

## ONYX Hub Frequently Asked Questions

### 1. What is ONYX Hub?

ONYX Hub software is a business intelligence tool with a browser-based dashboard that provides easy-to-understand data across an entire site for better business decisions. ONYX Hub can be installed and viewed on any computer that has access to the same internal network as ONYX Thrive.

### 2. How do I get ONYX Hub?

Onyx Hub is available through ONYX Advantage Gold, our ONYX software maintenance agreement specifically designed for ONYX Thrive users. ONYX Advantage Gold customers can request an update to their ONYX Thrive key by emailing [sales@onyxgfx.com](mailto:sales@onyxgfx.com). Once the ONYX Thrive key has the needed permissions, ONYX Hub product can be downloaded here <http://www.onyxgfx.com/my-onyx/product-downloads/> (you must be logged in to myonyx for the url to open. If you do not have a myonyx account, you can create one on our website: [onyxgfx.com](http://onyxgfx.com)).

### 3. Where should I install ONYX Hub?

The ONYX Hub controller can be installed on any computer that has access to the ONYX Thrive network key or ONYX Thrive trial. Once the controller is installed and running, ONYX Hub can be viewed in a browser, on any computer on the network.

### 4. What are the recommended storage requirements for Hub?

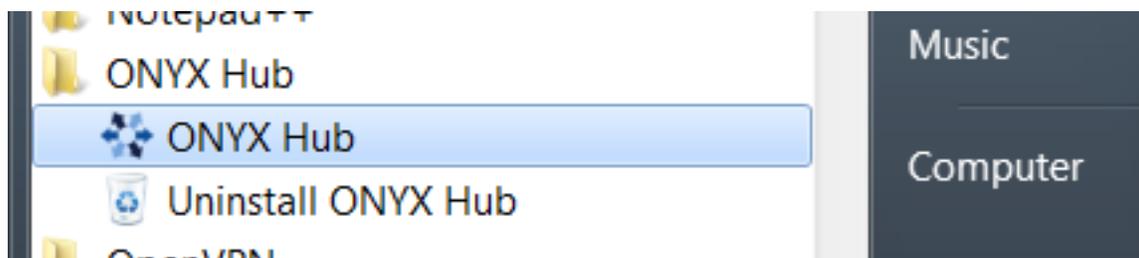
ONYX Hub space requirements depend on the number of jobs that run through a shop. For a shop that is printing approximately 1000 jobs per day, a system with at least 1 GIG of memory is recommended to save 12 months of data.

### 5. Is there a trial version of ONYX Hub?

Yes. A one month free trial can be obtained easily through our website at [onyxgfx.com/downloads](http://onyxgfx.com/downloads) for non-key holders. Additionally, permissions for a one month trial of ONYX Hub can be added to any ONYX Thrive network key by emailing [sales@onyxgfx.com](mailto:sales@onyxgfx.com). Please include your key information in that email.

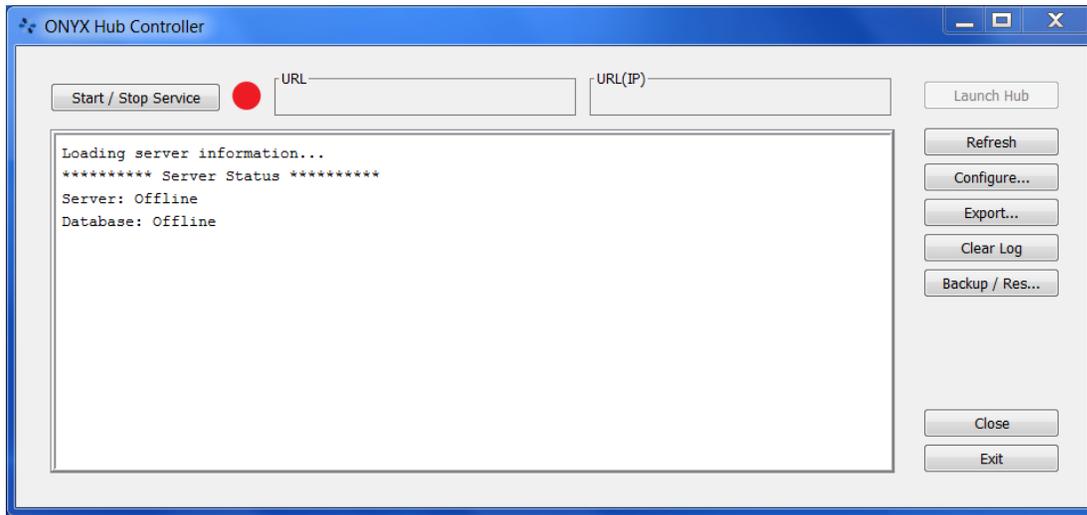
### 6. How do I launch the ONYX Hub controller and how do I view ONYX Hub?

After the software has been installed, launch ONYX Hub using the ONYX Hub icon in the start menu:



Once the ONYX Hub controller has launched, click the “Start/Stop Service” button. When the controller indicator turns GREEN, use either the URL or the URL (IP) address shown in the window below to launch

ONYX Hub. Clicking the “Launch Hub” button will launch the product using URL in the default browser. These URLs can be shared with any other computer in the network to view ONYX Hub.



