

Software Product Information

Fabasoft Private Cloud 2022 June Release

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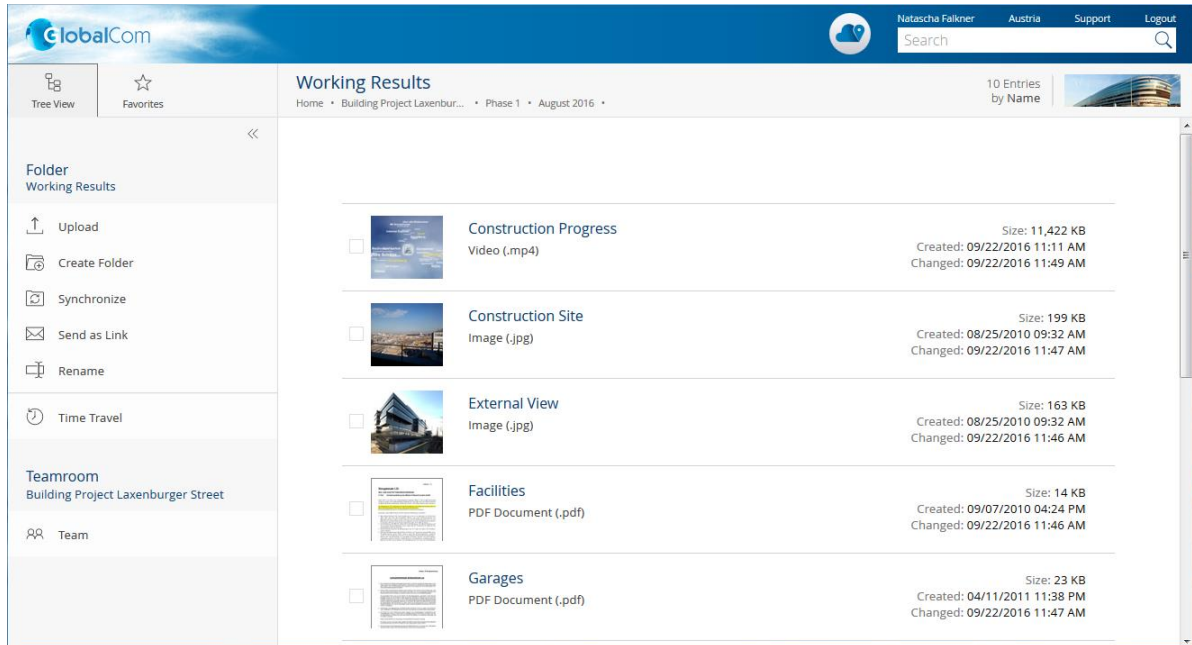
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1 Introduction

The Fabasoft Private Cloud combines perfectly integrated hardware and software to enable customers and business partners to exchange sensitive data securely. The data is not stored at some remote location, but on the appliance right on the company's site.

