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CHAPTER 1

Informatica Intelligent Cloud Services

Informatica Intelligent Cloud Services is an integrated, feature-rich cloud platform that hosts Application Integration and Application Integration Console, among other services.

Informatica Intelligent Cloud Services offers the following advantages:

- With a single user name and password, you can use any service in Informatica Intelligent Cloud Services that you have access to. You can seamlessly switch between multiple services as per your business need. For example, you can create a Mapping in the Data Integration service, call that Mapping in an Application Integration process, and create a managed API for the process service URL in the API Manager service
- You can organise your assets into projects and folders based on your implementation needs. For example, to create multiple assets to fulfil an order management business requirement, create a project called Order Management. Create folders called Initiate Order, Fulfill Order, and so on, within the project. Place assets that are specific to order initiation in the Initiate Order folder.
- You can assign multiple system-defined roles to a user. Each role comes with a unique set of privileges that are tailored to a specific business need.
- All administrative tasks are contained within the Administrator service. Administrators can use this service to configure Process Server properties, create new users, assign roles to users, configure permissions, and much more. For more information, see the [Administrator help](#).

CHAPTER 2

Cloud Application Integration

Informatica Cloud Real Time is now the Application Integration and Application Integration Console services of Informatica Intelligent Cloud Services.

Use Application Integration to create, publish, and invoke processes, guides, service connectors, connections, and process objects. The services in Application Integration correspond to the services available in **Legacy Informatica Cloud Real Time > Design > Services and Processes**.

Use Application Integration Console to monitor and manage processes, create system services, and configure some Process Server properties. The services in Application Integration Console correspond to the services available in **Legacy Informatica Cloud Real Time > Monitor > Service and Process Console**.

To find where Informatica Cloud Real Time assets and settings are situated within the Application Integration and Application Integration Console services, see the *Location Quick Reference* chapter.

If you have access to the API Manager service, a new Informatica Intelligent Cloud Services, you can use API Management features in addition to Application Integration and Data Integration.

Community and Documentation

Use the following community and documentation resources to get started with Application Integration and Application Integration Console. You do not need to log in to access this content.

See the following resources:

- **Videos:** Go to the [Cloud Application Community](#) site and view the [Essential Cloud API and Application Integration Demos](#) page.
- **Training:** Go to the [Cloud Application Integration Tutorials, Training, and Labs](#) page.
- **Documentation:** See the [online documentation](#).

Informatica University Success Academy

Use the courses on the Informatica University Success Academy get the most out of your Informatica Intelligent Cloud Services experience.

Note: To access content on [Informatica University Success Academy](#), you must first register and then log in.

See the following courses:

- For Application Integration courses, go to the [Cloud Application Integration](#) section.
- For API Manager courses, go to the [Cloud Application Integration](#) section and then go to **Developer > API Manager**.
- For Data Integration courses, go to the [Cloud Data Integration](#) section.

CHAPTER 3

New Features

For an overview of the new features in the API and Application Integration services of Informatica Intelligent Cloud Services, see [Overview of Informatica Cloud Intelligent Services and API and Application Integration for ICRT Service Customers](#).

You can find out more about migration in the [Migration](#) folder of the [Cloud Application Integration](#) community site.

CHAPTER 4

Migration Tasks

Before Informatica migrates your organization from Informatica Cloud Real time to Application Integration and Application Integration Console, you must perform some tasks to prepare your organization.

You also need to perform some tasks after migration to ensure that users can work without interruption.

Sandbox Environment Testing

Use the sandbox to experiment with assets and features before Informatica migrates your organization to Informatica Intelligent Cloud Services.

The sandbox is a replica environment of Informatica Intelligent Cloud Services where you can explore features before your organization is migrated to a production account. You will find the legacy assets and settings that you had at the time of migration in your sandbox account. Test all the functionality that you need and report any issues to Informatica Customer Support.

Before you can use the sandbox, Informatica needs to migrate your organization to the sandbox account so that your assets are ready for you to test with. After sandbox migration you can use both the sandbox account and legacy Informatica Cloud Real Time.

