# How to Restart Agilis Console & How to Restart Agilis Server

**Description:** If the Agilis Console/Dashboard isn't running, the console service or server may need to be restarted. First try restarting the Agilis Console. If this doesn't work, try restarting the Agilis Server.
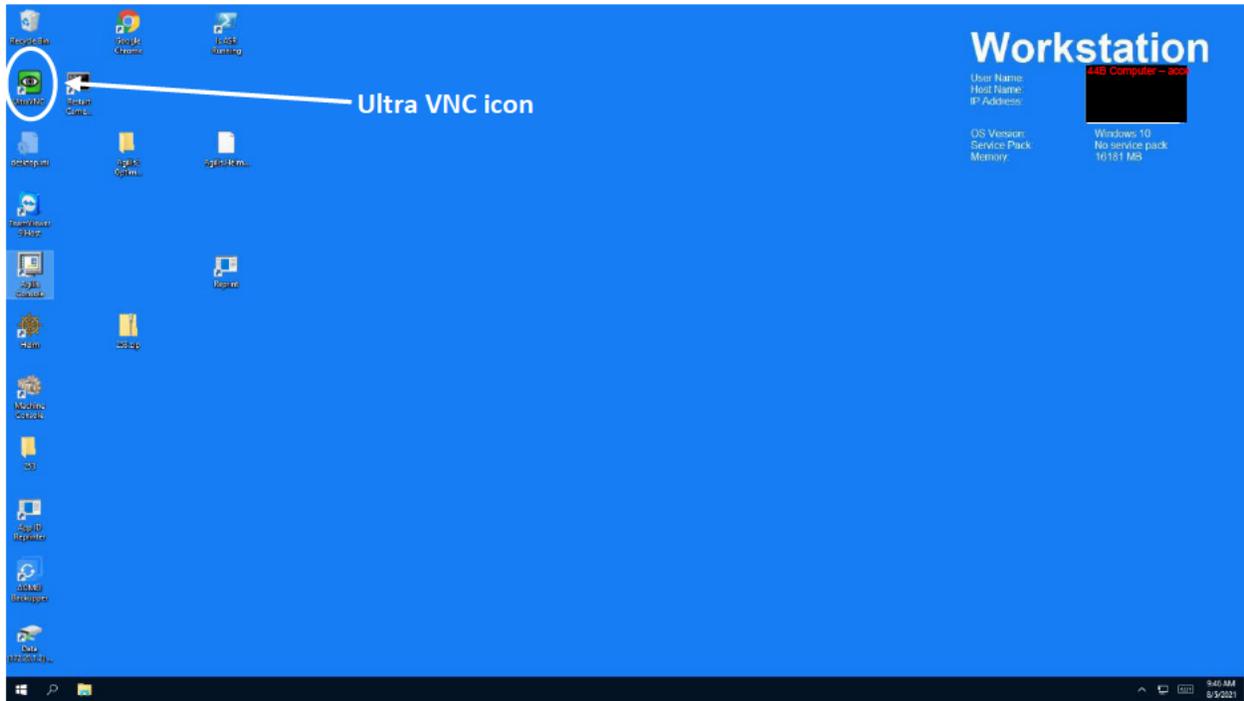
Restart Agilis Console:

