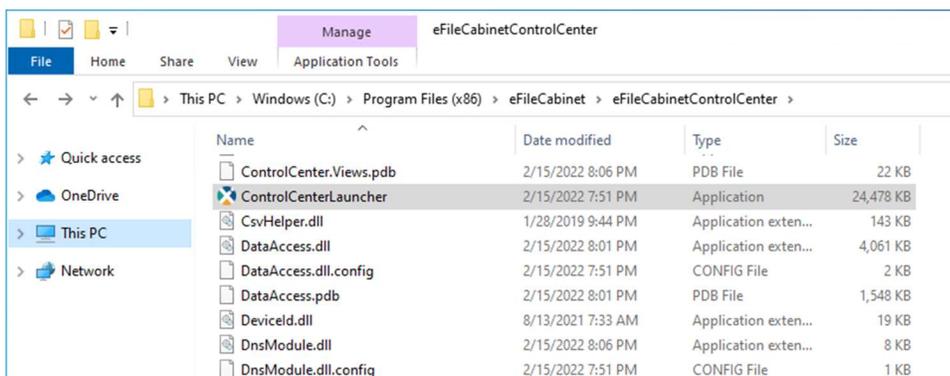Title: Overview of the Rubex Control Center Components Section

Purpose: Explain the purpose of the Components section and what the different statuses mean.
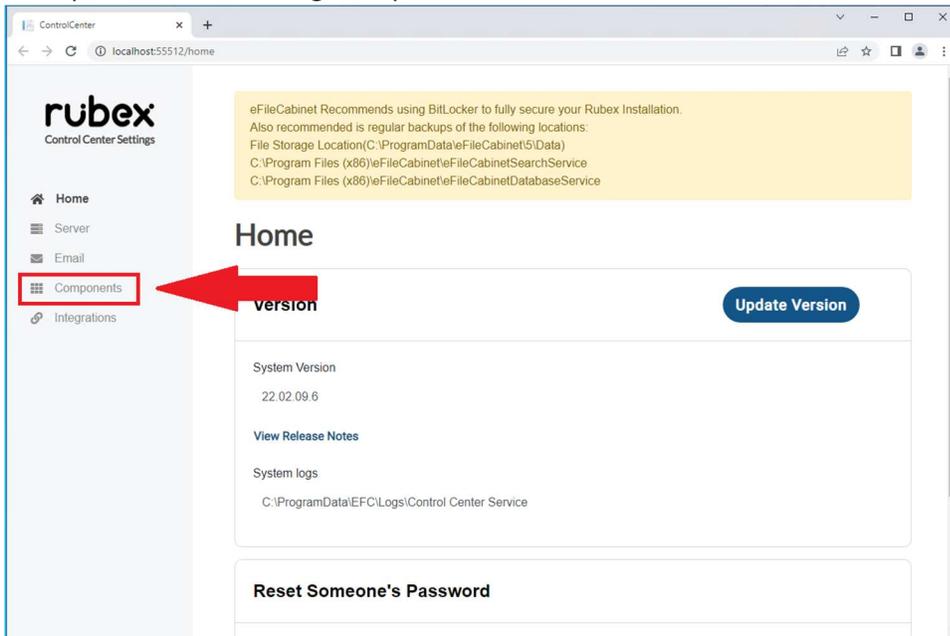
The Rubex Components are the essential services needed to run your Rubex Private Cloud server. This guide will go over how to access the Components in the Rubex Control Center, will give a brief overview of the features available in the Components section, and will go over the different Component statuses and what they mean.

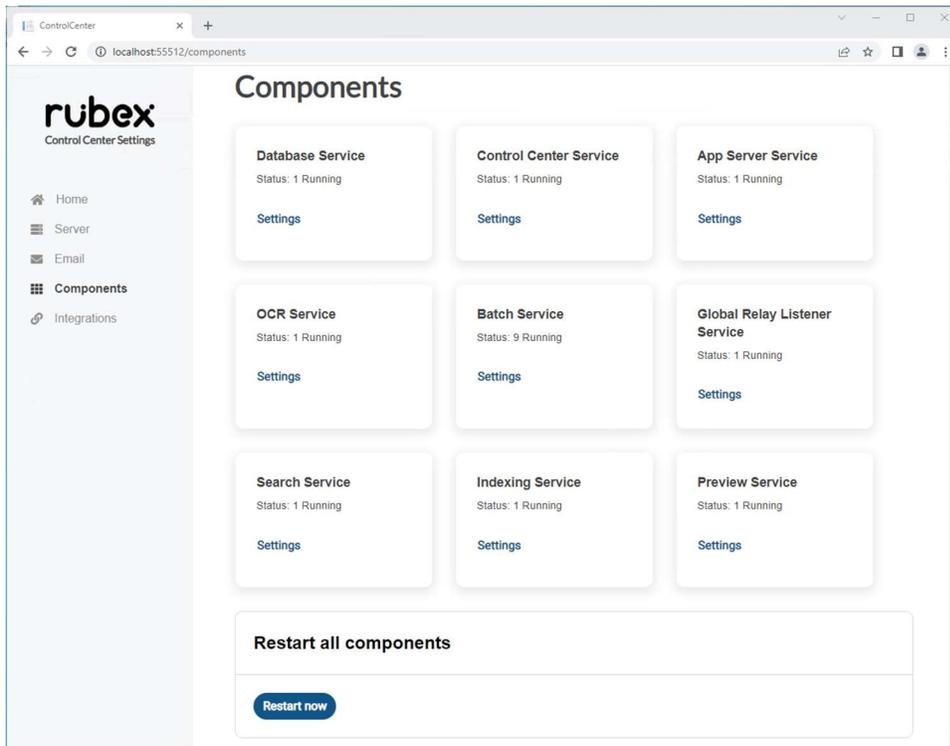Subheading: Accessing the Components Section in the Rubex Control Center

1. In your Rubex Private Cloud server open the Rubex Control Center via the Rubex Control Center desktop shortcut or by going to C:\Program Files (x86)\eFileCabinet\eFileCabinetControlCenter:

2. Once you have the Rubex Control Center open navigate to the Components section by clicking "Components" in the navigation panel to the left.
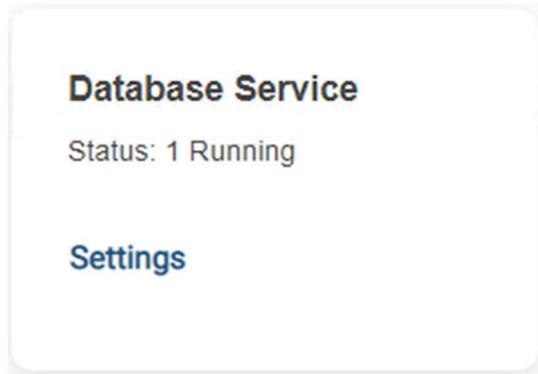

3. You should now see the Rubex Components in a screen that looks similar to the following.

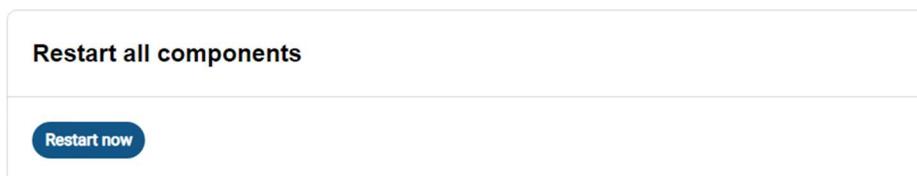Subheading: Features of the Components Section

Now that you are in the Components section you should see a list of all the Rubex Components. An individual Component looks like the following:

Notice in the image above that we can see the name of the Component or service, the status, and the option to click into the individual settings for that Component.

This guide will not cover the individual settings available for each Component, but please be aware that if you click the Settings option you will be taken to a menu for that specific Component where you can restart, stop, and start that Component and, depending on the Component, adjust specific settings for that Component.

At the bottom of the Components section you have the option to "Restart all Components." You can use this feature if multiple Components are in a stopped or unhealthy status to start those Components and restart any already running Components. Please note that if you restart all Components while users are in Rubex that they will be briefly be interrupted and may lose data if they were in the middle of editing a file.

Subheading: Component Statuses

Components have three possible statuses:

- Running:

Database Service

Status: 1 Running

Settings

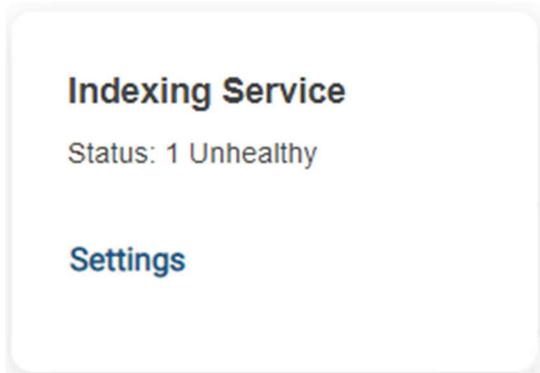The running status means that the Component is functioning as expected.

- Stopped:

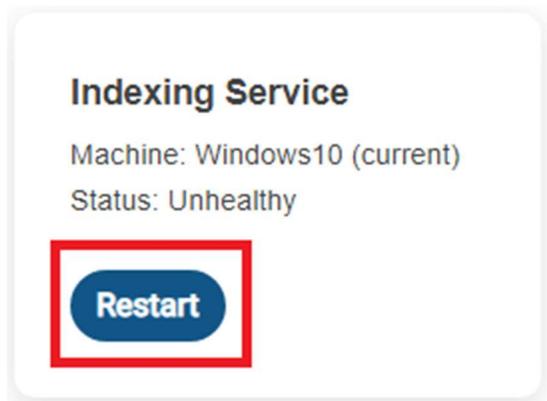**OCR Service**

Status: 1 Stopped

Settings

The stopped status means that the Component is essentially turned off. To start an individual Component click the "Settings" option for that Component and then in the next screen click "Start." Please note you may need to scroll down to find the "Start" option, depending on the Component.

OCR Service

Machine: Windows10 (current)
Status: Stopped

Start

- Unhealthy:

The unhealthy status means that the Component is running but it is not running in a working state. To restart an unhealthy Component select the "Settings" option for the affected Component. In the next screen click the "Restart" option for the Component. Please note you may need to scroll down to find the "Restart" option, depending on the Component.

If a Component is running as unhealthy there are a few questions you can ask:

- Is my server running at minimum specifications for a Rubex Private Cloud server (CPU with 8 cores and atleast 16GB of RAM)?

- Is there something running on the server that is using up all available resources and preventing this Component from having the resources it needs?

- Is my antivirus blocking this Component and preventing it from running correctly?

If you have gone through this list and tried to restart the Component but it continues to go in an unhealthy state please contact technical service for assistance.