The assets you create and the settings that you configure in the sandbox will not appear in your organization's legacy Informatica Cloud Real Time account. Similarly, nothing from the sandbox will be migrated to your organization's production account, when production migration happens.

Before Informatica migrates your organization to the Informatica Intelligent Cloud Services sandbox, you must perform some tasks. You also need to perform some tasks after migration to ensure that you can use all features and test completely.

Before Sandbox Migration

Before sandbox migration, you must perform the following task:

Whitelist Cloud Application Integration IP addresses.

Add the sandbox IP addresses to the range of whitelisted Informatica Cloud Real Time IP addresses.

Contact Informatica Global Customer Support for the list of sandbox IP addresses.

After Sandbox Migration

Perform the following tasks to ensure that everything is in order:

Log in to your sandbox account

Perform the following steps to log in to your sandbox account and verify that you can access Application Integration and Application Integration Console:

1. Go to <https://dm-sandbox.informaticacloud.com>.
2. Select the Application Integration service.
3. From the **My Services** option, select Application Integration Console.

If you are unable to access either service, contact Informatica Global Customer Support.

Download a Secure Agent

Your Secure Agent has not been migrated from legacy Informatica Cloud Real Time to your sandbox account. You cannot invoke assets that run on an Agent, like a JDBC connection for example, until you perform the following steps:

- Download a Secure Agent from the sandbox environment.
- Republish all your Agent-based assets such as Processes, Connections and Service Connectors from Informatica Cloud Application Integration to the new Secure Agent.
- Re-create the data sources and redeploy the BPEL processes.

Note: You do not need to republish your assets, re-create the data sources, and redeploy the BPEL processes when you migrate to the production environment because the Secure Agent preserves the existing assets from the legacy Informatica Cloud Real Time environment.

You must download an Agent and select it in the **Run On** property of the affected asset.

Perform the following tasks to download a Secure Agent:

1. In the **My Services** list, select Administrator.
2. Go to **Runtime Environments > Download Secure Agent**.

For more information see, the [Secure Agent Installation](#) topic in the *Administrator* help.

Important: Keep the following points in mind when you test in the sandbox environment:

Service URLs

Create and invoke processes in the sandbox account. However, do not use sandbox service URLs in any production activity. Sandbox service URLs are not permanent and are only for testing.

Be careful when you invoke processes in the sandbox environment. Verify that the execution of a process does not affect production. For example, if you execute a **Create Order** process in the sandbox, an order will be created.

Scheduled Processes

Your schedules are migrated to the sandbox in the 'Not Enabled' state. This is to ensure that there are no duplicate process invokes because legacy Informatica Cloud Real Time continues to function during the sandbox testing period. To test schedules, create new processes in the sandbox and assign schedules to the processes.

Invoked Processes

Processes invoked before migration do not appear on the sandbox Application Integration Console service. Use the legacy Process Console to use these processes.

Processes that you invoke using sandbox service URLs will appear in the sandbox Application Integration Console service.

Salesforce Guides

If you use the Salesforce managed package, log in to Salesforce and verify that your guides are visible on the relevant Salesforce object pages. If you do not see your guides, log out of Salesforce, clear the browser cache, and then log in to Salesforce.

Salesforce Guide Setup URLs

You must manually update the Salesforce guide setup URLs after migration. The guide setup URLs will not be automatically redirected after migration.

You must log in to Salesforce and manually update the Informatica Cloud Real Time Host URL specified under advanced settings in the **Guide Setup** tab. If you had embedded guide URLs, you must manually update them with the new URLs after migration.

