Cloud Operations Bulletin
Hibernation of Non-Prod Environments

Summary

Infor is implementing a new feature that moves inactive non-production environments into "*hibernation*" mode. This feature decreases resource consumption in the Cloud, reduces the risk of external exposure for an inactive environment, and allows our customers to control the start of their non-production environments as needed.

Only environments that are used for <u>non-production purposes</u> and that have been <u>inactive for 5 or more consecutive days</u> will be impacted. An inactive environment is defined as one which has not been accessed via the web.

When an environment is placed in hibernation mode, no data is lost, access and security controls remain in place and no changes are made to the application. An environment can be easily taken out of hibernation mode using the Application Start Portal (see below for further details) which is available to all users, internally as well as externally.

What to Expect?

When an environment is placed into hibernation mode, an email notification will be sent to the administrator contacts defined in CloudSuite Portal, informing them of the hibernation status. A link to the *Application Start Portal* as well as instructions on how to restart the environment will also be included. While in hibernation mode, the application will not be available for use until the environment is in a "started" state.

Please see instructions below for restart steps.

How to Restart a Hibernated Environment

1. Access the *Application Start Portal*

    When an environment goes into hibernation mode, an email is sent to the administrator contacts and contains a link to access the *Application Start Portal*.

    The *Application Start Portal* can also be accessed by browsing to the Ming.le URL for the environment (example: *https://xxx.cloud.infor.com/SitePages/InforSuite.aspx*).
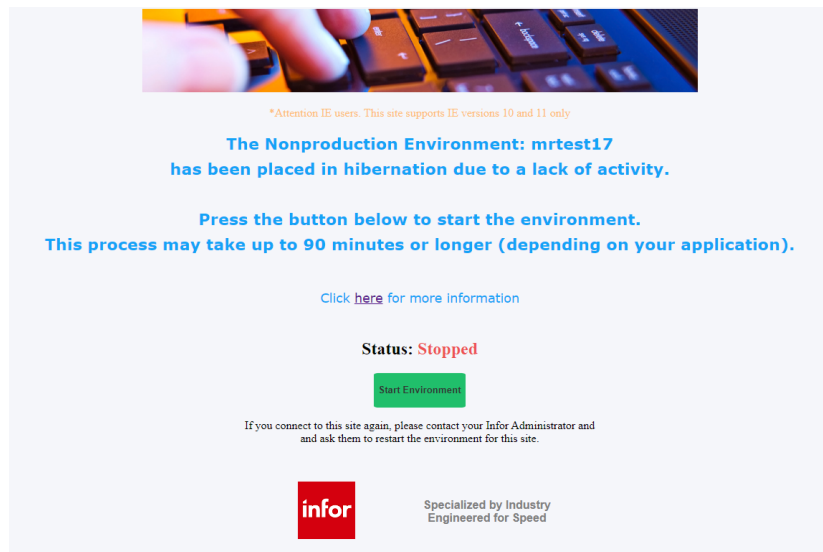

    Figure 1: Application Start Portal

2. Click on the "Start Deployment" button. Input your email address when prompted to receive a notification after the deployment is fully started. The status field will update after approximately 30 seconds to show the environment is "Starting"
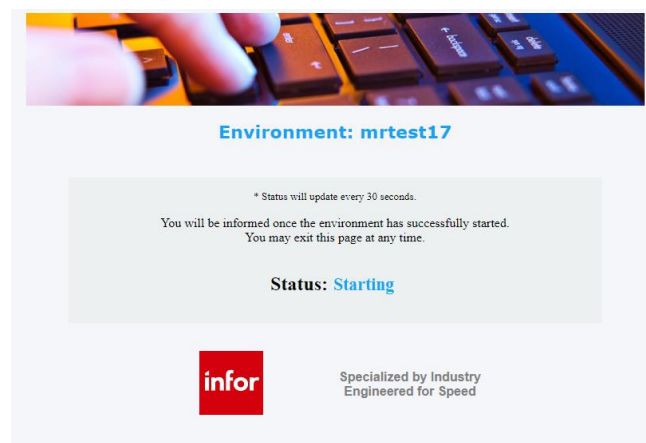

    Figure 2: Application Start Portal

3. Wait for the Status field on the screen to update to "Started" which will indicate that the deployment/environment has now fully started. This process may take up to **90 minutes** to complete. Once the status has updated to Started, the application is available for use.
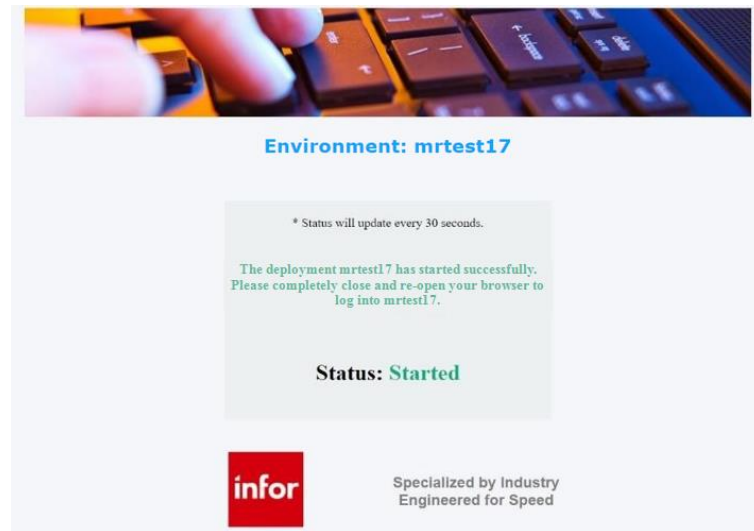

Figure 3: Application Start Portal

Questions?

If you have any questions about this change, please reach out to your Customer Success Manager (CSM) or if you encounter issues starting your environment, please contact Infor Support via http://concierge.infor.com.