

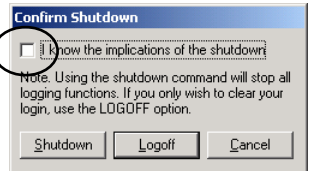


## HOW TO SHUTDOWN LUMBERJACK

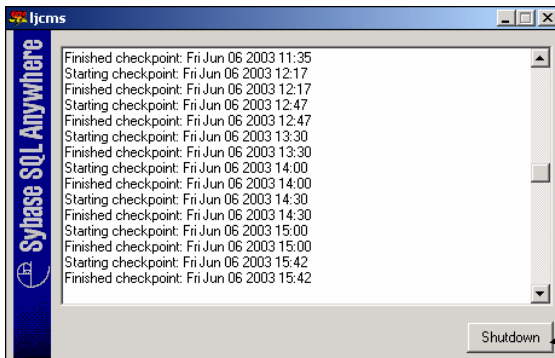
If there is going to be a power down, and you know about it in advance (!), it is best to shutdown LUMBERJACK before the power down. The reason for this is that databases are sensitive little things and do not like being turned off ... on ... off ... on ... off ... on ... oops. They are very good at recovering, most of the time - given time, what they are not good at is being turned off mid-recovery. The problem with power downs carried out for testing purposes is that they tend not to be clean.

### To Shutdown LUMBERJACK:

1. Log in to LUMBERJACK and select Shutdown>Shutdown
2. Click the checkbox "I know the implications of the shutdown". Then click [Shutdown]
3. Right click on the Remote Notification "blue" tree in the system tray. 
4. Select Close from the menu.
5. Depending on the version of database you have you will either have a database button on the taskbar, or a database button in the system tray. 



6. Restore the database window



7. Then click [Shutdown]

If you get a message "One or more connections are still open. Close Database Engine anyway?" Click [No] – wait a few minutes and click [Shutdown] again.

The FO-NETs can be left as they will buffer all the calls up to the time of the power down – they do not need to be shutdown. When the power comes back on everything should restart automatically and LUMBERJACK will log all the buffered calls – you will only lose calls made while the power is off.

If you have any problems when the power comes back on, or there is anything you are not sure about, please call the **focom limited HelpDesk** on 01442 200002