1. **Turn on the workstation under either Agilis Server:**
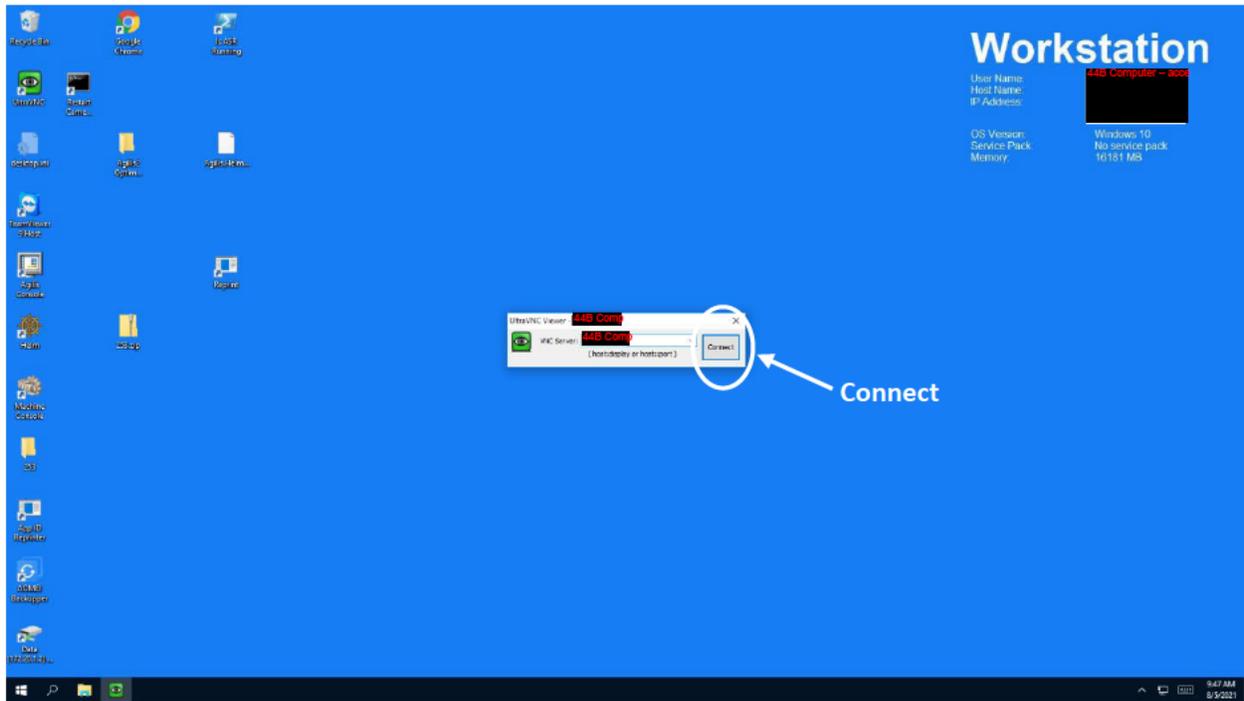   a. **Open cabinet with key stored on top of machine:**
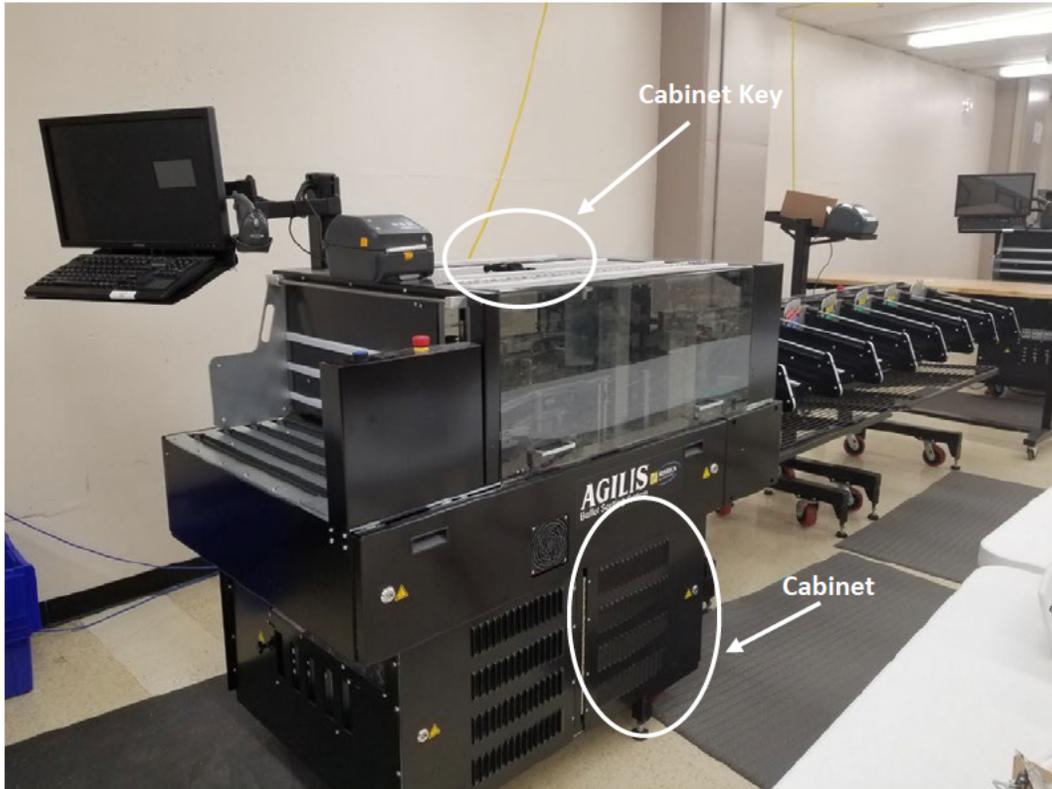
    b.
   c. **Press power button to turn on workstation:**
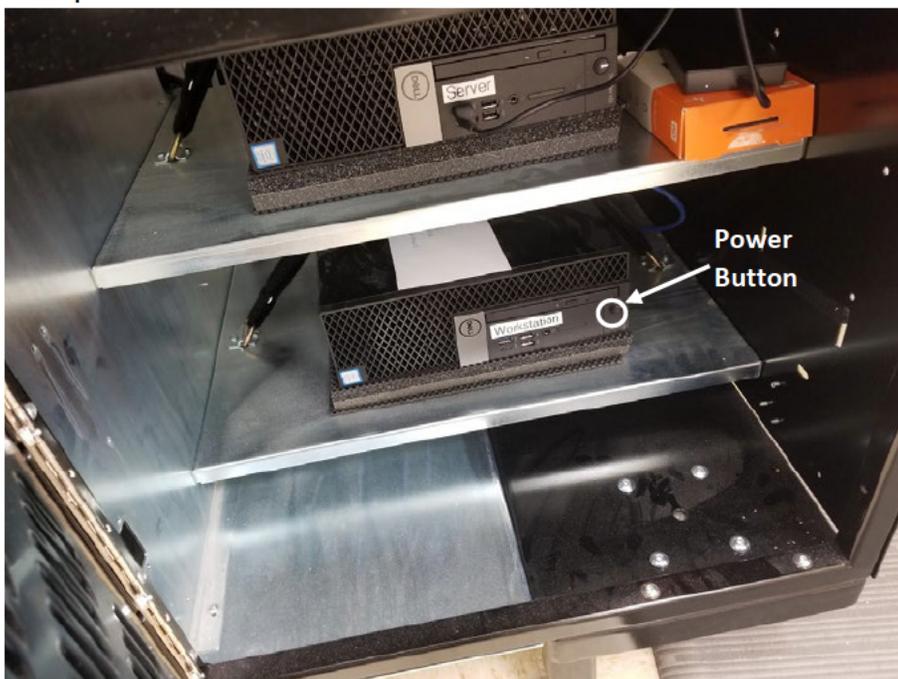
2. On the computer monitor, double-click the Ultra VNC icon (icon is green with an eye) to open the server. **Tip: sometimes the touch screen has trouble with double-clicks, try using the touchpad mouse**