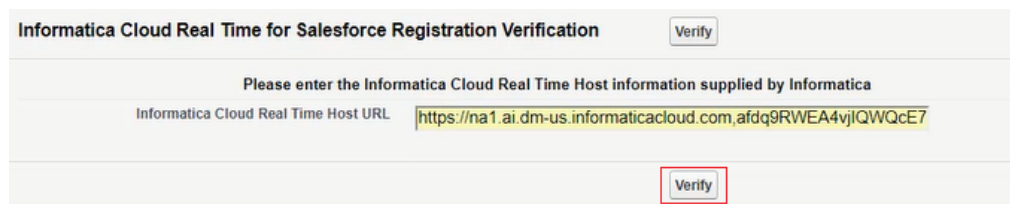
Salesforce Informatica Cloud Real Time Host URL

If you use the Salesforce managed package, log in to Salesforce and verify that the Informatica Cloud Real Time Host URL specified under advanced settings in the **Guide Setup** tab is correct.

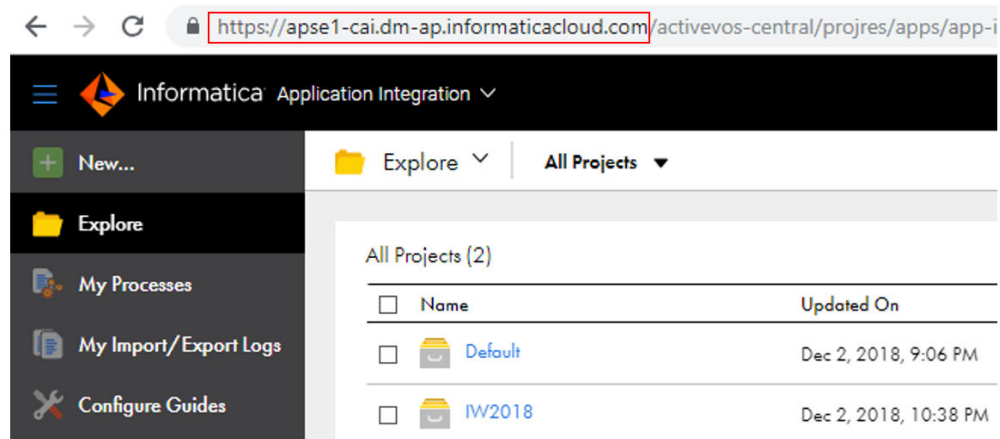
The format of the Host URL must be as follows:

<Cloud Application Integration URL>,<Informatica Organization ID>

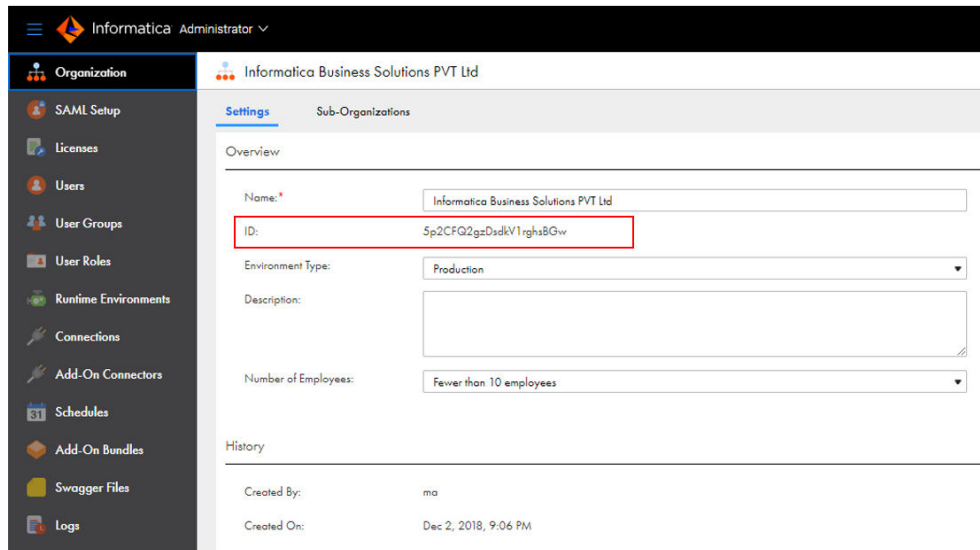
For example: <https://na1.ai.dm-us.informaticacloud.com,afdq9RWEA4vjIQWQcE7>



