Informatica® Cloud Application Integration
Fall 2020 October

2. Getting Started

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Fall 2020 October

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Preface

Refer to *Getting Started* for information about how to begin using Informatica Intelligent Cloud Services℠ Application Integration. *Getting Started* also provides information about system requirements, installation of Secure Agents, and Application Integration connectors.

CHAPTER 1

Application Integration

With Application Integration and Application Integration Console, you can perform the web service based integration of processes, applications, and systems in real time.

Informatica Intelligent Cloud Services℠ offers the Application Integration and Application Integration Console services that allow you to design, integrate, and implement business processes spanning different cloud and on-premises applications. Informatica's event-driven and service-oriented application integration capabilities encompass event processing, service orchestration, and process management. You can expose business services at cloud or on-premises service endpoints that are accessible by using SOAP, REST (XML or JSON), or MOM services.

You can access Application Integration if your organization has licensed this set of features. No additional installation is required. However, you may also need to configure a runtime environment with a Secure Agent.

To access Process Developer help, go to https://network.informatica.com/onlinehelp/process-developer/en/index.htm?

CHAPTER 2

Quick Start

You can create an Application Integration project in just a few steps.

Step 1. Check System Requirements

Be sure you're using a compatible browser when you're designing your projects, and check the Informatica Cloud Product Availability Matrix for operating systems, databases, and other systems that Application Integration supports.

Step 2. Configure a Runtime Environment

A runtime environment is the execution platform for running tasks. A runtime environment consists of one or more Secure Agents. A Secure Agent is a lightweight program that runs tasks and enables secure communication across the firewall between your organization and Application Integration. You must have at least one runtime environment in each organization so that users in the organization can run tasks.

Secure Agent Groups

When you need to access data on-premises or when you want to access SaaS data without using the Hosted Agent, use a Secure Agent group. A Secure Agent group contains one or more Secure Agents. The agents in a group run within your network or in a cloud computing services environment such as Amazon Web Services or Microsoft Azure.

To create a Secure Agent group, download and install the Secure Agent. You can install one Secure Agent on each physical or virtual machine. Each agent that you install is added to its own group by default. Based on your license, you can add multiple agents to a group to balance workloads and improve scalability.

Step 3. Create a Connection

Before you can use Application Integration processes, you need to create a connection. When you configure the connection, you specify the connector that enables the exchange of data between Application Integration and the application you want to connect to. For example, if you want to create a task that uses Salesforce data, you create a Salesforce connection. The Salesforce connection uses the Salesforce connector which enables the exchange of data between Salesforce and Application Integration.

Step 4. Create your Project

Organize your Application Integration projects in folders that contain assets such as mappings, tasks, and taskflows. Create a project folder and folders to contain the assets you need for your project.

After you set up folders, create your project assets. Assets include the following objects:

- Processes
- Connections
- Process objects
- Service Connectors

CHAPTER 3

System Requirements

Use one of the following browsers when you work with Application Integration:

- Google Chrome version 59 and higher
- Mozilla Firefox (64-bit) version 54 and higher
- Microsoft Internet Explorer Version 11

  Note: To use Microsoft Internet Explorer 11, you must perform the following tasks:

  - Enable cross-origin support (CORS) in the browser
  - Modify the browser history settings

For more information about system requirements, see the Product Availability Matrix (PAM) for Application Integration. PAMs indicate the versions of operating systems, databases, and other types of data sources and targets that a product release supports. You can access the PAMs on the Informatica Network at https://network.informatica.com/community/informatica-network/product-availability-matrices/.

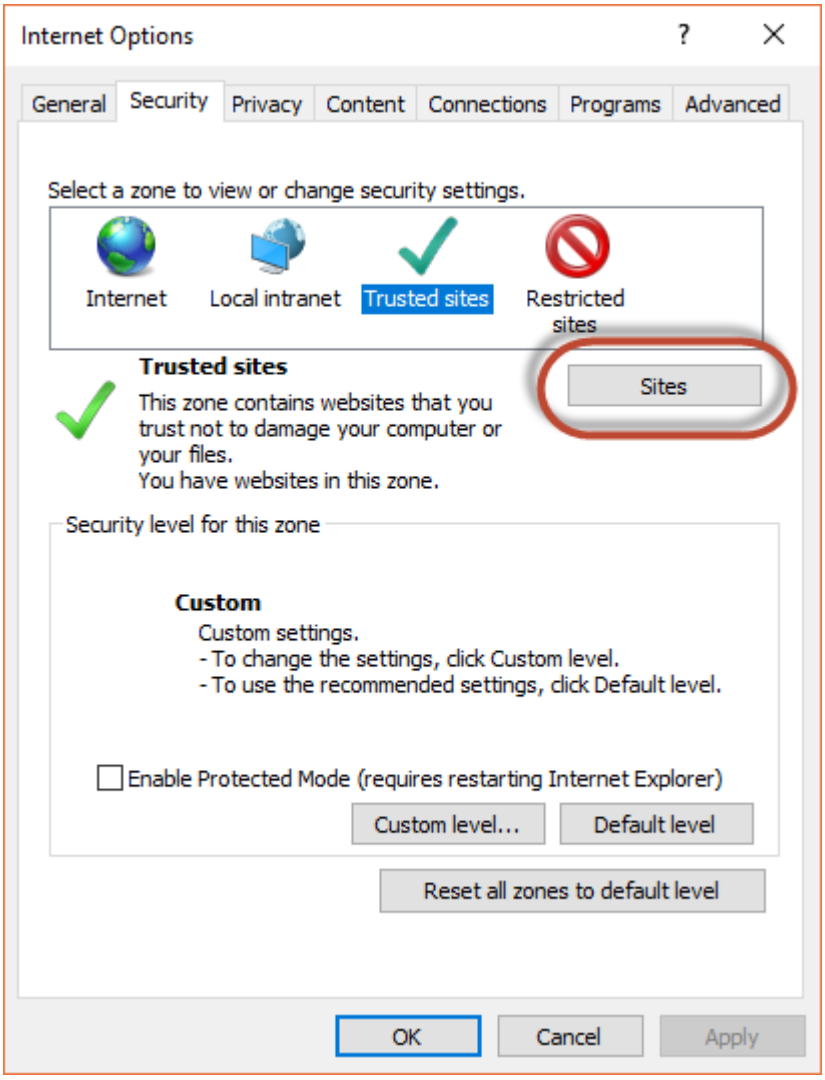
Enabling CORS in Internet Explorer 11

Informatica Intelligent Cloud Services requires that cross-origin support (CORS) be enabled in Internet Explorer 11. In Internet Explorer 11, CORS is not enabled by default.

