Hansoft

PERFORCE

Perforce Cloud: Hansoft Hosting Service

The purpose of the Hansoft Hosting Service is to make life easier for Hansoft users who don't have their own infrastructure or prefer not to maintain a Hansoft server themselves.

Hansoft and the Perforce Cloud environment include a number of features to protect you and your data. Our hosting service provides data storage, access, and backup, as well as routine maintenance and upgrades.
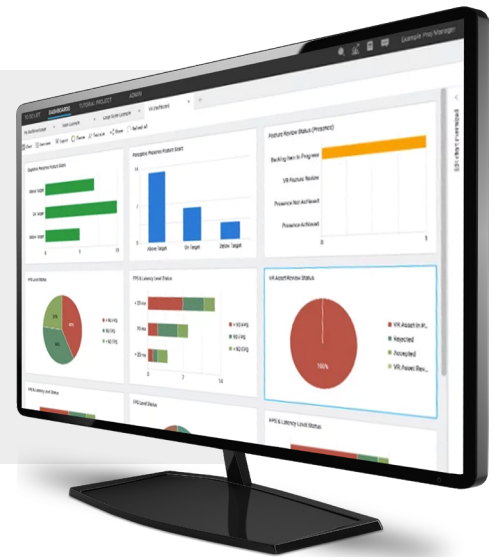
Data Storage

Hosting your data is something that we take very seriously. We have carefully selected Microsoft's Azure platform to host our products because of its first-class reputation for reliability, security, scalability, and flexibility. We work with you to find the best geographical area to host Hansoft.

The server supports up to 1,000 users, and you will have 200 GB of storage available for your Hansoft data (including attachments). For needs larger than that, please contact your Account Manager to learn how to get more capacity.

You can find more on Hansoft's system requirements here.

Data Access

Your data is your data, and you control which users have access to your servers. A small number of employees at Perforce will have access to the server where your Hansoft data is stored. Perforce will never share your data and will only access the server to manage the hosting service for you.

If, for any reason, you stop using Hansoft in the cloud, you can receive a full backup of your database if you desire.

Data Backup

Perforce Software has established a solid data backup and recovery plan for the hosted Hansoft offering.

- Our cloud team manages all cloud backups; they can be contacted at cloudadmin@perforce.com.

- Backups are performed once a day and kept for 7 days.

- Perforce uses the Hansoft backup system documented here.

- Server snapshots are taken by Microsoft Azure Backup. Azure Backup provides application-consistent backups, which ensures additional fixes are not needed to restore the data. In addition, restoring application-consistent data reduces the restoration time, allowing you to quickly return to a running state.

Maintenance Upgrades

Perforce reserves maintenance times every Friday from 09:00 p.m. — 6:00 a.m. in the time zone where the Hansoft instance is hosted. We often do not need any or all of this time. You may experience outages in the Hansoft instance during this time.

If additional downtime is needed for other maintenance, such as critical fixes, we will notify your primary contact in advance.

Perforce will upgrade Hansoft from time to time during the designated service window. Hansoft upgrades are seamless and you don't need to do anything when a new product version is released.

If your team members use the desktop client, they are automatically prompted to download and upgrade it. It is a simple process that only takes a few minutes.

Other Security Notes

The Hansoft client caches information to speed up the usage of Hansoft. To understand more about the network security and how this caching of data works, read more here.

For more information on the general Cloud services terms across the Perforce portfolio, read here.

Customer Support

Hansoft offers you continuous support for access to our hosted servers and instance issues. We monitor all server instances 24/7. So, if you experience a hosting-based issue, know that we are likely aware of it and working on a resolution.

STANDARD SUPPORT AND MAINTENANCE

North America +1 (513) 754-1655
Europe +44 (0) 1189 771020
Asia-Pacific +61 2 8912-4600
Email support@perforce.com

Standard Support, included with your subscription, protects your software investment by providing technical support and all related product upgrades.

Standard Support includes:

- Usage and technical support coverage, Monday–Friday 8:00 a.m.– 5:00 p.m. excluding major holidays.

- Unlimited telephone, email, and online technical support.

- Free upgrades for all major and minor releases.

- Unrestricted knowledgebase access.

AFTER HOURS CLOUD SUPPORT

If you cannot access your Hansoft instance outside of the normal business hours, on weekends, or during holidays, you can request After Hours Cloud Support.

To request After Hours Cloud Support, send an email to a designated email with a detailed description of the issue you have encountered, along with your Hansoft Server Address or Hansoft URL. Though we cannot guarantee the response time, we will help you as soon as we can.

Installation and Getting Started

If you are the Hansoft administrator, download and install the desktop client from our website.

If team members will use the web client, they do not need to install anything. If they will use the desktop

client, they can download the client-only installer for their operating system and install it.

WHAT YOUR TEAM MEMBERS NEED TO DO

For the web client, we use HTTPS over port 443, and the users should just have to access it via a browser. The desktop client uses port 50256, which should be open from your trusted network to your hosted cloud instance. In rare cases, these ports are not accessible and your IT department needs to allow access.

SETUP REQUIRED IN HANSOFT FIRST

Depending on your organization, you may perform all of these tasks or allow other high-level users perform them.

1. Create projects: A project contains all information you want to track, including requirements, documents, issues, test cases, and test runs. You may use more than one project depending on your organization's needs. The projects are created in the Admin section in the Hansoft client.

2. Add users: Using the Hansoft client, add users in the Admin view. If a user will access multiple projects, make sure you add them to each project.

3. Provide getting started information to team members: Make sure team members have all information they need to get started (below), such as the Hansoft URL and login information. You also may want to customize fields, workflows, and other areas to support your terminology and process.

INTEGRATIONS & SDK

The Hansoft hosted service is intended to be used as a stand-alone. Third-party software, integrations with other systems, and non-standard access cannot be installed on the server. If you need other software or access, you can create Hansoft SDK Users and host and configure the integration service somewhere else. Alternatively, you can host Hansoft on-premise or move your installation to the cloud using your own cloud service provider.

SERVER ADMINISTRATIVE ACCESS

There are some administrative features you do not have access to, such as managing the Hansoft Server Admin tool. If you need help managing the server or changing other settings, contact Perforce Support for help.