Ultra VNC icon

3. Click connect:

Connect

4. Within the green server window, double-click the restart console service icon:
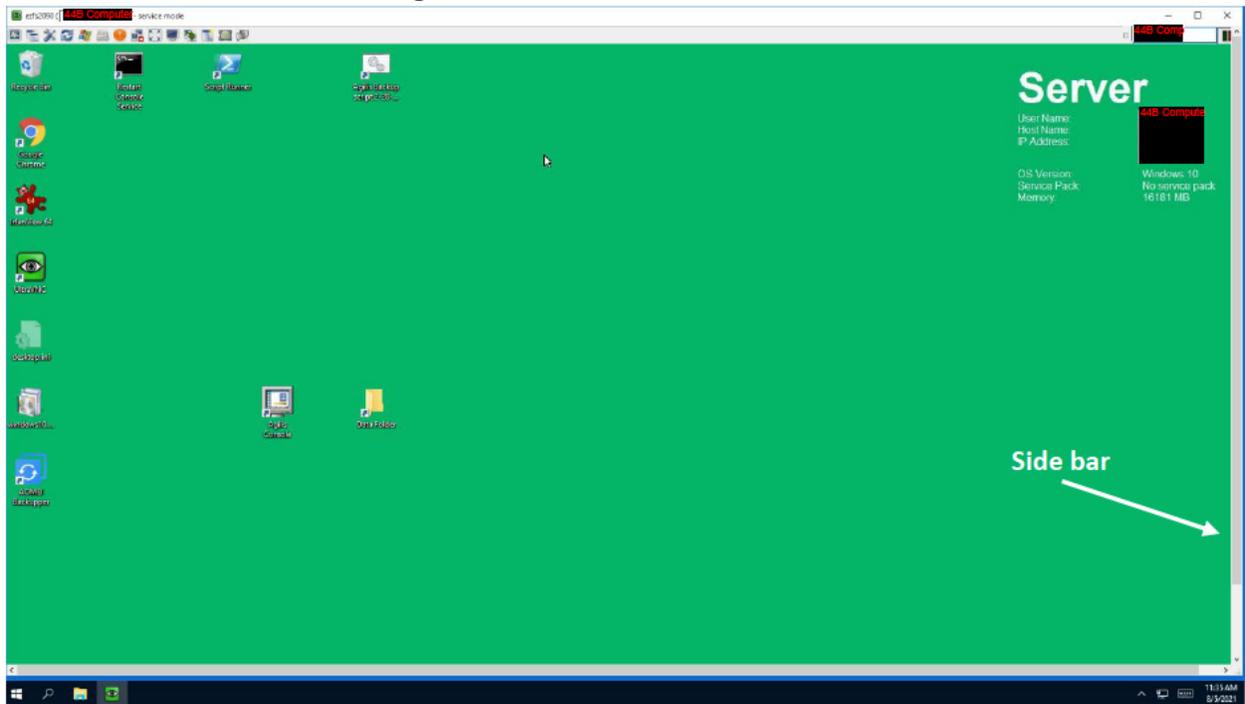

