



Information to Get from Your Solution Partner

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Table of Contents

Information to Get from Your Solution Partner.....	1
1 Environments and URLs	1
2 The Back End	1

Information to Get from Your Solution Partner

This page briefly mentions some solution-specific information that cannot be included in this documentation.

1 Environments and URLs

For your solution, InterSystems (or other solution partner) sets up and maintains multiple parallel environments so that development and testing activities can safely occur without disturbing mission-critical activities. This means that there is a development environment, one or more testing environments, and the production environment. Your solution partner makes changes in the development environment, promotes those to the testing environments when they are ready, and then, if appropriate, promotes them to the production environment.

The features that are enabled may vary from environment to environment. For example, the production environment may be somewhat locked down compared to the development environment. The details depend upon your business needs.

Your solution partner will provide you with all the URLs for each of the environments, including JDBC connection URLs.

2 The Back End

In addition to the user interfaces that are provided to you, your solution has back end user interfaces via which the following kinds of activities occur:

- Customizations that cannot be accomplished in the user interfaces provided to you
- System management, including backups and (depending on your Terms and Conditions) mirroring for high availability
- Monitoring of the system and correction of issues

Your solution partner will use these back end interfaces, which are not documented here.