Note: Some company security policies restrict the ability of users to enable CORS in a web browser. Before you update these settings, verify that your company or IT department allows you to change the CORS settings.

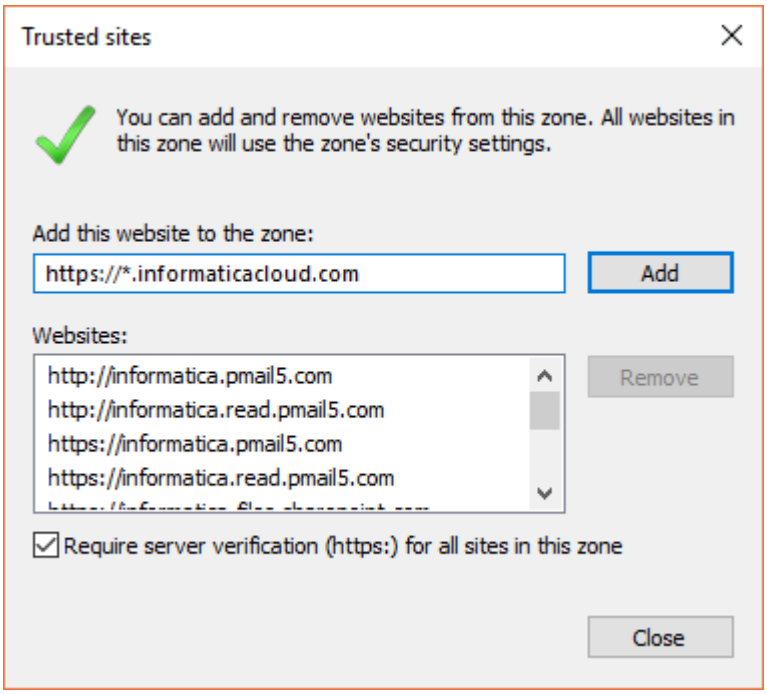
1. Open Internet Explorer 11.
2. On the **Tools** menu, select **Internet Options**.

3. On the **Security** tab, click **Trusted sites**, and then click **Sites** as shown in the following image:



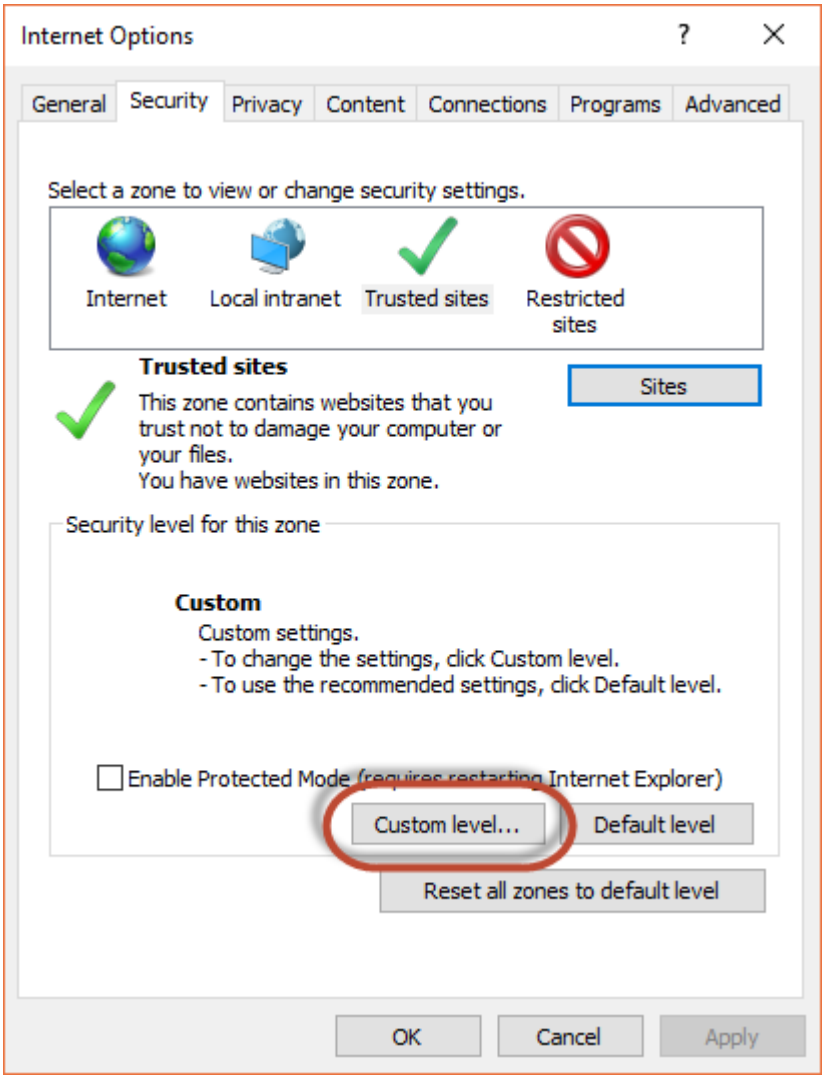
4. In the **Trusted Sites** dialog box, add the Informatica Intelligent Cloud Services domain to the zone, and click **Add**.

For example, the following image shows the domain `https://*.informaticacloud.com` added to the zone:

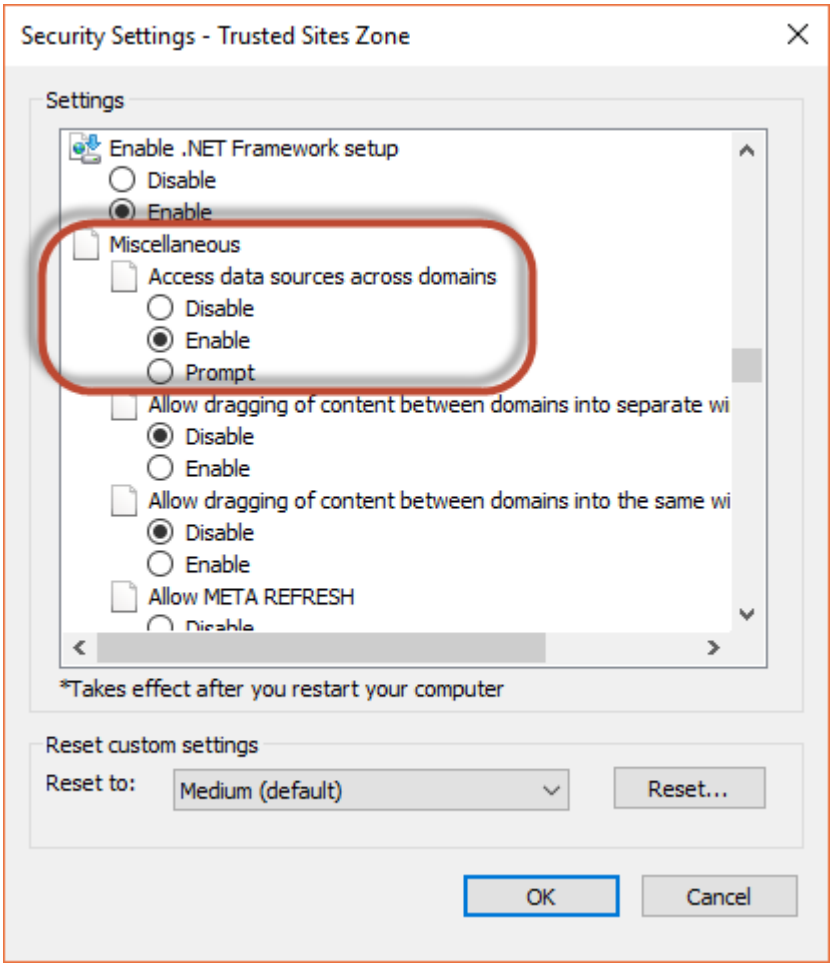


5. Click **Close**.

6. In the **Security level for this zone** area on the **Security** tab, click **Custom level** as shown in the following image:



7. In the **Security Settings - Trusted Sites Zone** dialog box, scroll down to the **Miscellaneous** heading, and enable **Access data sources across domains** as shown in the following image:



8. Click **OK**.
9. If prompted, confirm that you want to change the settings for the zone.
10. Click **OK**.
11. Restart Internet Explorer and re-open Informatica Intelligent Cloud Services.

Modifying Browser History Settings

Ensure that the browser checks for a new page version each time you visit a page.

Perform the following steps to change browser history settings:

1. In Microsoft Internet Explorer, go to **Tools** > **Internet Options**.
   The **Internet Option** windows appears.
2. In the **General** tab, click **Settings** under the **Browsing history** section.
3. Under **Check for newer versions of stored pages**, select **Everytime I visit the webpage**.
4. Click **OK** > **OK**.

CHAPTER 4

Installing Secure Agents

You can install Secure Agents on Windows or Linux.

Note: On the Secure Agent machine, if you install third-party tools that utilize the Java Virtual Machine (JVM) agents for byte code injection, you might encounter issues. Informatica will not provide support for such issues that arise due to the usage of third-party tools.

Secure Agent installation on Windows

On Windows, the Secure Agent runs as a Windows service. When you install the Secure Agent, you also install the Informatica Cloud Secure Agent Manager.

By default, the Secure Agent starts when you start Windows. You can stop and restart the Secure Agent using the Secure Agent Manager or Windows Services. If you install the Secure Agent on a different volume than you use to run the installation program, you must start and stop the Secure Agent from Windows Services.

You can also use the Secure Agent Manager to check the Secure Agent status and configure proxy information.

You can launch the Secure Agent Manager from the Start menu or desktop icon. When you close the Secure Agent Manager, it minimizes to the Windows taskbar notification area for quick access.

When you install a Secure Agent, you perform the following tasks:

1. Verify that the machine where you install the Secure Agent meets the minimum requirements.
2. Download the Secure Agent installer files.
3. Install and register the Secure Agent.

Secure Agent requirements on Windows

You can install the Secure Agent on any machine that has internet connectivity and can access Informatica Intelligent Cloud Services.

Verify the following requirements before you install the Secure Agent on Windows:

- Verify that the machine on which you install the Secure Agent uses a supported operating system. For the list of supported operating systems for the Secure Agent, see the Product Availability Matrix (PAM) for Informatica Intelligent Cloud Services on the Product Availability Matrices page on Informatica Network.
- Verify that the machine where you install the Secure Agent has at least 5 GB of free disk space.
- Verify that the account you use to install the Secure Agent has access to all remote directories that contain flat source or target files.

- Verify that no other Secure Agent is installed on the machine. If another Secure Agent is installed on the machine, you must uninstall it first.

For more information about Secure Agent requirements, contact Informatica Global Customer Support.

Configure the firewall

If your organization uses a protective firewall, include the Informatica Intelligent Cloud Services domain name or IP address ranges in the list of approved domain names or IP addresses. You should also enable the port that the Secure Agent uses. This ensures that the Secure Agent can perform all necessary tasks through the firewall.