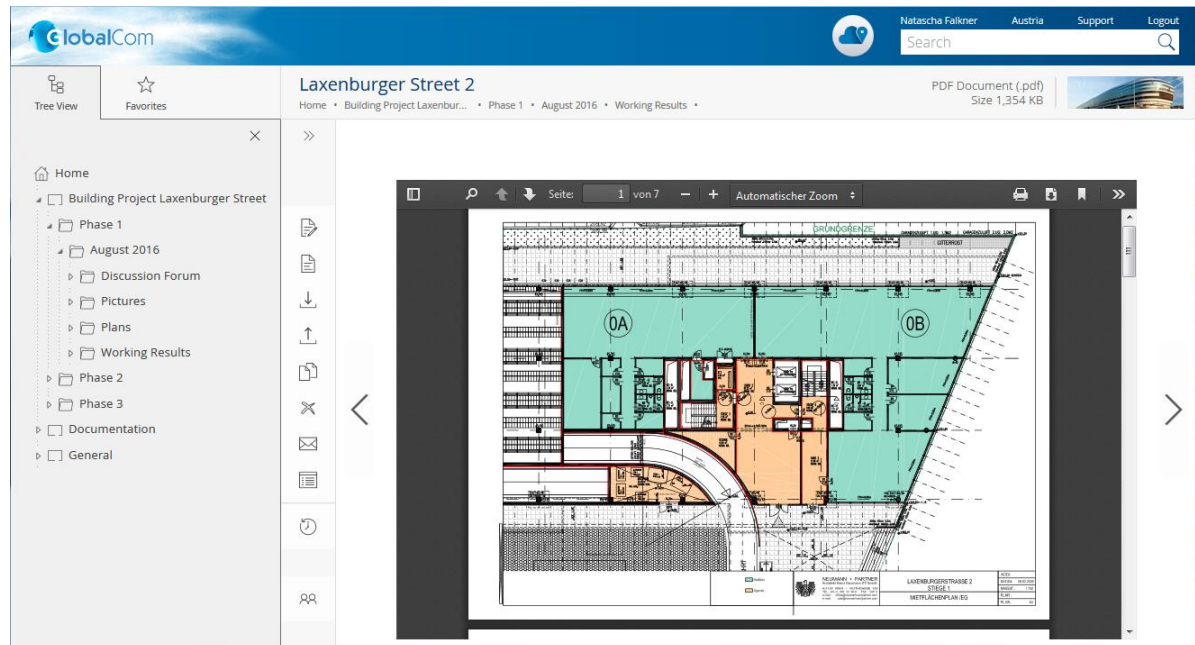


The Fabasoft Private Cloud is designed for easy configuration and can be up and running within hours without complicated integration procedures. Companies can control their data, know where it is located and who can access it. With the Fabasoft Private Cloud partners can work together platform-independent and mobile and handle complex projects. Collaboration takes place via Teamrooms that can be branded according to company specifications. The access to documents is possible from anywhere. Whether PC or smartphone – great flexibility combined with security is offered to all users.



2 Scope of Services – User’s Point of View

The Fabasoft Private Cloud provides functionality for end users as described in the following chapters.



2.1 Common

The Fabasoft Private Cloud provides different log-in methods and access possibilities.

| Use Case | Description |
|----------------------|--|
| Log in | <p>Users can log in with user name and password, client certificates, SAML 2.0, or Active Directory.</p> <p>For two-factor authentication mobile PIN (SMS), e-mail PIN and one-time password with RADIUS server are available.</p> <p>Note: Mobile PIN (SMS) is not included in the default scope of services and has to be purchased separately.</p> |
| Access possibilities | <p>Access is possible with all common web browsers, WebDAV and an own iOS or Android app.</p> <p>For more information, see the document “Technical Information”.</p> |
| Accessibility | <p>Accessibility is a basic concept of the Fabasoft Private Cloud. Operation with assistive technologies such as screen readers and screen magnifiers is generally possible.</p> <p>For more information, see the document “Technical Information”.</p> |
| Languages | <p>The user interface is available in 22 languages:</p> |

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| | Bulgarian, Chinese (simplified), German, English, French, Croatian, Indonesian, Italian, Japanese, Dutch, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Czech, Turkish and Hungarian. |
|--|--|

2.2 Usability

The Fabasoft Private Cloud Web Client provides superb ease of use, which you often miss in other web applications.

| Use Case | Description |
|----------------------|--|
| Responsive design | The layout of the web client adapts to the size of the display. |
| Editing documents | Documents can be edited and saved directly in the corresponding third-party application. You will not notice any difference to the work in a file system. |
| Drag and drop | Within the web client drag and drop is used to move documents and folders. |
| Uploading | Files and complete folder structures can be easily imported via drag and drop, <code>Ctrl + C</code> and <code>Ctrl + V</code> or the "Upload" menu. A comprehensive list of import options depending on the web browser and the chosen method, see the document "Technical information". |
| Downloading | Documents can be saved in the file system via <code>Ctrl + C</code> and <code>Ctrl + V</code> or the "Download" menu. Folder structures or documents are downloaded as a ZIP file. |
| Sending links | Hyperlinks to folders and documents can be directly inserted into an e-mail via a menu command. The documents stay in the Fabasoft Private Cloud with secure access rights and the recipients have access to the current state of the documents. |
| Full keyboard access | The web client can be completely handled with the keyboard. |
| Navigation | Complex storage structures are no problem. The tree navigation and breadcrumbs quickly lead to the desired folder. Navigating is even faster with personal favorites. |
| Views | The presentation of documents in Teamrooms and folders can be customized. The focus is either on the preview of the |

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| | contents or the metadata of the documents. |
| Column view | <p>The column view can be used to manage many documents in a single list. For adapting the representation following options are available:</p> <ul style="list-style-type: none"> • Add column • Remove column • Move column (drag and drop) • Order • Group • Filter • Fix |
| Follow-ups | Users can define follow-ups for documents. Upon reaching the follow-up date, an e-mail is sent or a process is started. |

2.3 Teamrooms

Exchanging documents and collaboration with users is offered via so called Teamrooms.

