

## FREQUENTLY ASKED QUESTIONS

# Helix ALM in the Cloud

These are the most frequently asked questions about using Helix ALM hosted in the cloud. With this solution, Perforce handles installation, configuration, database administration, data backups, and other administrative tasks for Helix ALM and Helix ALM License Server for your organization.

## Data Security

### WHERE IS OUR DATA HOSTED?

We take hosting your data seriously. We carefully selected Microsoft's Azure platform to host our products because of its first-class reputation for reliability, security, scalability, and flexibility. For more information, visit [Windows Azure](#).

### WHO HAS ACCESS TO MY DATA?

Your data is your data. No one outside of Perforce will ever have access to your data. Perforce will never share your data and will only access it to manage the hosting service for you.

## Backups and Maintenance

### HOW OFTEN IS OUR DATA BACKED UP?

Data is backed up daily and stored securely within the Azure backup vault. We keep data backups for one week.

### IS THERE ANY PLANNED DOWNTIME FOR MAINTENANCE?

Perforce reserves every Friday from 10:30 p.m.–3:00 a.m. in the time zone where the cloud instance is hosted for maintenance. We do not often need any or all of this time. You may experience Helix ALM outages during this time. We will not send notifications about downtime for planned maintenance.

If additional downtime is needed for other maintenance, such as critical fixes, we will notify your primary contact in advance.

## Installation and Getting Started

### WHAT DO WE NEED TO INSTALL?

If you are the Helix ALM administrator, install the desktop client and server admin utility. You will need these clients

to set up and manage Helix ALM. Use the client-only installer, which you can download from [our website](#).

If team members will use the web client, they do not need to install anything. If they will use the desktop client, they can [download](#) the client-only installer for their operating system and install it.

### DOES MY IT TEAM NEED TO PERFORM ANY TASKS?

Not usually. For the web client, we use HTTPS over port 443. The desktop client uses port 99, which should be open from your trusted network to your hosted cloud instance. In rare cases, these ports are not accessible and your IT department needs to allow access.

### WHAT SETUP IS REQUIRED BEFORE WE START USING HELIX ALM?

Depending on your organization, you may perform all of these tasks or allow other high-level users perform them.

- 1. Create projects using the Helix ALM Server Admin Utility**

A project contains all information you want to track, including requirements, documents, issues, test cases, and test runs. You may use more than one project depending on your organization's needs. See the [Helix ALM admin guide](#) for information.

- 2. Add users**

Using the Helix ALM web client, log in to a project and add users. When you add a user, you can specify contact information, create a password, and assign licenses. If a user will access multiple projects, make sure you add them to each project. See the [Helix ALM user guide](#) for information.

- 3. Add security groups**

A security group is a collection of users who perform similar tasks and help you limit access to Helix ALM features and information. Add security groups and then add users to them. A user must be

in a security group to access a project. See the [Helix ALM user guide](#) for information.

#### 4. Provide getting started information to team members

Make sure team members have all information they need to get started (below), such as the Helix ALM URL and login information.

You also may want to customize fields, workflows, and other areas to support your terminology and process. See the [Helix ALM user guide](#) for information.

#### WHAT INFORMATION DO USERS NEED TO GET STARTED?

##### Web Client Users:

Make sure team members use a [supported browser](#). Provide team members with the following information:

- Helix ALM URL (e.g., <http://yourcompany.helixalm.cloud/ttweb>).
- Username and password.
- Name of the project to work in.

##### Desktop Client Users:

Make sure team members use a computer that meets the [minimum system requirements](#). Provide team members with the following information:

- Server connection information.
- Username and password.
- Name of the project to work in.

## Upgrades and More

#### WHAT DO I NEED TO DO WHEN A NEW HELIX ALM VERSION IS RELEASED?

One advantage of using Helix ALM cloud is that upgrades are seamless and you do not need to do anything when a new product version is released. Perforce will upgrade Helix ALM promptly when a new version is available.

- If your team uses the web client, no client upgrades are required.

- If your team uses the desktop client, they are automatically prompted to download and upgrade it. It is a simple process that only takes a few minutes.

#### MY ORGANIZATION CURRENTLY HOSTS OUR HELIX ALM INSTALLATION. WHAT DO WE NEED TO DO TO MOVE TO THE CLOUD?

Contact [Perforce Sales](#) to discuss more information about Helix ALM cloud and a transition plan for your organization.

#### CAN WE INSTALL OTHER SOFTWARE OR MAKE CHANGES TO OUR HOSTED ENVIRONMENT?

The Helix ALM cloud environment is optimized for Helix ALM. Third-party software and non-standard access is not allowed. If you need other software or access, you can host Helix ALM on premise or move your installation to the cloud using your own cloud service provider.

#### IS THERE ADMINISTRATIVE FUNCTIONALITY THAT I DO NOT HAVE ACCESS TO WHEN USING HELIX ALM IN THE CLOUD?

There are some administrative features you do not have access to, such as managing the Helix ALM License Server. If you need help managing the server or changing other settings, contact [Perforce Support](#) for help.

#### IF WE NO LONGER USE HELIX ALM IN THE CLOUD, CAN WE GET A COPY OF OUR DATA?

Yes. Contact [Perforce Support](#) to discuss a transition plan.

## Additional Support

#### WHERE CAN I FIND MORE HELPFUL INFORMATION?

If you didn't find what you needed here, you can always explore our [ALM documentation library](#), [video tutorials](#), or product [knowledgebase](#).

#### WHO DO I CONTACT IF WE HAVE A PROBLEM?

If you experience any issues or have other questions, you should contact our [support team](#).

[CONTACT US](#)

Visit [perforce.com/contact-us](https://perforce.com/contact-us)