



Enable your Business

NEXT GENERATION SEMANTIC INTEGRATION PLATFORM

Maintenance Channel - Basic Information

✓ **Why is the maintenance channel (MC) needed?**

r4apps needs a connection to repository of code on r4apps server to deploy and maintain software e.g. for implementing customer requests on short term

✓ **What type of connection is needed?**

SSH connection port 22 or 222 with various options to establish MC like VPN, virtual desktop (e.g. citrix, windows virtual desktop), dedicated maintenance client like customer laptop. Virtual desktop is the preferred option

✓ **Is a 24/7 maintenance connection required?**

No, connection could be controlled and opened from customer on request from r4apps e.g. only when code deployment will be performed

✓ **Special user on r4apps server for maintenance needed?**

No, user account with SUDO privileges (for unix) on r4apps server is sufficient

✓ **Will data be transferred automatically through maintenance channel?**

No

✓ **Is setup supported be r4apps interactively**

Yes, please contact Christian.bott@r4apps.com for an interactive session for setting up MC or in case of any questions

