

Azure Transition
05/06/2020 - Q&A

QUESTION: How do I know who manages my DNS?

In the email sent March 30, 2020, we provided DNS ownership information. If you did not receive that email, please open a ticket on the portal or email support@prismrbs.com and they will provide the updated information.

QUESTION: Who are you using as the site Point of Contact?

We are utilizing multiple roles, store manager/director, assistant manager/director. If you are concerned you aren't receiving emails please let us know at info@prismrbs.com.

QUESTION: What time of day will it be in maintenance mode?

There are three different time periods: 10am – 12pm; 1pm – 3pm; and 3pm – 5pm.

QUESTION: Will this fall in a "non-peak" time? If it falls in a "peak" time, how would that affect our experience?

We will do our very best to schedule your transition in a "non-peak" time. As we have an aggressive timeline to completion, so this might not be possible in all cases. To mitigate impact, we have established a process to keep websites under an hour of down time.

QUESTION: How long before the cutover?

The plan is to have all Shift4 customers cutover by May 1, with all non Shift4 customers cutover by May 15. We will email you at least 7 days in advance of your cutover date to notify you of the time.

QUESTION: Who do I need to work with or engage with for next steps?

If you are currently using Tender Retail as a PrismWeb gateway, we need you to engage with info@prismrbs.com so they can provide the necessary documents for your review and authorization.

If you are currently on Shift4, please email support@prismrbs.com with any questions.

QUESTION: Once we're on Azure will there be a better 2fa alternative to filecloud?

Yes, we are currently moving forward with a new product that is more user friendly. It will only be available after your site has transitioned to Azure and it will be available in the next 2 weeks.

QUESTION: I am not the only person who uses File Cloud. Will other individuals in our store receive an email about updating their File Cloud?

Yes. All team members that currently have a FileCloud licenses will receive an email email post go live with a one-time link to their new password.

QUESTION: Once in Azure, will Shift-4 transactions be authorized live?

Not initially, this functionality will remain identical to our previous hosting center.

QUESTION: Will Canadian customers be hosted in Canadian data centers?

Not initially, all customers are hosted in the EAST US Azure region.

QUESTION: What is a “smoke test”?

We have a script created that will go onto your live website, create an account and scroll throughout the website clicking on products and various pages. We will do a test transaction to ensure the transaction processes.

QUESTION: What is included in "no site file updates 24 hours prior"? Is that no order processing, no adding new items, web images?

Order processing, adding new items and other PrismCore activities that affect data are fine. No site file updates relates to editing the HTML of the website itself.

QUESTION: We have junk pages, no longer active. Will you clean up our site files?

Yes, a basic cleanup is being undertaken as part of the migration.