To view your Cloud Application Integration URL, log in to Informatica Intelligent Cloud Services and select the **Application Integration** service. From the browser address bar, copy the URL from **https** till **.com** as shown in the following image:



To view your Informatica Organization ID, log in to Informatica Intelligent Cloud Services, select the **Administrator** service and then click **Organization**. Copy the Informatica Organization ID displayed in the **ID** field as shown in the following image:

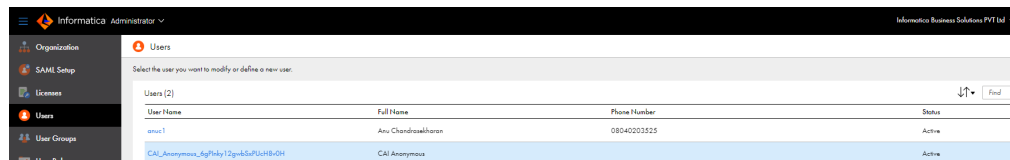


Custom Permissions for the Application Integration Anonymous User

If you have licensed Application Integration, Informatica Intelligent Cloud Services creates a system user called `CAI_Anonymous_<Organization_ID>`. Application Integration needs this user when you invoke an anonymous process that calls a Data Integration task.

Important: Do not edit or delete the Application Integration anonymous user if you need to invoke an anonymous process that calls a Data Integration task.

The following image shows an Application Integration anonymous user account named `CAI_Anonymous_6gPInkyl2gwbSxPUcH8v0H`:



If you had assigned custom permissions to a Data Integration task and are invoking the Data Integration task through an Application Integration process or a guide, after migration, you must complete either of the following tasks:

- Give the Application Integration anonymous user permission to run the associated Data Integration asset.
- Add the Application Integration anonymous user to a user group that has permission to run the associated Data Integration asset.

The following image shows an Application Integration anonymous user account that is authorized to run a Data Integration mapping:

Permissions: m_SF_DS_Truncate_Dealsheet_Tbls

Users and groups with permissions on the asset are listed here. Other users have no access to the asset. If no users or groups are listed, then this asset has no permissions restrictions.

Users Groups

<input type="checkbox"/>	User Name	First Name	Last Name	Read	Update	Delete	Execute	Change Permissions
<input type="checkbox"/>	CAI_Anonymous_kW2...	CAI	Anonymous	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	scheduler_000WOA	scheduler	scheduler	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

TLS version configuration

By default, Application Integration uses TLS 1.2 version to connect to third-party services. TLS version 1.1 has been deprecated.

If a process connects to a service that uses TLS version 1.1 or earlier, you must manually edit the **server ssl-enabled-protocols** property to point to TLS version 1.1.

Perform the following steps after migration:

1. In the Data Integration home page, click **Administrator**.
2. Click **Runtime Environments**.
3. Click the Secure Agent for which you want to configure TLS.
4. Click **Edit**.
5. Under the **System Configuration Details** section, select the service as **Process Server**, and select the type as **server**.
6. Click the **Edit** pencil icon against the **server ssl-enabled-protocols** property and set the value to 'TLSv1.1'.
7. Restart the Secure Agent for the changes to take effect.

Before Production Migration

Migration from Informatica Cloud Real Time to Application Integration and Application Integration Console is almost completely automatic. You only need to perform a few tasks to ensure that the migration is smooth.

Informatica recommends that you complete sandbox testing before your organization is migrated to Informatica Intelligent Cloud Services. If you notice any issues, report them to Informatica Global Customer Support.

The sandbox is available at the following location:

<https://dm-sandbox.informaticacloud.com>

Perform the following tasks to ensure that your organization is smoothly migrated:

General Tasks

List important tasks

Prepare a checklist of important tasks and items that you want to validate after the migration.

Save all assets

Verify that you save all assets before migration. Unsaved assets will not be migrated.

Ensure that no process runs during the migration window

Verify that no process is in the 'Executing' state when migration starts. Also, verify that no process is scheduled to run during the migration window.

