or if the aACE Software support personnel cannot access your server via LogMeIn). If this kind of situation arises, select a convenient time and use these instructions to ensure your aACE server is restarted safely.

Restarting the Server

- 1. Log into your server's FileMaker Server Admin Console.
- 2. Navigate to the **Activity** tab.
- 3. In the top-right, click on the folder icon and select **Close All**.

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4. At the prompt, enter a message to be sent to any users currently signed into your hosted system.

lose All Databases	
ype the message you want FileMaker clients t	o receive.
aACE is being taken offline briefly. It will be bad	ck online within 15 minutes
Delay time (minutes):	

- 5. Wait until the Status for all hosted files has changed from Normal to **Closed**.
- 6. Navigate to the Status tab and click the blue **On/Off Switch**, shifting it to the off/left position.

Note: The switch may appear grayed-out momentarily while the server is being taken offline.

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FileMaker Server	16		Welcome, admin Server H	lelp Log Ou	ıt	
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Schedules	FileMaker Server 16 IP Addresses	172 31 19 1	77	0)	
Statistics	FileMaker Host Name	2001:0:9d3	9533c:1027-1fda ed25:cf22 Server			
Log Viewer	Admin Server Started	4/22/18 1:1	4 PM			
General Settings	Server Version	16.0.4.406				
Database Server	DATE	TYPE	DESCRIPTION			
Web Publishing	May 10, 2018 5:59:56 PM	Warning	SECURITY: Client "[Guest] [173.2.16.70]" authentication failed on database "aACEv5v0_Scripts.fmp"	12" usin ^		
	May 10, 2018 5:59:55 PM	Warning	SECURITY: Client "[Guest] [173.2.16.70]" authentication failed on database "aACEv5v0_Scripts.fmp"	12" usin		
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	0 Total User Connections clients connected					
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	0 FileMaker Go					
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	501 User Connections client	limit				
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	0 Additional FileMaker Pro ar	nd FileMake	er Go clients			
	0 Custom Web Publishing co	nnections	currently open	0		
	39 Databases hosted out of t	otal 39		٥		
	8 Schedules are currently en	abled		٥		

7. *After* the On/Off Switch has regained its color and is in the off/left position, it is safe to restart the machine.

Note: While the server is offline and the switch is in off position, it is safe to install system updates. When the updates have completed, restart the machine and FileMaker Server will automatically restart.

Verifying the Restart

Once the machine has finished restarting, FileMaker Server should automatically start up with all hosted files back online. To verify this, sign into the FileMaker Server Admin Console, navigate to the Activity tab again, and confirm that all files have a Status of **Normal**.