Restart Console Service icon
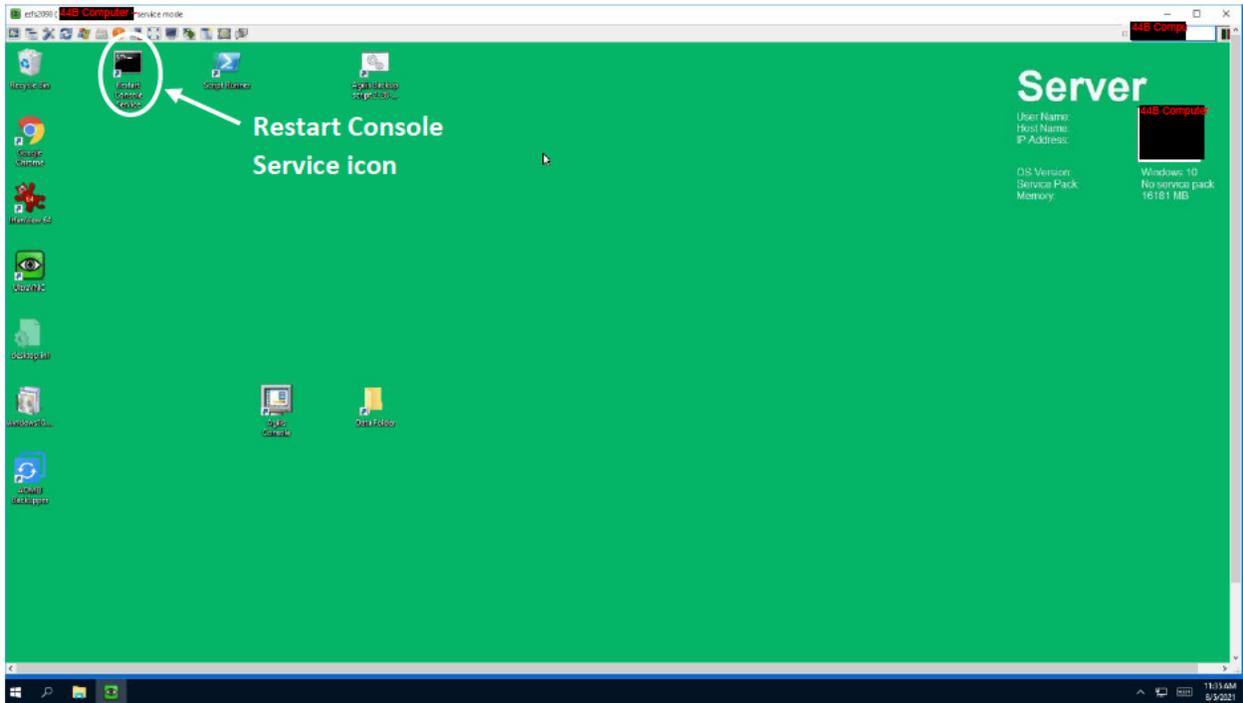
5. After the script runs, close the green server window by clicking the x in the top right corner. Check to see if