The Secure Agent uses port 443 (HTTPS) to connect to the internet. Configure your firewall to allow traffic to pass over port 443.

The whitelists of domains and IP addresses can vary according to your data center, which is also called a POD (Point of Deployment). You can identify your POD through the URL that appears when you open any service in Informatica Intelligent Cloud Services. The first few characters of the URL string identify the POD. For example, if the URL starts with `usw3.dm-us.informaticacloud.com`, your POD is USW3.

You can find the whitelists of Informatica Intelligent Cloud Services domains and IP addresses for different PODs in this Knowledge Base article on Informatica Network or by clicking the link at the top of the **Runtime Environments** page in Administrator.

Secure Agent permissions on Windows

A Secure Agent requires certain permissions to transfer data between sources and targets.

When you install a Secure Agent on Windows, the Secure Agent must be part of the local Administrators group.

Configuring Windows settings

Before you use the Secure Agent on Windows, configure proxy settings and a Windows Secure Agent service login.

You can configure proxy settings in Secure Agent Manager. Configure a login for the Windows Secure Agent service on Windows.

Note: If you use the Secure Agent for Informatica Cloud Data Wizard, you do not need to configure proxy settings or a Windows service login for the Secure Agent.

Downloading and installing the Secure Agent on Windows

To install the Secure Agent on a Windows machine, you must download and run the Secure Agent installation program and then register the agent.

Secure Agent registration requires an install token. To get the install token, copy the token when you download the agent or use the **Generate Install Token** option in Administrator. The token expires after 24 hours.

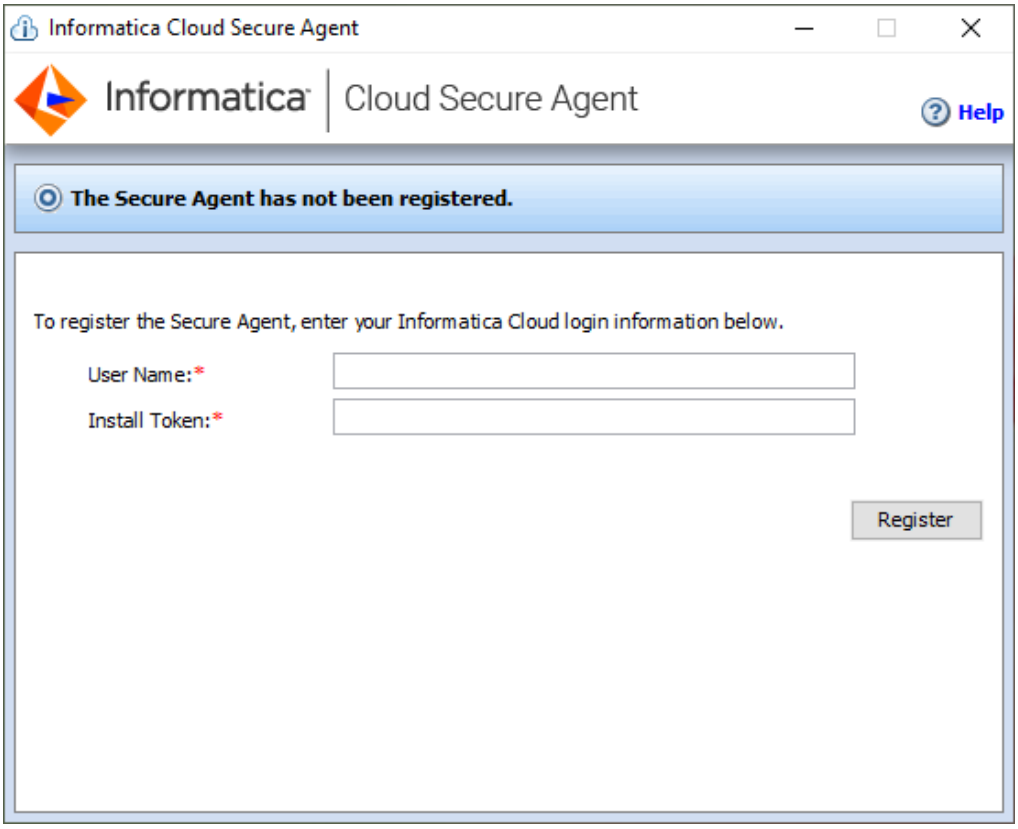
Before you download and install the Secure Agent, verify that no other Secure Agent is installed on the machine. If there is, you must uninstall it.

1. Open Administrator and select **Runtime Environments**.
2. On the **Runtime Environments** page, click **Download Secure Agent**.
3. Select the Windows 64-bit operating system platform, copy the install token, and then click **Download**.

The installation program is downloaded to your machine. The name of the installation program is `agent64_install_ng_ext.exe`.

4. Run the installation program:
   a. Specify the Secure Agent installation directory, and click **Next**.
   b. Click **Install** to install the agent.

   The Secure Agent Manager opens and prompts you to register the agent as shown in the following image:



5. If you did not copy the install token when you downloaded the agent, click **Generate Install Token** on the **Runtime Environments** page in Administrator, and copy the token.
6. In the Secure Agent Manager, enter the following information, and then click **Register**:

Option	Description
User Name	User name that you use to access Informatica Intelligent Cloud Services.
Install Token	Token that you copied.

   The Secure Agent Manager displays the status of the Secure Agent. It takes a minute for all of the services to start.

7. If your organization uses an outgoing proxy server to connect to the internet, enter the proxy server information.
8. Close the Secure Agent Manager.

   The Secure Agent Manager minimizes to the taskbar and continues to run as a service until stopped.

Configure the proxy settings on Windows

If your organization uses an outgoing proxy server to connect to the internet, the Secure Agent connects to Informatica Intelligent Cloud Services through the proxy server. The Secure Agent installer configures the proxy server settings for the Secure Agent based on settings configured in the browser. You can change the proxy server settings through the Secure Agent Manager.

Contact your network administrator for the correct proxy settings.

1. In the Secure Agent Manager, click **Proxy**.
2. To enter proxy server settings, click **Use a Proxy Server**.
3. Enter the following information:

Field	Description
Proxy Host	Required. Host name of the outgoing proxy server that the Secure Agent uses.
Proxy Port	Required. Port number of the outgoing proxy server.
User Name	User name to connect to the outgoing proxy server.
Password	Password to connect to the outgoing proxy server.

4. Click **OK**.

   The Secure Agent Manager restarts the Secure Agent to apply the settings.

Configure a login for a Windows Secure Agent Service

On Windows, configure a network login for the Secure Agent service. The Secure Agent can access the network with the privileges and permissions associated with the login.

Configure a login for the machine on which the Secure Agent is installed to allow the Secure Agent to access directories to configure and run tasks. When you configure connections, configure tasks, and run tasks that use Flat File or FTP/SFTP connection types, the Secure Agent might require read and write permissions on the related directories.

For example, to browse to a directory to configure a Flat File or FTP/SFTP connection, the Secure Agent login might require permission to access the directory. Without a Secure Agent login with the appropriate permissions, Informatica Intelligent Cloud Services cannot display the directory in the **Browse for Directory** dialog box.

1. Go to the **Services** window from the Windows Administrative tools.
2. In the **Services** window, right-click the Informatica Cloud Secure Agent service and choose **Properties**.
3. In the **Properties** dialog box, click the **Log On** tab.
4. To configure a login, select **This Account**.
5. Enter an account and password.

   Use an account with the required privileges and permissions for the network security defined for the domain. By default, the account format is <domain name>\<user name>.
6. Click **OK**.
7. In the **Services** window, restart the Secure Agent service for the changes to take effect.

Secure Agent installation on Linux

On Linux, the Secure Agent runs as a process. You can use a shell command line to install, register, start, stop, and uninstall the Secure Agent.

You can also use the shell command line to check the Secure Agent status.

When you install a Secure Agent, you perform the following tasks:

1. Verify that the machine where you install the Secure Agent meets the minimum requirements.
2. Download the Secure Agent installer files.
3. Install and register the Secure Agent.

Secure Agent requirements on Linux

You can install the Secure Agent on any machine that has internet connectivity and can access Informatica Intelligent Cloud Services. Before you install the Secure Agent on Linux, verify the system requirements.

Verify the following requirements before you install the Secure Agent on Linux:

- Verify that the machine on which you install the Secure Agent uses a supported operating system. For the list of supported operating systems for the Secure Agent, see the Product Availability Matrix (PAM) for Informatica Intelligent Cloud Services on the Product Availability Matrices page on Informatica Network.
- Verify that the machine where you install the Secure Agent has at least 5 GB of free disk space.
- The account that you use to install the Secure Agent must have access to all remote directories that contain flat source or target files.
- If you use PowerCenter, install the Secure Agent using a different user account than the account you used to install PowerCenter.

  Informatica Intelligent Cloud Services and PowerCenter use some common environment variables. If the environment variables are not set correctly for Informatica Intelligent Cloud Services, your jobs might fail at run time.

For more information about Secure Agent requirements, contact Informatica Global Customer Support.

Configure the firewall

If your organization uses a protective firewall, include the Informatica Intelligent Cloud Services domain name or IP address ranges in the list of approved domain names or IP addresses. You should also enable the port that the Secure Agent uses. This ensures that the Secure Agent can perform all necessary tasks through the firewall.

The Secure Agent uses port 443 (HTTPS) to connect to the internet. Configure your firewall to allow traffic to pass over port 443.

The whitelists of domains and IP addresses can vary according to your data center, which is also called a POD (Point of Deployment). You can identify your POD through the URL that appears when you open any service in Informatica Intelligent Cloud Services. The first few characters of the URL string identify the POD. For example, if the URL starts with `usw3.dm-us.informaticacloud.com`, your POD is USW3.

You can find the whitelists of Informatica Intelligent Cloud Services domains and IP addresses for different PODs in this Knowledge Base article on Informatica Network or by clicking the link at the top of the **Runtime Environments** page in Administrator.

Secure Agent permissions on Linux

A Secure Agent requires certain permissions to transfer data between sources and targets.

When you install a Secure Agent on Linux, the Secure Agent must have read/write/execute permissions for the installation directory.

Downloading and installing the Secure Agent on Linux

To install the Secure Agent on a Linux machine, you must download and run the Secure Agent installation program and then register the agent.

Secure Agent registration requires an install token. To get the install token, copy the token when you download the agent or use the **Generate Install Token** option in Administrator. The token expires after 24 hours.

Before you download and install the Secure Agent, verify that no other Secure Agent is installed on the machine using the same Linux user account. If there is, you must uninstall it.

1. Open Administrator and select **Runtime Environments**.
2. On the **Runtime Environments** page, click **Download Secure Agent**.
3. Select the Linux 64-bit operating system platform, copy the install token, and then click **Download**.

   The installation program is downloaded to your machine. The name of the installation program is `agent64_install_ng_ext.bin`.
4. Save the installation program to a directory on the machine where you want to run the Secure Agent.

   Note: If the file path contains spaces, the installation might fail.
5. From a shell command line, navigate to the directory where you downloaded the installation program and enter the following command:

   ```
   ./agent64_install_ng_ext.bin –i console
   ```
6. When the installer completes, navigate to the following directory:

   ```
   <Secure Agent installation directory>/apps/agentcore
   ```
7. To start the Secure Agent, enter the following command:

   ```
   ./infaagent startup
   ```

   The Secure Agent Manager starts. You must register the agent using the user name that you use to access Informatica Intelligent Cloud Services. You must also supply the install token.
8. If you did not copy the install token when you downloaded the agent, click **Generate Install Token** on the **Runtime Environments** page in Administrator, and copy the token.
9. In the `<Secure Agent installation directory>/apps/agentcore` directory, enter the following command using your Informatica Intelligent Cloud Services user name and the token that you copied:

   ```
   ./consoleAgentManager.sh configureToken <user name> <install token>
   ```

   You can check the registration status of a Secure Agent using the following command:

   ```
   ./consoleAgentManager.sh isConfigured
   ```

Configure the proxy settings on Linux

If your organization uses an outgoing proxy server to connect to the internet, the Secure Agent connects to Informatica Intelligent Cloud Services through the proxy server.

The Secure Agent installer configures the proxy server settings for the Secure Agent based on settings configured in the browser. You can update the proxy server settings defined for the Secure Agent from the command line.

To configure the proxy server settings for the Secure Agent on a Linux machine, use a shell command that updates the `proxy.ini` file. Contact the network administrator to determine the proxy settings.

1. Navigate to the following directory:

   ```
   <Secure Agent installation directory>/apps/agentcore
   ```

2. To update the `proxy.ini` file, enter the following command:

   ```
   ./consoleAgentManager.sh configureProxy <proxy host> <proxy port> <proxy user name>
   <proxy password>
   ```

3. Restart the Secure Agent.

CHAPTER 5

Connectors for Application Integration

Application Integration offers multiple connectors designed to work with the connections and processes you configure for integration with web services and applications. All the supported connectors allow you to interact with services or data sources outside Informatica Intelligent Cloud Services℠. You can also run specific operations against an API, web service, or database.

Types of Connectors

You can use the following types of connectors:

Application Integration Connectors

Application Integration connectors are designed to access data to and from the cloud for each of your applications. Connectors for JDBC, Workday, SAP, OData, and Salesforce are in this category.

Message-Based Connectors

Message-based connectors are designed so you can configure queue-based message brokers like ActiveMQ and JMS. The AMQP and Amazon SQS connectors are in this category.

Listener-Based Connectors

Listener-based connectors are designed to perform the following tasks:

- Monitor file-based systems for files or objects on a file system or other type of storage. You can retrieve files and process the contents of the files or perform file operations like moving or reading file metadata. For example, you can parse comma-delimited file, make the file contents available in a process object as XML, and archive the processed file in another directory. The file or object metadata, such as the number of rows or time stamp, is also available in a process object. The File, FTP, and Amazon S3 connectors are in this category.
- Access event services to perform tasks like reading XML from a process object and creating comma-delimited files or reading binary files from a process stream and writing that binary content to the target file system.

Service Connectors

Service connectors are designed with Process Designer to specify the parameters and actions that associate with a specific service that you want to make available in a process.

Event Sources and Event Targets

With the listener-based connectors, you also define:

- Event Sources, which act as consumers or start events to trigger processes.
- Event Targets, which act as event services that you can use to invoke external systems.

Informatica Cloud Connectors

Informatica certifies that the following connectors work with Application Integration. If you want to certify a connector that is not in this list, contact your sales representative.

JDBC

JDBC (Java Database Connectivity) is a Java API that enables Java programs to execute SQL statements and interact with any SQL-compliant database. JDBC makes it possible to write a single database application that can run on different platforms and interact with different DBMS systems. Ensure that you use the latest database driver version that your database supports.

Note: Informatica provides two JDBC connectors: JDBC and JDBC_IC. Only the JDBC_IC connector is used by Application Integration.

OData

OData Connector helps you to integrate systems like SharePoint and Team Foundation Server that are OData compliant with other on-premise or cloud applications. It is a standardized protocol for creating and consuming data APIs. OData builds on core protocols like HTTP and commonly accepted methodologies like REST.

Salesforce

Salesforce Connector lets you create guides and processes that read information from and write information to Salesforce. Outbound messages from Salesforce can trigger processes that perform background processing of information and write information back to Salesforce.

SAP

You can use SAP BAPI Connector to integrate with SAP BAPIs and read, create, change, or delete data in SAP. SAP BAPI Connector is available as a service call in Informatica Cloud Application Integration. For example, to update the sales order data in SAP, you can configure an SAP BAPI connection to access the BAPI_SALESORDER_CHANGE function.

Workday

Workday Connector allows you to integrate data with Workday applications. For example, you can retrieve information about an employee and th employee's dependents or onboard a new hire.

Cloud Application Integration Connectors

Application Integration provides several connectors. For more information, see the documentation for the specific connector (such as Amazon S3 Connector or File Connector).

Listener-Based Connectors

Application Integration supports several types of listener-based connectors that can be used for event-based processing of messages and files. Process Designer exposes a wide range of attributes in the connectors so you can use many file listener properties when you configure a listener-based connection.

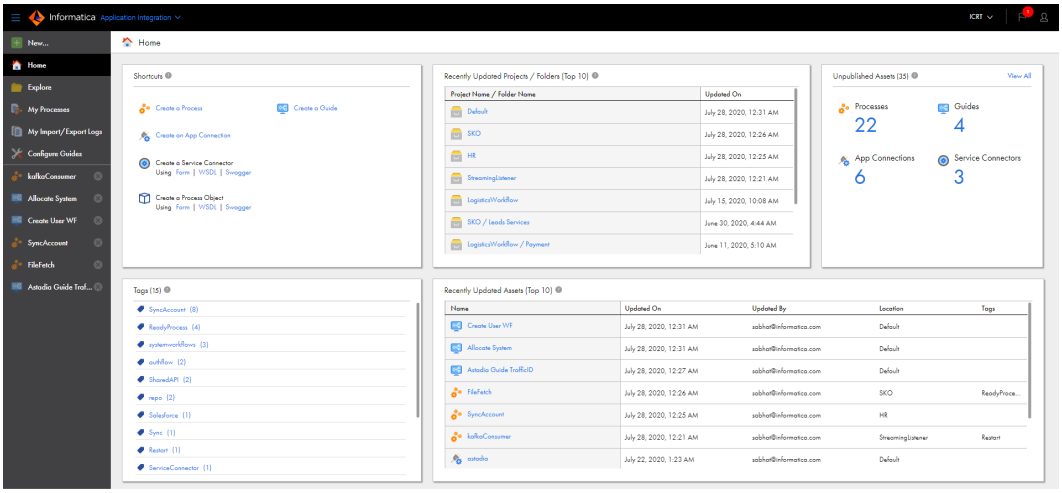
These connectors, like the AMQP Connector (message-based) and File Connector (file/storage-based), act as message brokers or file monitors that can be reused to make data objects, service calls, and events available to the Process Designer.

CHAPTER 6

Application Integration Home Page

The Application Integration **Home** page provides shortcuts to easily create assets, navigate to the most recently updated projects, folders, and assets, and view tags and unpublished assets. When you select **Application Integration** from the **My Services** page, the Application Integration **Home** page appears.

The following image shows the Application Integration **Home** page:



The **Home** page displays the following panels:

Shortcuts

Use the quick links in the **Shortcuts** panel to easily create an asset such as a process, guide, app connection, service connector, or process object. To create a service connector or process object, you can choose to create the asset by using a form or by importing WSDL and Swagger files.

Recently Updated Projects / Folders (Top 10)

Use the **Recently Updated Projects / Folders (Top 10)** panel to view and navigate to the top 10 projects or folders that contain the top 100 most recently modified assets.

Note: You might see fewer than 10 projects or folders in the panel if the top 100 most recently modified assets reside in fewer than 10 projects or folders. For example, if the top 100 most recently modified assets reside in 5 folders, the panel displays only 5 folders. If a recently created project or a folder does not contain any asset, the project or folder does not appear in the panel.

The **Updated On** field displays the last updated time of the most recently modified asset within the project or folder.

Click a project or folder to navigate to it.

Unpublished Assets

Use the **Unpublished Assets** panel to view the number of unpublished processes, guides, app connections, and service connectors in the organization. The count includes the following types of assets:

- Assets that were never published at all
- Assets that were published but unpublished later
- Assets that are outdated, which means that they were published but modified later and the changes were not published again

Click **View All** to go to the **Explore** page and view all the assets in the organization.

Tags

Use the **Tags** panel to view all the tags that have been added to assets in the organization along with the number of assets that use the tags.

Click a tag name to view the assets that use the tag.

Recently Updated Assets (Top 10)

Use the **Recently Updated Assets (Top 10)** panel to view the top 10 assets that were most recently modified in the organization. You can also view the last updated time, name of the user who last updated the asset, asset location, and the tags that the asset uses.

Click an asset name to view the asset.

CHAPTER 7

Project setup

Create projects and project folders on the **Explore** page to organize your assets. After you have set up the runtime environment and connections that are required for a project, you can create the assets for the project.

The following characters cannot be used on the **Explore** page:

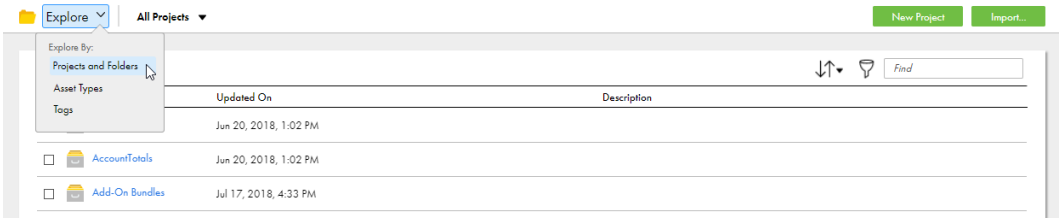
```
# ? ' | { } " ^ & [ ] / \
```

Do not use these characters in project, folder, asset, or tag names.

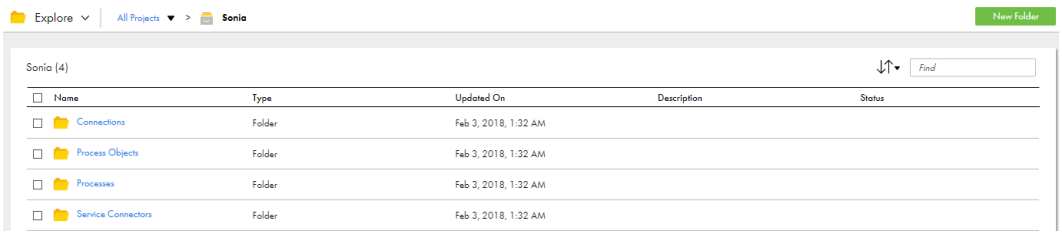
Creating Projects and Project Folders

Projects can contain multiple folders that you can use to organize the assets used in the project. Create projects using the **Explore** page.

To create a project, go to the **Explore** page and select to explore by projects, and then click **New Project**.



To create a project folder, go to the **Explore** page and open the project, and then click **New Folder**.



You can create one level of folders in a project. You cannot create folders within folders.

For more information about working with projects, see *Asset Management*.

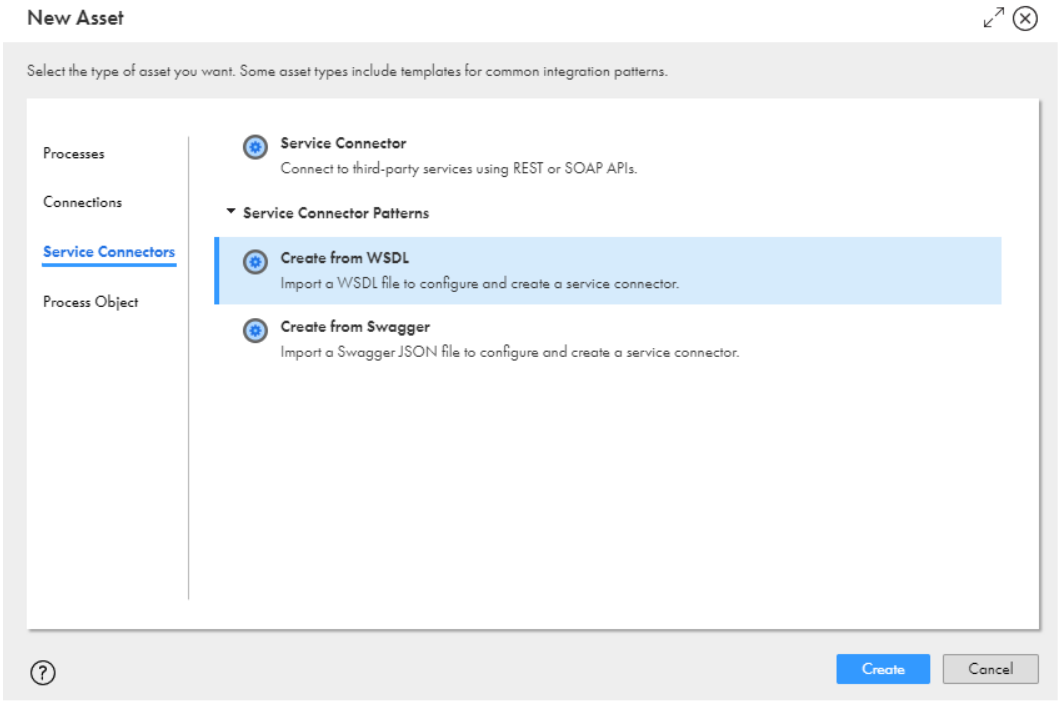
Creating Assets

Create integration assets and assign them to projects.

You can create custom assets or create assets from a template. To create a custom asset, click **New** and then select the asset type.

To create an asset from a template, click **New**, select the asset type, and then select the appropriate template.

The following image shows the dialog box that appears when you create an asset:



1. Select the type of asset that you want to create. In this image, **Service Connectors** is selected.
2. Select one of these options to create a custom asset. Since **Service Connectors** is selected on the left, this area lists the service connector types that you can create.

For more information on working with assets, see *Asset Management*.

CHAPTER 8

Editing your user profile

Your user profile contains the details of your Informatica Intelligent Cloud Services user account.

You can update the following information in your profile:

- Email address
- Time zone (used in the job execution time stamps on the **All Jobs**, **Running Jobs**, **My Jobs**, **Import/Export Logs**, and **My Import/Export Logs** pages)
- Password
- Security question

To edit your user profile:

1. Click the **User** icon in the top right corner of the Informatica Intelligent Cloud Services window and then select **Profile**.
2. On the **Profile** page, add or edit personal information such as your name, job title, phone number, email address, and time zone.
3. Optionally, change your password or security question.
4. Click **Save**.

CHAPTER 9

Switching to a different organization

If you are an administrator in a parent organization or a user in a parent organization that has privileges to view sub-organizations, you can switch among organizations. You do not have to log out and log back in to Informatica Intelligent Cloud Services.

To switch to a different organization:

- From the **Organization** menu in the upper right corner, select the organization that you want to view.

CHAPTER 10

Informatica resources

In addition to the online help, you can find information about Informatica Intelligent Cloud Services using the following resources.

Informatica Intelligent Cloud Services web site

You can access the Informatica Intelligent Cloud Services web site at http://www.informatica.com/cloud. This site contains information about Informatica Cloud integration services.

Informatica Intelligent Cloud Services Communities

Use the Informatica Intelligent Cloud Services Community to discuss and resolve technical issues. You can also find technical tips, documentation updates, and answers to frequently asked questions.

Access the Informatica Intelligent Cloud Services Community at:

https://network.informatica.com/community/informatica-network/products/cloud-integration

Developers can learn more and share tips at the Cloud Developer community:

https://network.informatica.com/community/informatica-network/products/cloud-integration/cloud-developers

Informatica Intelligent Cloud Services Marketplace

Visit the Informatica Marketplace to try and buy Data Integration Connectors, templates, and mapplets:

https://marketplace.informatica.com/

Informatica Intelligent Cloud Services Trust Center

The Informatica Intelligent Cloud Services Trust Center provides information about Informatica security policies and real-time system availability.

You can access the trust center at https://www.informatica.com/trust-center.html.

Subscribe to the Informatica Intelligent Cloud Services Trust Center to receive upgrade, maintenance, and incident notifications. The Informatica Intelligent Cloud Services Status page displays the production status of all the Informatica cloud products. All maintenance updates are posted to this page, and during an outage, it will have the most current information. To ensure you are notified of updates and outages, you can subscribe to receive updates for a single component or all Informatica Intelligent Cloud Services components. Subscribing to all components is the best way to be certain you never miss an update.

To subscribe, go to https://status.informatica.com/ and click **SUBSCRIBE TO UPDATES**. You can then choose to receive notifications sent as emails, SMS text messages, webhooks, RSS feeds, or any combination of the four.

Informatica Global Customer Support

You can contact a Customer Support Center by telephone or online.

For online support, click **Submit Support Request** in Informatica Intelligent Cloud Services. You can also use Online Support to log a case. Online Support requires a login. You can request a login at https://network.informatica.com/welcome.

The telephone numbers for Informatica Global Customer Support are available from the Informatica web site at https://www.informatica.com/services-and-training/support-services/contact-us.html.

Informatica Knowledge Base

Use the Informatica Knowledge Base to find product resources such as how-to articles, best practices, video tutorials, and answers to frequently asked questions.

To search the Knowledge Base, visit https://search.informatica.com. If you have questions, comments, or ideas about the Knowledge Base, contact the Informatica Knowledge Base team at KB_Feedback@informatica.com.

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