### 7. Which browsers support ONYX Hub?

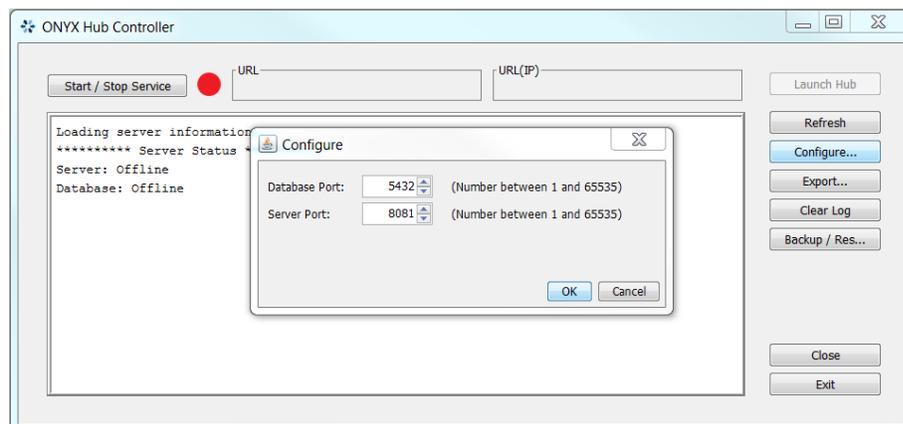
ONYX Hub is supported in Chrome, Firefox, and Safari browsers. Internet Explorer is not currently supported.

### 8. Which version on ONYX Thrive should I be running?

It is recommended that customers use ONYX Thrive version 12.2.

### 9. What do I do if I cannot see Hub in my browser?

The ONYX Hub controller provides both a URL using the computer name and a URL with the computer IP address. Depending on the settings in the network, it might be preferable to use one or the other. Additionally, it might be necessary to change the port configurations of ONYX Hub. In the ONYX Hub controller, click the “Configure...” button to launch the Configure window. This gives the user the opportunity to specify the Database Port and the Server Port settings. Once the settings have been changes, Click the “Start / Stop Service” button and a new URL will be generated.



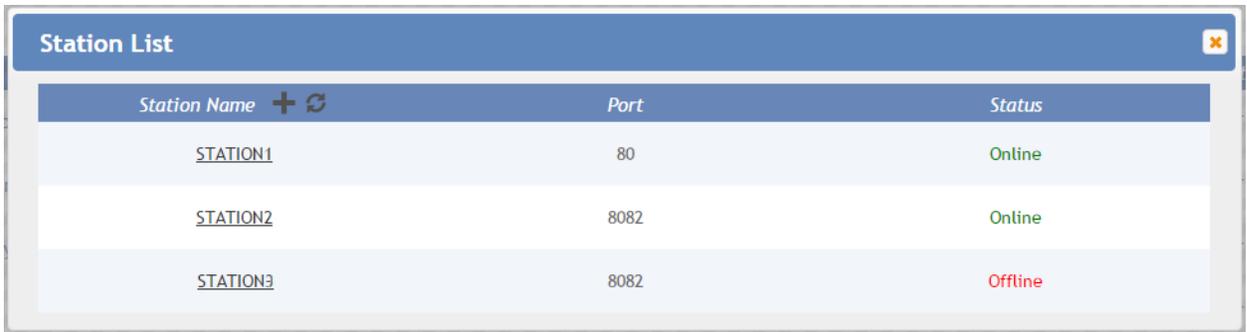
**10. Is it possible to do a backup of my ONYX Hub database?**

Yes. Open the ONYX Hub controller and click the “Backup/Res...” button. Select Backup and specify where the backup copy should be saved. The database will then export the data into an encrypted .swdata file that can be restored as needed.

**11. What can I do if one of my Thrive stations does not appear in Hub?**

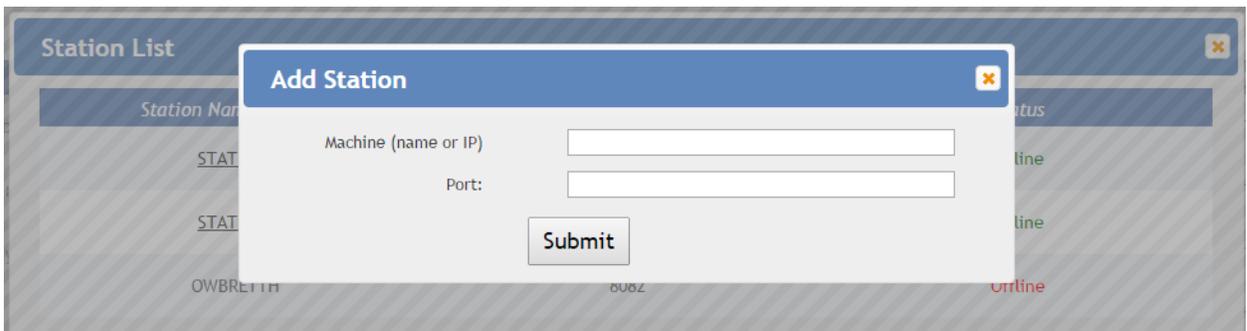
The first time ONYX Hub is launched, the program searches for all ONYX Thrive stations on the network. To see the status of the stations, click on the gear in the upper right hand corner of ONYX Hub: 

The Station List dialogue box will open, showing the Station Name, Port and Status of each ONYX Thrive Station in the network.



Station Name	Port	Status
STATION1	80	Online
STATION2	8082	Online
STATION3	8082	Offline

If a station is missing, clicking on the refresh arrow  will often restore the connection. If this does not connect the missing station, click on the plus icon  and launch the Add Station window. Here you can manually add a station using either the Machine name or IP and the Port (as specified in ONYX Thrive.)



**Add Station**

Machine (name or IP)

Port: