



j5

## j5 Pilot Site Information

Overview and information on Registration and Management



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# 1. INTRODUCTION

<https://pilot2019.j5int.com/> is a multi-tenant, cloud-based site that hosts numerous independent sandbox environments (domains) of the out-of-box j5 Shift Operations Management suite which can be utilized by Hexagon employees, partners and potential clients to evaluate the suitability of j5 Operations Management Solutions for their requirements.

This Pilot site can be turned on within a few minutes of registration and verification of Export Compliance and provides a ready-to-go test / evaluation environment as a proof statement or as part of training for clients and prospects and these individual domains have an automatic expiration which can be extended past the standard 60 days if the business reason supports this.

The Pilot Site **IS NOT** intended as a Production implementation option.

**Note:** Client Users should be additionally signed up to the j5 Online Training Site as they will need to conduct a base level of configuration to use the j5 Pilot Site Domain instance as key information like Area Hierarchy, Users, Shift Handover Configurations and the like are not configured in advance.

## 2. WHAT IS INCLUDED IN THE PILOT SITE

The site includes the following j5 components in their “nearly out-of-box” state:

j5 Shift Operations Management *PN#: SBNS2100L, SBNS2140L (lease)*

- j5 Framework with IndustraForm Templates
- j5 Operations Logbook
- j5 Shift Handover
- j5 Work Instructions
- j5 Standing Orders

j5 Event Manager with simulated Historian tag data (*mimics functionality of OSIsoft, Wonderware, AspenTech and OPC interfaces*)

j5 Mobile *PN#: S1BY718AV-2600A, S1BY719AV-2600A (lease)* requires download of the mobile application from the Apple Store or provision of the Android or Windows 10 application from Hexagon Software Delivery.

The j5 IndustraForm Designer - for the configuration of IndustraForms - can be obtained from Hexagon Software Delivery.

### What master data will the j5 Demos Team set up?

The Domain Site defaults the following master data tables:

- User Profiles (Power User, Engineer, Supervisor, Field Operator, Console Operator)
- Users: 1 Power User with all profiles
  - 4 example users
- Operations Bundle Configuration:
  - Operations Logbook Categories
  - Work Categories
- Region Config
- Asset Register – basic illustrative demo data

- Area Hierarchy – basic illustrative demo data
- Tag Simulator for j5 Event Manager and IndustraForm Templates (Read Only)

### What Configuration is required by the client?

- Shift Handover Configuration through the provided IndustraForm Designer application
- Operations Logbook IndustraForm Templates (if required)
- Predefined Messages
- Saved Selections
- Saved Filters
- Schedules
- Standing Order records
- Work Instruction Schedules or once-off instances

### What j5 configuration rights are available to the Power User?

The Responsible Person at the Customer is set up as the first Power User. Power Users have control over nearly all master data configuration settings, including for example the setup of users, the Area Hierarchy, Shift Handovers, IndustraForm® Templates, etc.

Some rights are not available to Power Users. These include System Administration, Tag Simulator and Timezone Select. (Please email [support@j5int.com](mailto:support@j5int.com) for time zones to be added.)

IndustraForm Roles have been disabled on Pilots.

## 3. FAQ

### GENERAL

#### Can I provide my own application for hosting? What degree of customization is possible?

The shared hosting environment does not support custom applications or customizations to applications using the j5 Integrated Development Environment (IDE).

It does support database configuration (e.g. Users, Operational Areas, Categories, Handover Configuration) and managing IndustraForm Templates with the j5 IndustraForm® Designer.

#### Is integration support provided?

The tag simulator mimics a real-time data source such as a DCS or Data Historian. No integration endpoints are currently supported.

#### Are there limitations on the number of users?

Pilot domains have a maximum of 20 named users and approximately 6 users are preconfigured. The administrator of the Pilot site has free reign to modify those initial users for their pilot purposes.

## Can a user access another domain?

No, users are created to operate within a specific domain. A single user login cannot access more than one domain.

## Is simulated tag value or application data added to the pilots?

There is no simulated application data but there is simulated tag data for use in IndustriaForm Templates. View only access to the Tag Simulator is available in the Configuration menu.