Complete all guides

Ensure that you complete all guides in Informatica Cloud Real Time. If you use the Salesforce managed package, you must also complete all guides that you run in Salesforce. Any guide that is incomplete when migration starts will not be migrated.

Note: Informatica does not support Guide Designer in Salesforce. To create a guide, log in to Informatica Intelligent Cloud Services and use the Application Integration Guide Designer.

Log out of Salesforce

If you use the Salesforce managed package, you must log out of Salesforce. Do not log in during the migration window.

Log out of Informatica Cloud Real Time

Before migration, you must log out of Informatica Cloud Real Time. Do not log in during the migration window.

Administrative Tasks

Whitelist Cloud Application Integration IP addresses.

Add the production IP addresses to the range of whitelisted Informatica Cloud Real Time IP addresses.

Contact Informatica Global Customer Support for the list of production IP addresses.

Secure Agent Tasks

Ensure sufficient disk space

Ensure that each Secure Agent machine has sufficient disk space available for upgrade. To calculate the free space required for upgrade, use the following formula:

Minimum required free space = 3 * (size of current Secure Agent installation directory - space used for logs directory) + 1 GB

Verify that your Secure Agent is running

Your Secure Agent must be in the Up and Running state when migration starts. To verify this, go to **Legacy Informatica Cloud Real Time > Configure > Runtime Environments**.

Close all applications and files

Immediately before the migration, close all applications and files on each Secure Agent machine to avoid file lock issues. For example, close the following applications:

- Windows Explorer
- Notepad

- Windows Command Processor (`cmd.exe`)

Back up the PostgreSQL database

Informatica recommends that you back up your PostgreSQL database so that you can easily restore it in the unlikely event that you require a migration rollback. For instructions on how to back up and restore a PostgreSQL database, see [here](#) for Windows and [here](#) for Linux.

After Production Migration

After you have been migrated to a production Informatica Intelligent Cloud Services account, perform the following tasks to ensure that everything is in order:

Log in to Informatica Intelligent Cloud Services

Perform the following steps to log in to Informatica Intelligent Cloud Services:

1. Go to the login URL and enter your credentials.
2. Select Application Integration.
3. From the **My Services** option, select Application Integration Console

If you are unable to access either service, contact Informatica Global Customer Support.

Run through your checklist

Go through the checklist you prepared before migration and verify that everything works.

Add to your List of Approved IP Addresses

If your organization uses a protective firewall, you must add Informatica Intelligent Cloud Services (IICS) IP address ranges to the list of approved IP addresses. For the list of domains and IP addresses that you need to add, see the article at <https://kb.informatica.com/faq/7/Pages/21/535281.aspx>.

Optionally, perform the following tasks:

Move assets from the Default project

All migrated assets are in the Default folder on the Explore page. Create new projects and folders to organize your assets.

Important: If a process uses the Run Cloud Task service, and you have moved the cloud asset from the Default project to another project or folder, you must go to the process and reselect the cloud task.

View previously invoked processes

Processes invoked before migration do not appear on the Application Integration Console. If you need to view previously invoked processes on the console, contact Informatica Global Customer Support for a read-only URL.

Log in to Salesforce and verify your guides

If you use the Salesforce managed package, log in to Salesforce and verify that your guides are visible on the relevant Salesforce object pages. If you do not see your guides, log out of Salesforce, clear the browser cache, and then log in to Salesforce.

Update the Salesforce guide setup URLs

You must manually update the Salesforce guide setup URLs after migration. The guide setup URLs will not be automatically redirected after migration.

You must log in to Salesforce and manually update the Informatica Cloud Real Time Host URL specified under advanced settings in the **Guide Setup** tab. If you had embedded guide URLs, you must manually update them with the new URLs after migration.

Log in to Salesforce and verify the Informatica Cloud Real Time Host URL

If you use the Salesforce managed package, log in to Salesforce and verify that the Informatica Cloud Real Time Host URL specified under advanced settings in the **Guide Setup** tab is correct.