the Agilis Console is working by double-clicking the Agilis Console icon on the main workstation screen:
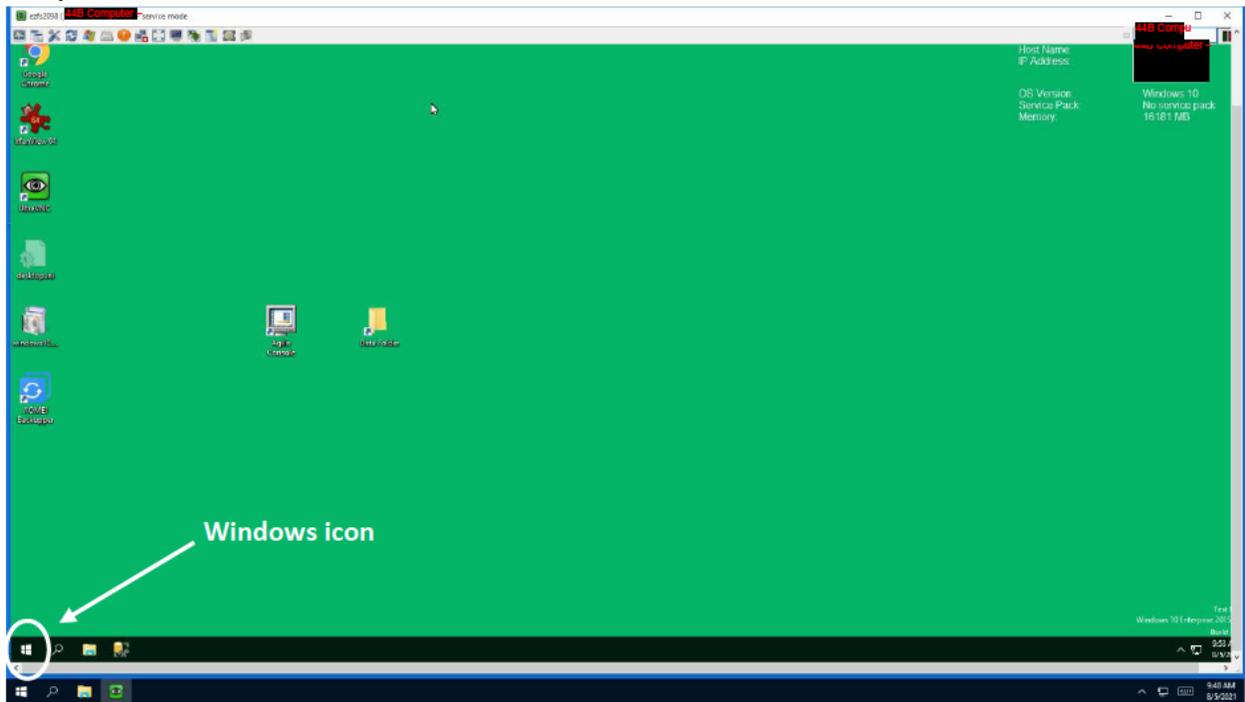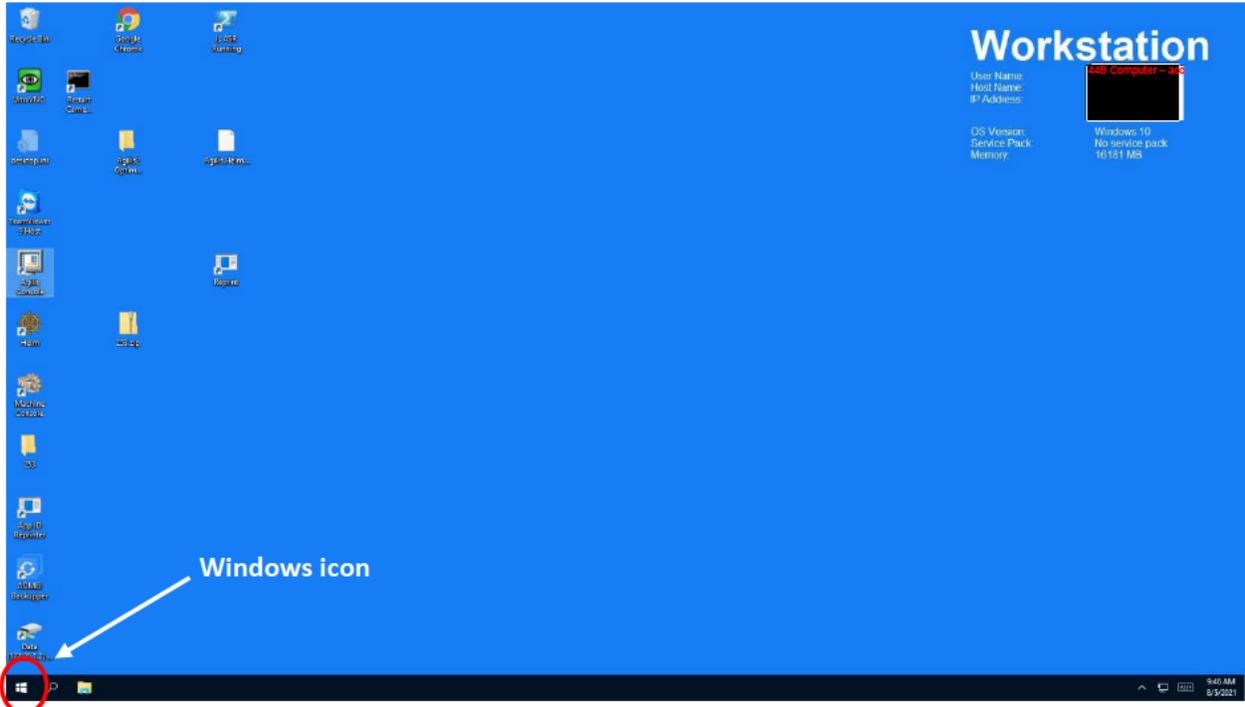

