

Frequently Asked Questions

What are the password requirements?

1. Passwords must not contain any part of the user name and display name (e.g., if the user, John Smith, has the username, jsmith@windwardcloud.com, then "jsmith", "John" or "Smith" would not be allowed in the password)
2. Passwords must contain characters from three of the following five categories:
 - Uppercase characters
 - Lowercase characters
 - Base 10 digits (0 through 9)
 - Non-alphanumeric characters: ~!@#\$%^&* _+=`|()\{}[];'"<>.,?/
 - Any Unicode character that is categorized as an alphabetic character but is not uppercase or lowercase. This includes Unicode characters from Asian languages.

How do I change my password?

- For expired passwords, log into the RDWeb Portal: <https://systemfiveoncloud.com/rdweb>
- For a password that you wish to change, go to:
<https://systemfiveoncloud.com/RDWeb/Pages/en-US/password.aspx>
- For forgotten passwords, contact Windward Support for assistance.

I can't log in to System Five on Cloud, what should I do?

Firstly, try logging into the RDWeb Portal (<https://systemfiveoncloud.com/rdweb>) to see if the password has expired.

If you are unable to log into the RDWeb Portal, please contact Windward Support for assistance.

System Five is not responding! How do I close the software?

The task manager is not available on our Session Hosts, so the only way to close unresponsive software is to completely sign out of the session. Refer to the following wiki for instructions on how to sign out: http://wiki.wws5.com/doku.php?id=sign_out_of_system_five_on_cloud

Can I restrict logins to a specific location (i.e., business)?

No, due to the nature of the Cloud, it is not possible to restrict connections from a specific location.

How much data does it take (i.e. what internet do we need with the amount of users we have)?

This is a difficult question to answer since there are a number of factors that can affect how much data is used, such as what activities are being carried out (e.g., copy & pasting, etc.), device redirection (printers, POS, etc) and so on. It would be impossible to put an exact number on this. However, the use of Remote Desktop Services is extremely light, since only pictures, keyboard presses, mouse-clicks, etc., are being sent to our servers. The 'main' data transfer happens on the cloud, on the Azure backbone. This means that when reports are being run, the data stays in the cloud, rather than being pushed over an internet connection to the client.

How can we reboot the server if it crashes?

Currently, there is no facility for clients to reboot servers. The servers are extremely stable and I have never had the need to reboot a client's server VM. Should a server ever become unstable, this may mean there are other issues that may require further investigation (root cause analysis) and so under those circumstances, it would be best to contact Support for assistance.

How can we copy System5's data so we can create a back-up for it?

Those users who are designated as 'Admins' will have the ability to directly connect to their server VM from within the System Five on Cloud environment. From there, it is simple to navigate to the data directory and copy it (for manual backups), perform a copy over (to update the Training environment), etc. Please note that the server VM and client data is automatically backed up daily in Azure.

Due to operating in a cloud environment, we would like to install an additional firewall in our brick and mortar locations, specifically SONIC wall. Is this compatible with Windward Software? If not, then what are your recommendations for additional firewalls?

Installing a firewall should not have any effect with our Cloud environment; we use a http (web request) to initially log into a web portal, which then establishes an RDP connection to our servers in the Cloud.

We've had issues with label and form printing with other

cloud based products, will we be able to run our existing labels and forms from the WindwardCloud system?

Printing labels and forms from System Five on Cloud is fully supported. Local printers will be available to System Five, and printing directly to those printers is supported without the need for additional drivers or configuration.

System Five on Cloud is hosted in "The Cloud" and requires internet access to use the solution. Should the internet connection go down, access to System Five will be impeded. However, the data is safe and will not suffer corruption due to a dropped connection.

Currently with System Five we have a problem that if a computer crashes it can lock up that instance on the database and we need to get in and manually kill the database sessions before we can log in again, will there be any similar problems with the cloud?

An incorrectly configured server will leave users unable to log into System Five because those terminals are still being consumed by the database backend. System Five on Cloud has been set up and configured according to specifications created by Windward Software to ensure an optimum user experience with little to no downtime.

We've got some dodgy entries in our database thanks 13 years of people not double checking their work when uploading csv files, will these cause any major issues in the migration?

System Five on Cloud uses the same framework as that of a 'local' or 'on-premise' install, and so data-sets will perform the same in the cloud as with an on-premise solution. Some older datasets may contain 'artefacts' from years of bad practices, data imports, etc., and so in those situations, it may be beneficial to consider a 'data restart'. Your Account Manager will be able to help with discussing those options.

Can we still upload CSV files to the cloud?

System Five on Cloud allows files to be worked with on the Remote Desktop as easily as if it were on the physical or local computer. With local drives being available on the Remote Desktop, it is easy to browse for files on the local computer, such as CSV files, and import them into System Five, or export CSV files from System Five to be opened and worked with in your local computer.

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Last update: **2018/09/05 15:19 (6 years ago)**