Within a Teamroom the collaboration of a team is managed – from inviting members to managing individual access rights.

| Use Case | Description |
|-----------------------------------|---|
| Managing Teamrooms | The collaboration is achieved through Teamrooms and the teams defined therein. Teamrooms can be structured with folders. |
| Providing access rights | Team members can be granted access rights on Teamrooms (read access, change access, full control). The restriction of members of a Teamroom to certain organizations is also possible. |
| Personalizing Teamrooms | The branding functionality allows defining a logo and description for Teamrooms. |
| Encrypting Teamrooms | <p>For Teamrooms it can be defined whether assigned documents are encrypted. Documents that are uploaded into encrypted Teamrooms are encrypted on the client before the transfer.</p> <p>Note: The end-to-end encryption is provided by Fabasoft Secomo. This appliance must be purchased separately.</p> |
| Transferring/Publishing Teamrooms | <p>Teamrooms together with the folder structures and documents can be transferred (editable) or published (readable) to the Fabasoft Cloud.</p> <p>Note: If you are using a Fabasoft Folio or Fabasoft eGov-</p> |

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| | Suite installation, you can transfer Teamrooms from there to the Fabasoft Private Cloud or Fabasoft Cloud, too. |
| Using the calendar | The team calendar provides a common calendar to coordinate team activities. The CalDAV support allows integrating the calendar into third-party products (e.g. Apple iCal or Apple Calendar app). |
| Using the newsfeed | Newsfeeds provide the team the possibility to informally share news and discuss within a Teamroom. |
| Showing new events | If there are changes in a Teamroom, they can be displayed and sent by e-mail. |
| Wastebasket | The Teamroom wastebasket protects against accidental deletion of documents. Only team members with full control are entitled to empty the wastebasket. |

2.4 Working with Documents

Documents can be directly opened from the Fabasoft Private Cloud in the corresponding third-party application and resaved.

| Use Case | Description |
|-----------------------------|---|
| Editing documents | <p>Documents that are stored in the Fabasoft Private Cloud can be edited and resaved directly in the corresponding third-party application. You will not notice any difference to the work in a file system. This functionality is provided by the Fabasoft Cloud Client.</p> <p>The Fabasoft Private Cloud offers a wide support for common office software on all platforms (e.g. Microsoft Office, Apple iWork and LibreOffice).</p> <p>For more information about the supported third-party products, see the document "Technical Information".</p> |
| Commenting documents | <p>PDF documents or documents that can be converted into PDF documents can be commented using an integrated PDF viewer.</p> <p>The comments are extracted from the PDF document and saved in a public or personal layer.</p> <p>Note: When using the reading license, comments can only be added via an external PDF viewer.</p> |
| Signing documents digitally | <p>Documents can be signed digitally with an organization certificate.</p> <p>Note: For this functionality Fabasoft Secomo is required.</p> |

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| | This appliance must be purchased separately. |
| Classifying documents | <p>In conjunction with Mindbreeze InSpire, documents can be automatically classified and metadata can be extracted.</p> <p>Note: The classification and metadata extraction is provided by Mindbreeze InSpire. This appliance must be purchased separately.</p> |
| Editing encrypted documents | <p>When editing documents, the encrypted documents are automatically decrypted locally and opened in the corresponding third-party product. When saved, the documents are re-encrypted before the transfer takes place. To the end-user, this means no loss of comfort.</p> <p>Note: The end-to-end encryption is provided by Fabasoft Secomo. This appliance must be purchased separately.</p> |
| Importing e-mails | <p>E-mails (Microsoft Outlook, Mozilla Thunderbird) can be imported with drag and drop or <code>Ctrl + C</code> and <code>Ctrl + V</code>. The e-mail content and attachments are viewable directly in the Fabasoft Private Cloud without a third-party application.</p> |
| Playing video and audio files | <p>Depending on the web browser and video format, videos can be directly played in the web client.</p> <p>For more information about the supported formats, see the document "Technical Information".</p> |
| Editing images | <p>A basic editing of images (rotate, zoom, crop) is directly possible in the web client.</p> <p>To use images outside the Fabasoft Private Cloud (e.g. for presentations) export possibilities are offered in a variety of formats and sizes.</p> |
| Performing text recognition | <p>An inbox rule can be used to perform text recognition (German, English) on documents that can be converted to PDF.</p> <p>Note: To use this functionality, a volume-based license (based on the number of pages) is required and must be purchased separately. The page count for PDF documents and TIF files is determined by the page information. For images without page information (e.g. JPG, PNG), each individual image is counted as a page.</p> |
| 3D viewer | <p>CAD 3D models can be displayed in the integrated 3D viewer.</p> <p>Note: To use this functionality, separate licensing is required.</p> |

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| Insight apps | <p>Insight apps provide aggregated access to information in your cloud organization, customized to your needs.</p> <p>Note: Insight apps are provided by Mindbreeze InSpire. This appliance must be purchased separately.</p> |
| Using public links | <p>For each Teamroom can be defined whether public links are allowed. Public links allow people without an account to read and download documents.</p> |
| Auditability | <p>The so-called "time travel" allows viewing documents and even whole Teamrooms at certain time in the past. As a result, changes are traceable and older states can be restored if necessary.</p> <p>In addition, the possibility is offered, to compare metadata and content (Microsoft Word) of an older version with the current version.</p> <p>Release versions allow continuing to work on a document while users with read access see the release version.</p> <p>The continuous versioning ensures complete traceability.</p> <p>Note: When deleting versions or objects (empty wastebasket, dissolve Teamroom) the data is also no longer available in the history.</p> |

2.5 Workflow

Users can be involved in the processing of business objects via a workflow.

| Use Case | Description |
|-----------------------------------|--|
| Workflow | <p>The workflow enables the digital mapping and running of your business processes.</p> |
| Modelling processes with BPMN 2.0 | <p>With a graphical process editor you can model business processes based on BPMN 2.0 (Business Process Model and Notation).</p> <p>With the workflow engine the modeled business processes can be executed digitally.</p> |
| Workflow Substitutions | <p>The substitutes receive all activities of the user they substitute within the defined period of time. Objects to which the substitute has no access are filtered.</p> |
| Process statistics | <p>To obtain an overview of the running processes, several process statistics are available that illuminate the individual aspects of process execution.</p> |
| Mobile workflow access | <p>The Fabasoft Cloud App for iOS or Android enables</p> |

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| | convenient processing of work steps on the go. |
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2.6 Search

Finding instead of searching. Enjoy the benefits of an intuitive full-text search.

| Use Case | Description |
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| Searching | <p>The integrated full-text search allows you to find quickly the desired information. Actions can be performed directly on the search result.</p> <p>When searching the access rights are taken into account. Only hits are displayed that can be accessed by the respective user.</p> |

2.7 Synchronization With the Local File System

The Cloud Folder allows synchronizing contents stored in the Fabasoft Private Cloud with your devices. So the current state of your data is not only available in the web client but also directly on your local hard disk.

| Use Case | Description |
|-----------------|---|
| Synchronization | <p>The Cloud Folder allows synchronizing folders and documents automatically from the Fabasoft Private Cloud to the local file system and vice versa.</p> <p>This functionality is available on Microsoft Windows and Apple macOS (see "Technical Information").</p> <p>Note: When using Fabasoft Secomo synchronization is only possible with encrypted file systems.</p> |

2.8 Mobility

Whether with laptop, tablet or smartphone, whether with web browser, iOS App or Android App, you have access to your data and documents.

2.8.1 Web Browser

Access to the Fabasoft Private Cloud with a web browser is available on all major mobile devices (e.g. Microsoft Surface Pro or tablets and smartphones based on Apple iOS, Android or Windows Phone). The web client adapts to the size of your mobile device. Note that when using the web client on tablets and smartphones no documents can be directly edited.

2.8.2 iOS App

With the iOS App "Fabasoft Cloud" you can access your Teamrooms and data in the Cloud on your iPad or iPhone.

| Use Case | Description |
|------------------------|--|
| Reading documents | The documents can be read either directly in the cloud app or via third-party apps like Apple Pages. |
| Uploading documents | Documents can be uploaded directly from your smartphone or tablet. |
| Using the offline mode | Synchronized documents can also be accessed without an Internet connection. |
| Searching | The search for data can be performed on all Teamrooms with access rights. |

Note: When using Fabasoft Secomo encrypted documents can be read and documents can be uploaded encrypted. The offline mode can be used if the mobile device is encrypted.

2.8.3 Android App

With the Android App “Fabasoft Cloud” you can access your Teamrooms and data in the Cloud on your Android tablet or smartphone.

| Use Case | Description |
|------------------------|---|
| Reading documents | The documents can be read either directly in the cloud app or via third-party apps like ThinkFree Office. |
| Editing documents | Depending on the functionality of the third-party apps documents can be edited and resaved. |
| Uploading documents | Documents can be uploaded directly from your smartphone or tablet. |
| Using the offline mode | Synchronized documents can also be accessed without an Internet connection. |
| Searching | The search for data can be performed on all Teamrooms with access rights. |

Note: When using Fabasoft Secomo encrypted documents can be read or edited and documents can be uploaded encrypted. The offline mode can be used if the mobile device is encrypted.

2.9 Customizing

You can adapt the Fabasoft Private Cloud to your requirements by means of model-based customizing.

| Use Case | Description |
|-----------|--|
| Dashboard | The templates and presettings dashboard is the central |

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| | <p>access point to the customizing.</p> <p>When a user is added to a customizing configuration, a dashboard is automatically created and placed on “Home”. When a user is removed again, the dashboard is also removed.</p> |
| Configuration | In the customizing configuration, app administrators can manage collections, general settings and app users. |
| Collections for templates and presets | Collections are used to manage templates, text modules, insight apps, forms, categories, processes, presets and to define access rights. |
| Defining templates | <p>Almost all object types can serve as templates. In addition, settings can be made in that are particularly relevant when using fields in Word templates.</p> <p>Text module placeholders can also be inserted in Word templates, which are replaced by the content of the text module when the template is instantiated.</p> |
| Using templates | In the create dialog the templates with the template category as additional text are displayed in the “Templates” area. For templates without a template category, “Miscellaneous” is used as additional text. During creation, a copy of the template is created, which you can edit independently of the template. |
| Defining text modules | <p>Text modules can be used to insert predefined standard texts in Microsoft Word documents.</p> <p>There are two types of text modules:</p> <ul style="list-style-type: none"> • Static Text Module (Text) Allows you to enter unformatted text. • Static Text Module (Word) Allows you to enter formatted text in a Word document. |
| Using text modules | In Microsoft Word an own ribbon is provided that allows you to insert text modules. |
| Defining and using insight apps | Insight apps provide aggregated access to information in your cloud organization, customized to your needs. |
| Defining and using forms and categories | User-defined forms can be used to add fields to objects for storing application-specific data. Categories can be assigned to objects and thus influence the behavior of the objects. |
| Defining processes | There are two types of process templates: |

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| | <ul style="list-style-type: none"> • Ad Hoc Process Template • BPMN Process Diagram |
| Using processes | The defined processes are offered for selection when using processes (e.g. "Tools" > "Start New Process"). |
| Defining presets | <p>There are three types of presets:</p> <ul style="list-style-type: none"> • Display Settings • Search Form • Time Interval |
| Using presets | <p>You can apply the display settings in lists.</p> <p>Search forms can be selected during a search (e.g. in a search folder).</p> <p>Time intervals can be selected for a follow-up, for example.</p> |
| Personal templates, processes and presets | Each user can define his own templates, processes and presets in the "Personal Templates", "Personal Processes" and "Personal Presets" area. |

2.10 Contact Management

The contact management allows you to create and manage contacts in contact rooms. Based on user-defined criteria you can specify address lists that can be exported for sending newsletters, for example.

| Use Case | Description |
|--------------------------|---|
| Dashboard | <p>The contact management dashboard is the central access point to the contact management.</p> <p>When a user is added to a contact management configuration, a dashboard is automatically created and placed on "Home". When a user is removed again, the dashboard is also removed.</p> |
| Configuration | In the contacts configuration, contact administrators can define settings for the metadata of contacts and manage app users. |
| Contact rooms | Contact rooms are used to manage contacts in a structured way and to define access rights and default categories. |
| Creating contact persons | A contact object is used to manage a contact's metadata. |
| Creating organizations | An organization object is used to manage an organization's metadata. |

