



Introduction to Infor Support Assistant



Overview

Infor® Xtreme Support is happy to introduce the next generation of the Infor Support Assistant (ISA). The Support Assistant will help your company keep up to date with information about your Infor environment. We have found that IT staff, system users, and even subject matter experts within companies like yours lose valuable time researching what changes have taken place in their production and test environments from day to day. Automating the collection of this data saves time, which in turn will help resolve issues more quickly. ISA provides valuable information, that allows Infor Xtreme Support to proactively provide you with information that can help prevent issues and avoid errors in the future.

Our Xtreme Support engineers often know what products you have licensed, and what versions, releases, and patches you have downloaded; but without confirmation, they may not know what has been installed into production. ISA collects this data and additional information that you normally would need to provide to a support engineer for every support incident. This information includes changes to your configuration, operating system levels, and parameter settings.

ISA helps your IT staff determine the cause of environmental issues that were previously difficult to identify. The installation of a seemingly harmless piece of hardware or software may change conditions on your system that are pervasive and not easy to detect. ISA captures these changes and will significantly aid you and your Xtreme Support engineer.

Now you can have immediate access to environmental information to help you resolve problems more quickly and lets your team work more effectively with Infor Xtreme Support. The diagnostics provided ensure that we can get to the root of the matter and solve issues more quickly.

ISA is your answer to secure proactive support. It puts Infor environment and application data at your fingertips. ISA can be installed in two ways: either deployed with the installation of your Infor product, or installed using the ISA Management Console. If installing ISA through the Management Console, you can follow a simple three-step process:

- Start and authenticate.
- Define the server environment.
- Start the install.

In either case, you can chose to manually transmit the collected data to the secure Infor Xtreme Support Cloud, or automate the transmission in order to benefit from up to date information in Infor Xtreme at any point in time. The data sent to Infor Xtreme Support is the same data you would provide Infor when troubleshooting an issue. ISA automates the collection process, ensuring the data is reliable, current, secure, and accurate. Based on ISA collected data, Infor Xtreme Support can provide you with relevant patch and upgrade information.

Security

We understand that one of your concerns may be security and confidential data. ISA was designed to be very secure. ISA does not collect business transaction data, production data, or authentication information, including passwords.

The user name and password supplied during the installation of ISA is never stored. The ISA installation process does not change any security or firewall settings.

No ISA data is transmitted until you initiate the transmission, giving you complete control. ISA uses standard, secure https for its communication protocol. No communication with the Assistant is initiated by Infor Xtreme Support; ISA does not listen to inbound communication. ISA is not an auditing tool; it is specifically designed to ensure that you enjoy the full benefits of proactive support.

Benefits

With ISA, you have:

- Immediate access to all relevant information.
- The power of proactive support.
 - Receive email notifications alerting you to critical patches.
 - Get important reminders of critical patches not yet installed.
 - Compare installed patches to available fixes.
 - Review complete upgrade information relevant to the installed version of your Infor software.
- Improved functions of the Management Console, which provides central management of your ISA servers.
- Quick answers to your questions.
- Faster resolution of incidents.

- Faster troubleshooting of issues because day-to-day changes are captured.
- Parameter and configuration information at your fingertips.
- Visibility into disk utilization and available memory to keep systems running at top performance.
- Reduced time to log an incident.
- The ability to manage ISA servers that do not have direct internet connectivity capability.

Summary

The Infor Support Assistant is available to you as part of your current maintenance agreement. ISA is integrated with the Infor Xtreme portal and is a key component to delivering faster resolutions and a truly proactive experience.

Leveraging the power of ISA ensures that you are getting the most value from your Infor solutions and Infor Xtreme Support. ISA is included in your maintenance-you only incur cost and lost time by not taking advantage of this proactive, effective tool.

For more information please review the *Infor Support Assistant-Getting Started* document, available on the Infor Xtreme portal home page, or refer to the *Infor Support Assistant Technical Overview* Knowledge Base article 1109609.



Gold
Channel Partner



641 Avenue of the Americas
New York, NY 10011
800-260-2640
infor.com

Godlan, Inc.
15399 Canal Road
Clinton Township, MI 48038
586.464.4400
info@godlan.com
www.Godlan.com

About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 70,000 customers in more than 200 countries and territories improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.

Copyright© 2014 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. www.infor.com.

INF-1341193-EN-GB-0814-1