exigo

Sandbox FAQ

v 1.0

Contents

What is a Sandbox?

All Exigo clients will have access to four sandboxes. These are copies of your live database that are connected to a sandbox interface that you can login to. The sandbox environment may be used for testing data updates, supporting API changes/new development and training new users. The sandbox data represents a snapshot in time.

Is there a cost to use the Sandbox?

The charge is based on when you start or stop the use of a specific sandbox. You can view the usage in the Sandbox section of the Exigo Services Dashboard found at portal.exigo.com. Pricing details are available per your contract or when you login to portal to start one of your sandboxes.

How do I create a Sandbox?

You will need to login to the Exigo Services Dashboard from portal.exigo.com using your User credentials you use to login to www.exigo.com. Your User account will need to have permission to access sandboxes (see below).

Once logged in, you can see your sandboxes on the dashboard. You can go to the Sandbox left menu and start or refresh any of the sandboxes that you have available. You will be able to use the rename feature to provide descriptive text for how the sandbox will be used.

There is also a Sandbox Activity report that is listed below the sandboxes pane to show which users have started or stopped your sandboxes. You will notice that user 'Billing' will show a start and stop record for each billing that you are invoiced for the Sandbox. Please do not be alarmed, the data was not refreshed or touched during this billing reset transaction.

If you are unable to portal.exigo.com or do not see a Sandbox menu option, please get with your System Administrator. They will need to enable settings for the Exigo Services Dashboard found on the Tool Access tab when you go to Modify User Security.

Advanced Startup Options (new as of June 1, 2017)

- **Standard** – will be given standard resources on the sandbox server
  Premium – will be given extended resources on the sandbox server
- **Enable revolving commission runs**
  This will allow for commissions to run in the sandbox environment. If you will be doing any commission testing at all, you will need to enable this option
- **Enable hosted BI Sync**
  This will create a sandbox reporting instance on our shred BI server. If you will be developing web code and need a sync database to develop against, you need to enable this option. This is explained in greater detail later in this document.

How do I access the Sandbox Admin?

To access the sandbox admin interface, please go to sandbox1.exigo.com and login with the same user credentials that you use to access your production account. You will be able to navigate to sandbox2.exigo.com, sandbox3.exigo.com or sandbox4.exigo.com to login to the separate sandbox interfaces.

Please keep in mind that the sandbox is from a snapshot in time, meaning it will use the last backup file that was created which is normally the previous night. If you have changed your password since the last backup, you may need to login with your old one.

How do I use the Sandbox API?

To access the sandbox data via the api, you can use the sandbox web services found at http://sandboxapi1.exigo.com (sandboxapi2, sandboxapi3 or sandboxapi4). The credentials are the same.

How do I access the SQL Reporting Database for the Sandbox?

If you are an authorized Sync Database User (and licensing is Standard or Enterprise Edition), you can connect to sandbox.bi.exigo.com. You would use your credentials created from Administration>>Sync Database User. Your connection string for the sandbox will follow this naming convention: Server=Sandbox.bi.exigo.com; database=[CompanyKey]ReportingSandbox{1-3}.

For example if I created Sandbox2 for the company ExigoDemo for User hollytest with password 12345*&, the connection string would be:

Server=sandbox.bi.exigo.com;database=ExigoDemoReportingSandbox2;uid=hollytest;pwd=12345*&;po oling=false;

Please note that the number of the sandbox is not referenced in the server name but only in the database name.

How often is my data updated in the Sandbox?

Remember that the data is a snapshot in time and you will have full control over the creation of a sandbox by starting the service in your Exigo Services Dashboard portal. Any changes to the data

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you have done in the sandbox environment will be overwritten with the data refresh initiating with the Start action of a Sandbox.

What is the difference between Start and Refresh for the Sandbox?

There really is no difference. When you use the START option, it will create the sandbox on the server. To refresh the data to use the most recent backup, you could either click on the REFRESH button or STOP the sandbox and then Start it again. Refreshing is just a shortcut to remove the sandbox and create a new one with recent backup data.

What does NOT run in the Sandbox?

- Commissions By default, anytime a refresh is done in your sandbox, the commission services are disabled. This means you will not be able to run commissions or have real time volume pushing. You will need to request that this be enabled via a ticket request if it is something that you need. Keep in mind that we do not recommend running the real time commission services as your data is now static.
- Email Broadcast: This service will never be available in your sandboxes.
- Payment Gateways: The merchant settings in the sandbox account will be switched from your provider to TEST MERCHANT. This allows you to test your web applications without the danger of someone's card being charged.