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| Duplicate check | When creating or changing contacts, the system checks whether a corresponding contact already exists. Duplicate matching is only performed with contacts that are accessible to the user performing the action. If a duplicate has been found, the contacts can be cleaned up or merged in a dialog. |
| Changing the assignment of contacts | Contacts can be assigned to another contact room. |
| Using address lists | Address lists can be created in a contact room (rights context). However, the contacts in address lists can be collected from different contact rooms. |
| Importing and exporting contacts | The import and export of contacts is possible in address lists. Contacts can be imported and updated using a CSV or XLSX file or exported as a CSV file. |
| Deleting contacts | In order to delete a contact (put it in the wastebasket), change rights are required. If property values of the contact are assigned to another contact room, change rights are also required in this room. |
| Using address books | Read-only access to contacts is also possible via third-party products such as "Apple Contacts", which support the CardDAV standard. |
| Serial e-mails | A serial e-mail can be used to send personalized e-mails to defined recipients from the contact management. |

2.11 Digital Asset Management

The digital asset management provides advanced management capabilities for multi-media content.

More information can be found in the software product information "Fabasoft Digital Asset Management".

2.12 Scrum

Scrum enables the coordination of agile software projects.

| Use Case | Description |
|-----------|--|
| Dashboard | <p>The scrum management dashboard is the central access point to the scrum management.</p> <p>When a user is added to a scrum management configuration, a dashboard is automatically created and placed on "Home". When a user is removed again, the</p> |

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| | dashboard is also removed. |
| Scrum center | In the scrum center, scrum administrators can manage scrum projects, general settings and app users. |
| Scrum projects | Scrum projects are used to manage the scrum artifacts (stories, defects, etc.) and define the scrum team. |
| Stories, defects and impediments | Stories, defects and impediments are the items a scrum team works on. The respective status shows the work progress. |
| Tasks | Stories and defects can be divided into work units by tasks. The respective status shows the work progress. |
| Sprints | A sprint includes stories and defects to be processed and usually takes a few weeks. |
| Product versions and releases | Stories can be assigned to product versions and releases. This allows you to monitor the progress of the stories required for a shipment. |
| Reports | Defect reports, burn-down and velocity graphics provide a quick status overview. |

2.13 Change and Asset Management

The change and asset management enables you to create and manage change processes. This allows carrying out adaptations to an IT infrastructure in a controlled, efficient and risk-minimized manner.

In addition, problem records can be managed and processed using a problem management process. IT asset shelves are used to manage the inventory passed to employees.

Note: The change and asset management is not included in the standard scope of services of the Fabasoft Private Cloud and must be purchased separately.

| Use Case | Description |
|---------------|--|
| Dashboard | The change and asset management dashboard is the central access point to the change and asset management. When a user is added at least to one shelf, a dashboard is automatically created and placed on "Home". When a user is removed again, the dashboard is also removed. |
| Configuration | In the change and asset management configuration, app administrators can manage shelves, artifacts, general settings and app users. |
| CMDB shelves | Configuration management database (CMDB) shelves are |

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| | used to manage artifacts and to define access rights. The artifacts can be created in the following folders: Servers, Virtual Machines/Servers, IT Services, Application Services, Network Components, Locations, Cluster and Checks. |
| RFC shelves | RFC shelves are used to manage RFCs (requests for change) and to define access rights. |
| Creating request for change | Requests for change (RFCs) are used to request a change. |
| Change process | RFCs can be processed through a change process in the workflow. |
| IT asset shelves | IT asset shelves are used to manage the inventory passed to employees and to define access rights. Assets can be handed over to or handed back by employees through a workflow. |
| Managing IT assets | The inventory handed over to employees can be managed using assets. |
| Problem record shelves | Problem record shelves are used to manage problem records and to define access rights. |
| Creating problem records | Problem records are used to document the details of a problem. |
| Problem management process | Problem records can be processed through a problem management process in the workflow. |

2.14 Purchase

The purchase management enables you to conduct an efficient, digital purchase process.