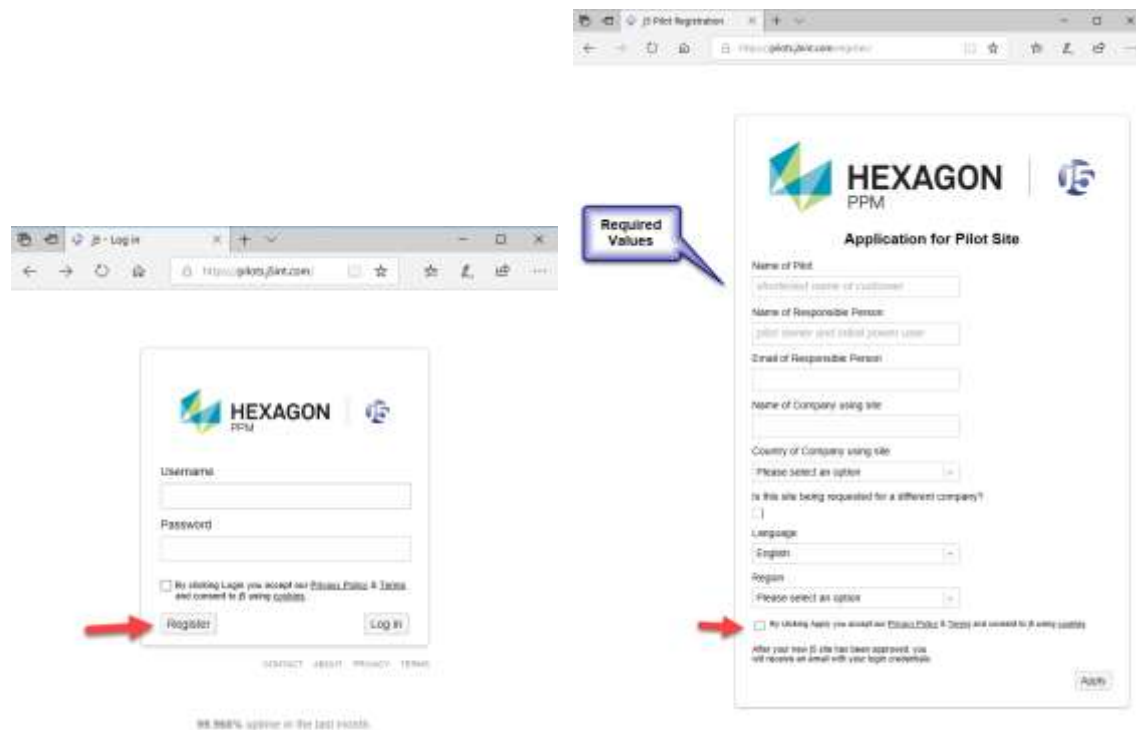
## Can a custom domain name be requested for a customer?

This request can be accommodated but there will be a cost implication.

## DOMAIN ADMINISTRATION

### Domain Registration

Registration is completed by accessing the Pilot site at <https://pilot2019.i5int.com/> and selecting the registration link.



Once the registration is completed the Administrative User will receive logon credentials for the Domain site.

## When does a domain expire?

The default expiry on a domain is 2 months. The workflow is as follows:

- Domain created
- 2 weeks prior to expiry – Email sent to Partner about Expiry
- 1 week prior to expiry – Email sent to Partner and all users about Expiry. If extension is requested, expiry date is deferred by two months.
- 2 days prior to expiry – Email sent to Partner about expiry
- Day of expiry – Domain expires.
- 2 months after expiry – Domain is a candidate for deletion and all data associated with the domain may be lost.

### What happens when a domain has expired?

Once the domain has expired, j5 locks the users out of the system. Domain access can be reinstated as needed by the business.

### When is a domain deleted?

Domain data is retained for at least 2 months after the expiry of the domain. After that, the domain becomes a candidate for deletion.

### What happens when a domain is deleted?

Deleting a domain clears all the data associated with that domain from the system. This helps to keep the system running optimally. Only the Demos Team can delete a demo.

### Are j5 Administrator rights made available to persons outside the Demos Team?

Admin rights of the system are not made available to anyone outside the Demos Team as these rights allow access to all domains including user data.

### Are there limitations on the number of domains?

There is theoretically no limit but system performance is monitored and additional multitenant pilot sites are established as required to maintain performance standards.

### Can I change the default Language of a Pilot?

Language is selected upon application for a Pilot. The Domain Administrator can modify the default language selection.

### Can I change the Time Zone of a Pilot?

A default time zone is selected for each Pilot upon application. It can be edited by the Domain Administrator. This configuration setting applies to all users within the domain.

Power Users can add or remove time zones from Timezone Select and Region Configuration.

## MAINTENANCE AND SUPPORT

### Where is [pilot2019.j5int.com](http://pilot2019.j5int.com) hosted?

The site is hosted in Europe in order to be sufficiently responsive to our global customer base.

## What support exists for pilots? What is the lead time for responding to and resolving reported issues?

Pilots are provided on an 'as-is' basis without the expectation of a formal support service. Defects should be reported to [support@j5int.com](mailto:support@j5int.com).

## How often is the site updated?

Planned updates take place at most twice per month. Unplanned updates to remedy defects take place when required.

## Is the j5 application server monitored?

Monitoring software is in place with alerts sent out if the j5 application server goes down or performance deteriorates.

Alerts are monitored in the South African time zone during Business Hours.

## What is the expected uptime of the system?

There is no automatic failover in place, but the expectation is to achieve at least 99% uptime on the pilot system measured over a 30-day period.

## How often is the pilot site backed up?

The pilot site is backed up daily.

## LEGAL

### What legal considerations apply to the pilot system?

At login all user must accept our [Privacy Policy](#) and [Terms](#).

### Why does it ask for me to accept the use of cookies?

European Union law requires that we ask for user consent: [EU Cookie Law](#)