Agilis Console icon
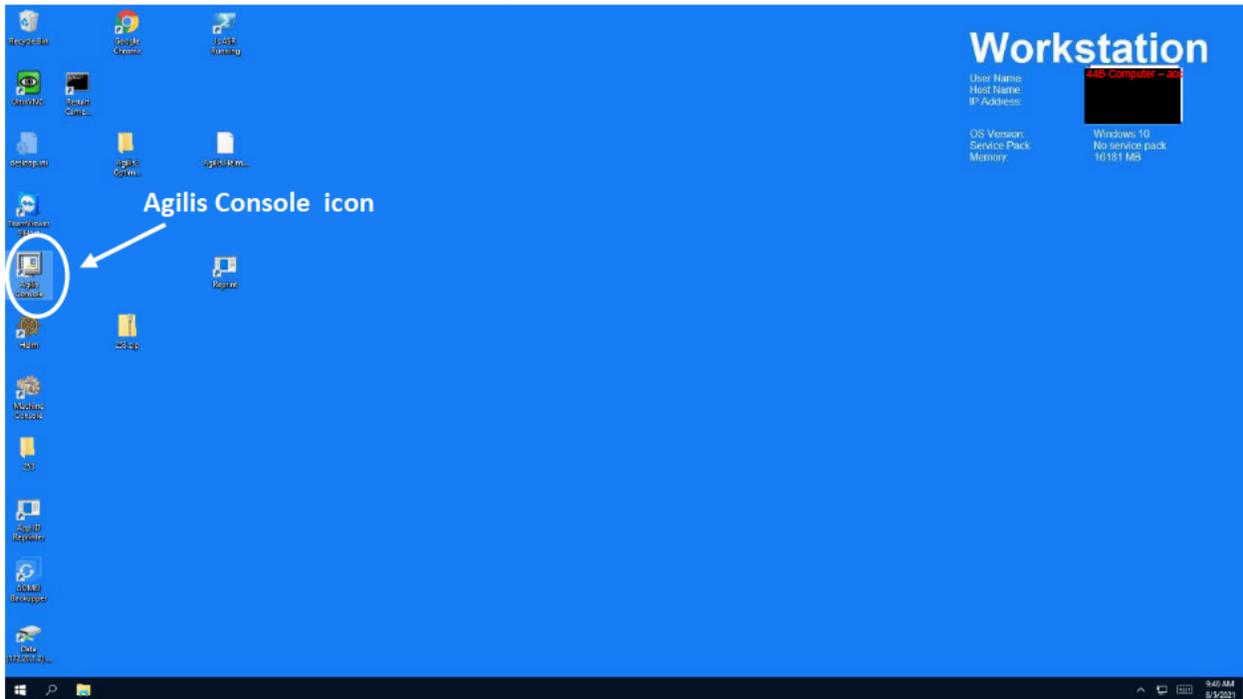
Restart Agilis Server:

1. On the computer monitor, double-click the VNC icon to open the server
2. Scroll down on the side bar of the green server window:
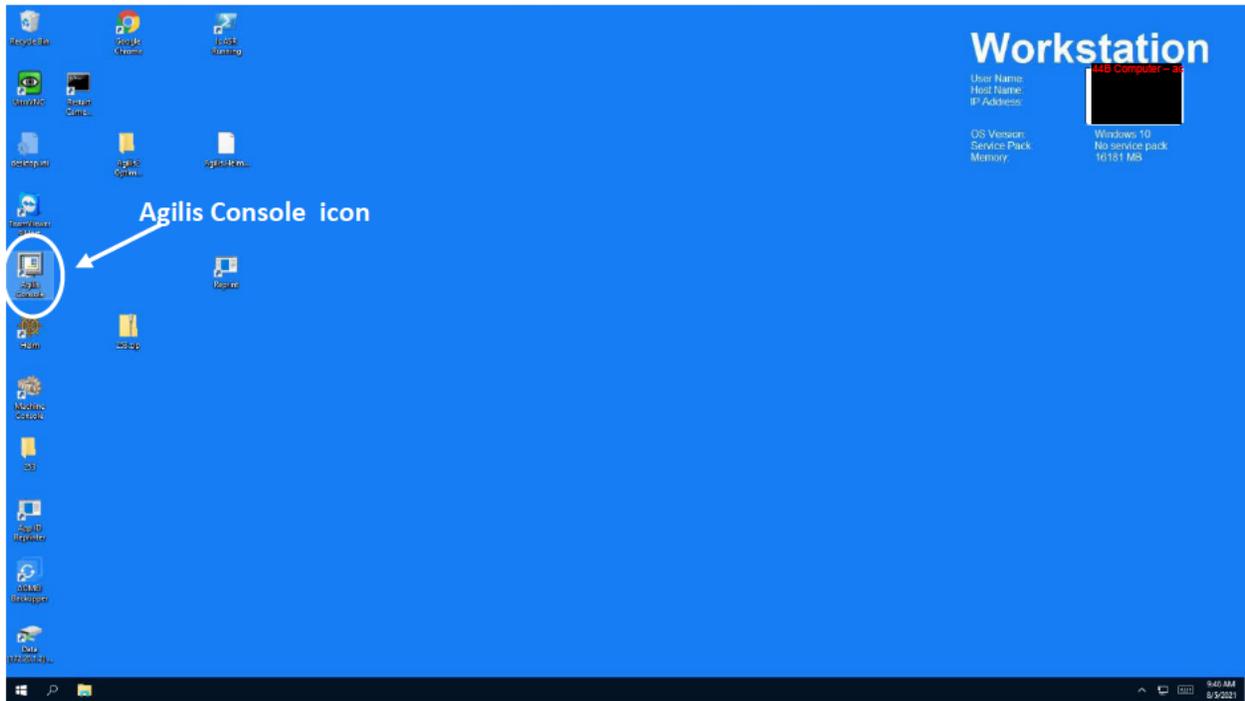