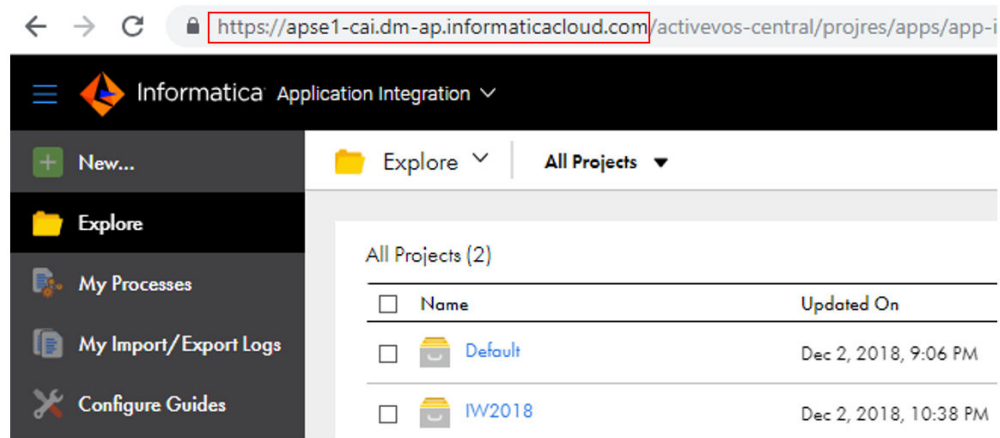
The format of the Host URL must be as follows:

<Cloud Application Integration URL>,<Informatica Organization ID>

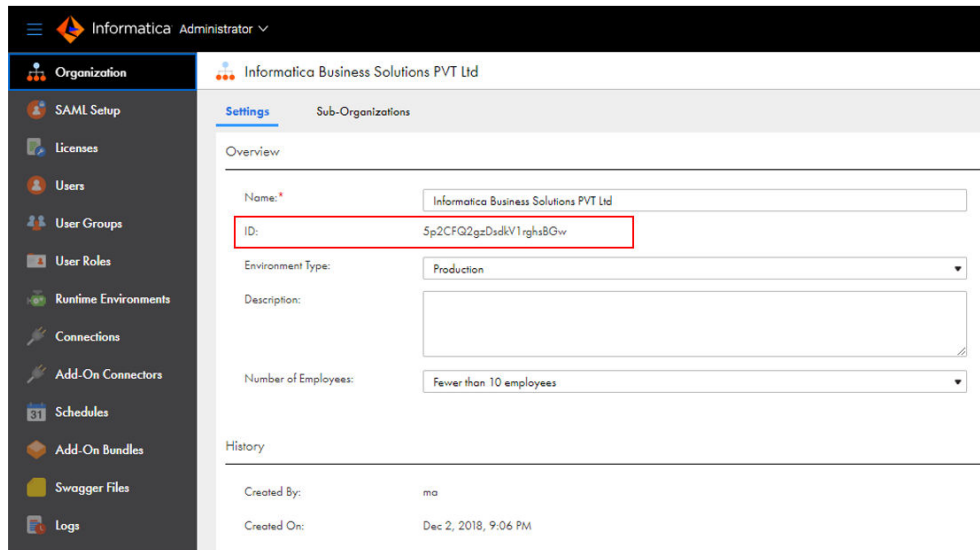
For example: <https://na1.ai.dm-us.informaticacloud.com,afdq9RWEA4vjIQWQcE88XB>

The screenshot shows a web form titled "Informatica Cloud Real Time for Salesforce Registration Verification". It has a "Verify" button at the top right. Below the title, it says "Please enter the Informatica Cloud Real Time Host information supplied by Informatica". There is a label "Informatica Cloud Real Time Host URL" followed by a text input field containing the URL "https://na1.ai.dm-us.informaticacloud.com,afdq9RWEA4vjIQWQcE7". At the bottom right, there is another "Verify" button.