3. Restart the server using the windows icon on the server screen following the same steps used to restart a computer

4. Restart the workstation using the windows icon on the workstation screen

Windows icon

5. Check if the Agilis Console Service is running by double-clicking the Agilis Console icon:


Agilis Console icon

Additional troubleshooting:

If unable to connect to the server, you may received a "failed.." error message. Open up program files and try to open the z:drive. If the Z:drive is unavailable, the workstation is no longer receiving data from the server. This circumstance happens less frequently, but is more common when the machine is processing high volumes (approx. 50k+ ballots a day).

To resolve this, a monitor and keyboard need to be plugged directly into the back of the Agilis Server. The monitor and keyboard cables can be moved from the workstation to the server on one machine. Move these cables then restart the Agilis Server. **Tip: the Agilis Server is always the greenbackground.**

While the Agilis Server is restarting, walk over to the other machine and turn on the other workstation. Restart this workstation. This should resolve the issue.

Cabinet to access the back of the Agilis Server:
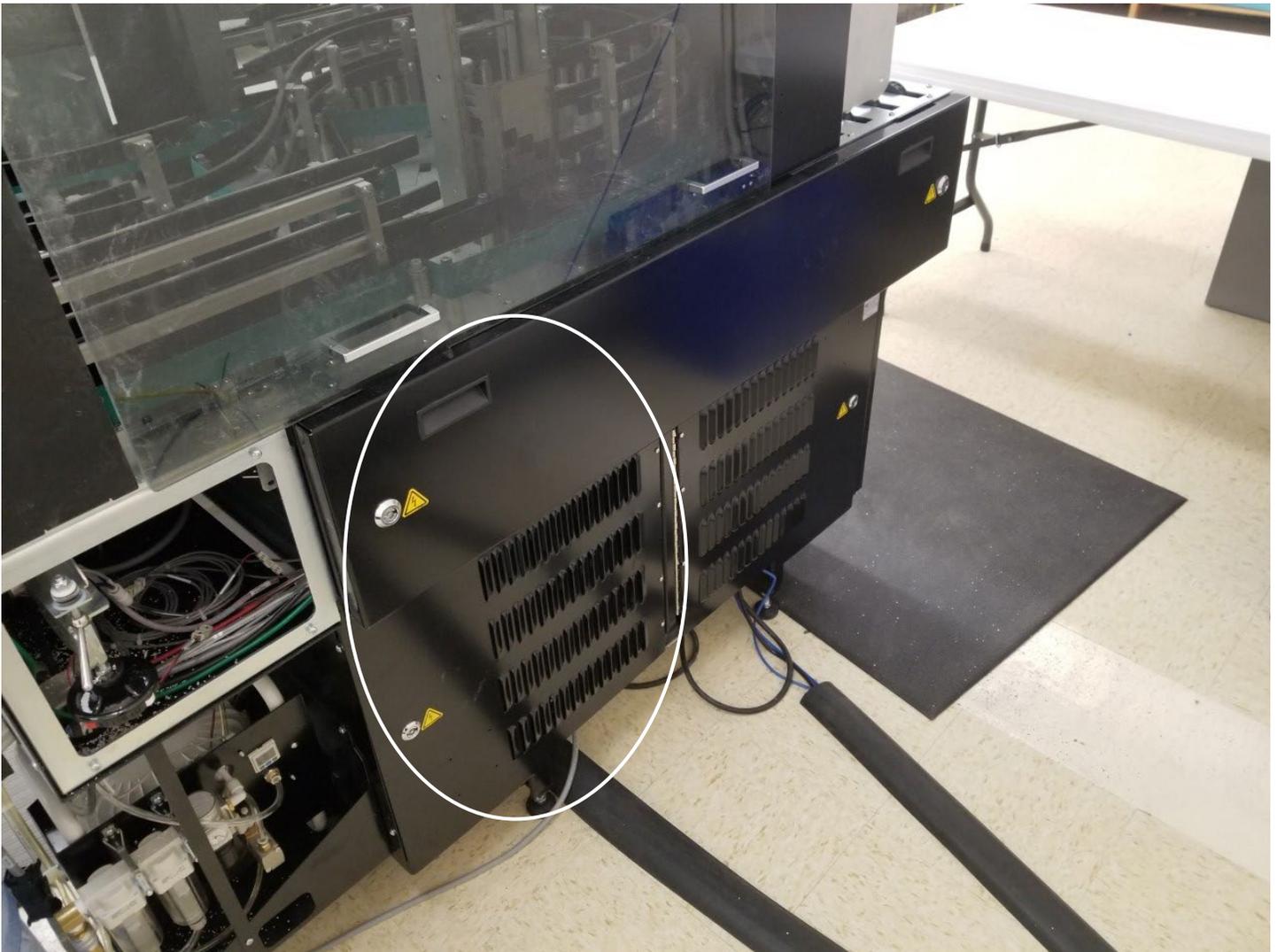
Cables for monitor and keyboard with touchpad mouse can be moved from workstation to server:

monitor and keyboard/mouse
ports on server

monitor and keyboard/mouse
cables plugged into workstation