To view your Cloud Application Integration URL, log in to Informatica Intelligent Cloud Services and select the **Application Integration** service. From the browser address bar, copy the URL from **https** till **.com** as shown in the following image:



To view your Informatica Organization ID, log in to Informatica Intelligent Cloud Services, select the **Administrator** service and then click **Organization**. Copy the Informatica Organization ID displayed in the **ID** field as shown in the following image:



Update Service URLs

You will see new service URLs post migration. This includes Process URLs, Connection Odata URLs, and Salesforce OBM URLs. The old service URLs will continue to work. However, for best performance, Informatica recommends that you update the services URLs in all locations that you use them.

Provide custom permissions to the Application Integration anonymous user

If you have licensed Application Integration, Informatica Intelligent Cloud Services creates a system user called `CAI_Anonymous_<Organization_ID>`. Application Integration needs this user when you invoke an anonymous process that calls a Data Integration task.

Important: Do not edit or delete the Application Integration anonymous user if you need to invoke an anonymous process that calls a Data Integration task.



The following image shows an Application Integration anonymous user account named `CAI_Anonymous_6gPIInky12gwbSxPUcH8v0H`:

User Name	Full Name	Phone Number	Status
amc1	Am Chandrasekharan	08040203525	Active
CAI_Anonymous_6gPIInky12gwbSxPUcH8v0H	CAI Anonymous		Active

If you had assigned custom permissions to a Data Integration task and are invoking the Data Integration task through an Application Integration process or a guide, after migration, you must complete either of the following tasks:

- Give the Application Integration anonymous user permission to run the associated Data Integration asset.
- Add the Application Integration anonymous user to a user group that has permission to run the associated Data Integration asset.


The following image shows an Application Integration anonymous user account that is authorized to run a Data Integration mapping:

Permissions: m_SF_DS_Truncate_Dealsheet_Tbls  

Users and groups with permissions on the asset are listed here. Other users have no access to the asset. If no users or groups are listed, then this asset has no permissions restrictions.

Users Groups

<input type="checkbox"/>	User Name	First Name	Last Name	Read	Update	Delete	Execute	Change Permissions
<input type="checkbox"/>	CAI_Anonymous_kW2...	CAI	Anonymous	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	scheduler_000WOA	scheduler	scheduler	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Update the server ssl-enabled-protocols property

By default, Application Integration uses TLS 1.2 version to connect to third-party services. TLS version 1.1 has been deprecated.

If a process connects to a service that uses TLS version 1.1 or earlier, you must manually edit the **server ssl-enabled-protocols** property to point to TLS version 1.1.

Perform the following steps after migration:

1. In the Data Integration home page, click **Administrator**.
2. Click **Runtime Environments**.
3. Click the Secure Agent for which you want to configure TLS.
4. Click **Edit**.
5. Under the **System Configuration Details** section, select the service as **Process Server**, and select the type as **server**.
6. Click the **Edit** pencil icon against the **server ssl-enabled-protocols** property and set the value to 'TLSv1.1'.
7. Restart the Secure Agent for the changes to take effect.

CHAPTER 5

Location Quick Reference

The following tables show you where to perform common tasks and view statistics in Application Integration and Application Integration Console as compared to Informatica Cloud Real Time.

The following table lists where design time tasks are located:

Functionality	Informatica Cloud Location	Informatica Intelligent Cloud Services Location
Create Process	Design Home > New > Process	Application Integration > New > Process
Create Guide	Design Home > New > Guide	Application Integration > New > Guide
Create Service Connector from REST or SOAP URL	Design Home > New > Service Connector	Application Integration > New > Service Connector
Create Service Connector from Swagger or WSDL file	Design Home > Forms > Previews > Import WSDL or Swagger	Application Integration > New > Service Connector > Service Connector Patterns
Create Connection	Design Home > New > Connection	Application Integration > New > Connection
Create Process Object	Design Home > New > Process Object	Application Integration > New > Process Object
Assign Tags to an Asset	Design Home > New > Asset > Enter Tags	Application Integration > Explore > Select Asset > Actions > Properties
View Process URLs	Design Home > Select Process	Application Integration > Explore > Select Asset > Actions > Properties Details
View Invoked Process Instances	Not Applicable	Application Integration > My Processes

The following table lists where monitor tasks and runtime statistics are located:

Functionality	Informatica Cloud Location	Informatica Intelligent Cloud Services Location
Invoked Processes	Service & Process Console > Monitor > Process Monitoring > Active Processes	Application Integration Console > My Processes
Alarm Queue	Service & Process Console > Monitor > Process Monitoring > Alarm Queue	Application Integration Console > Process Metrics > Alarm Queue

Functionality	Informatica Cloud Location	Informatica Intelligent Cloud Services Location
Receive Queue	Service & Process Console > Monitor > Process Monitoring > Receive Queue	View: Application Integration Console > Process Metrics > Receive Queue Create: Application Integration Console > Server Configuration > Queues > Receive Queue
Dispatch Queue	Service & Process Console > Monitor > Process Monitoring > Dispatch Service	Application Integration Console > Server Configuration > Queues > Dispatch Queue
View Server Statistics	Service & Process Console > Monitor > Server Monitoring > Server Statistics	Application Integration Console > Process Server Health > Statistics
Deployment Logs	Service & Process Console > Monitor > Deployment Logs	Application Integration Console > Logs > Deployment
Server Log	Service & Process Console > Monitor > Server Log	Application Integration Console > Logs > Server
System Performance	Service & Process Console > Monitor > System Performance	Application Integration Console > Process Server Health > Performance
Contributions	Service & Process Console > Catalog > Contributions	Application Integration Console > Deployed Assets > Contributions
Process Definitions	Service & Process Console > Catalog > Process Definitions	Application Integration Console > Deployed Assets > Deployed Processes
Indexed Properties	Service & Process Console > Catalog > Indexed Properties	Application Integration Console > Deployed Assets > Indexed Properties
Service Definitions	Service & Process Console > Catalog > Service Definitions	N/A. For services associated with a single process, go to Application Integration Console > My processes and select a version number to view the services associated with a process.
Resources	Service & Process Console > Catalog > Resources	Application Integration Console > Resources
Server Status	Service & Process Console > Admin > Server Status	Application Integration Console > Server Configuration > Properties > Summary
Server Properties	Service & Process Console > Admin > Configure Server > Server Properties	Application Integration Console > Server Configuration > Properties > Server Settings
Logging Properties	Service & Process Console > Admin > Configure Server > Logging Properties	Application Integration Console > Server Configuration > Properties > Logging
Monitoring Thresholds	Service & Process Console > Admin > Configure Server > Monitoring Thresholds	Application Integration Console > Server Configuration > Monitors
URN Mappings	Service & Process Console > Admin > Configure Server > URN Mappings	Application Integration Console > Deployed Assets > URN Mappings

Functionality	Informatica Cloud Location	Informatica Intelligent Cloud Services Location
Alert Service	Service & Process Console > Admin > Configure Services > Alert Service	Application Integration Console > Server Configuration > System Services > Alert Service
Email Service	Service & Process Console > Admin > Configure Services > Email Service	Application Integration Console > Server Configuration > System Services > Email SMTP Service
Shell Service	Service & Process Console > Admin > Configure Services > Shell Service	Application Integration Console > Server Configuration > System Services > Shell Service
Messaging Service	Service & Process Console > Admin > Configure Services > Messaging Service	Application Integration Console > Server Configuration > System Services > Messaging Service
Datasource Service	Service & Process Console > Admin > Configure Services > Datasource Service	Application Integration Console > Server Configuration > System Services > Data Source Service
Scheduling	Service & Process Console > Admin > Maintenance > Scheduling	Application Integration Console > Process Schedules
Storage	Service & Process Console > Admin > Maintenance > Storage	Application Integration Console > Server Configuration > Storage

To configure Process Server properties, switch to the Administrator service. Then, go to Runtime Environments > Select a Secure Agent > System Configuration Details > Process Server.