Note: The purchase management is not included in the standard scope of services of the Fabasoft Private Cloud and must be purchased separately.

| Use Case | Description |
|---------------|---|
| Dashboard | The purchase management dashboard is the central access point to the purchase management. When a user is added to a purchase management configuration, a dashboard is automatically created and placed on "Home". When a user is removed again, the dashboard is also removed. |
| Configuration | In the purchase configuration, app administrators can manage shelves, artifacts, general settings and app users. |

| | |
|----------------------|--|
| Shelves | Shelves are used to manage requirement requests, orders, goods receipts, invoices and to define access rights. |
| Requirement requests | Employees can start a purchase process using requirement requests. |
| Orders | Order documents and a requirement request can be stored in orders. |
| Goods receipts | Delivery notes can be registered and stored in a goods receipt for an order. |
| Invoices | Invoice documents can be registered and stored in an invoice for an order. |
| Registering | Documents can be registered as order documents, goods receipts or invoices. You do this either by carrying out the corresponding steps in the worklist or using the "Register as" context menu command. Thereby the corresponding metadata for the documents can be entered. |
| Purchase process | <p>The purchase process differs from organization to organization. Therefore, you have to define the required BPMN processes by yourself.</p> <p>Basically, the following applies: The purchase workflow begins with an employee's requirement request and goes through defined approvals by supervisors. If the appropriate permissions are present, then the order can be accomplished by the purchasing department. With the goods receipt the delivery note is stored for the order. The invoice is also stored for the order.</p> |

2.15 Outgoing Invoices

The outgoing invoice management allows to administer outgoing invoices. Using forms and processes, the outgoing invoice management can be customized to meet the needs of your organization.

Using a web service, a draft invoice can be uploaded to the Fabasoft Private Cloud from an ERP system and an approval process can be started. The approval status can be queried in the ERP system and changed or newly added documents can be transferred to the ERP system. The original invoice sent via the ERP system can in turn be transferred to the Fabasoft Private Cloud.

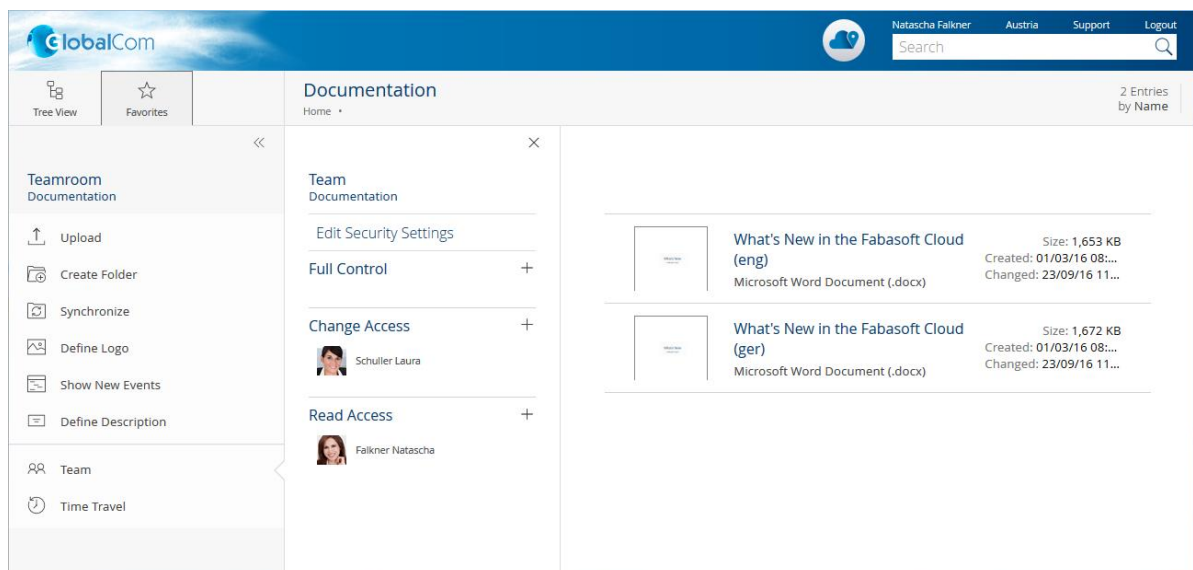
Note: The outgoing invoice management is not included in the standard scope of services of the Fabasoft Private Cloud and must be purchased separately.

| Use Case | Description |
|-----------|--|
| Dashboard | The outgoing invoice dashboard is the central access point to the outgoing invoice management. |

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|-----------------------|--|
| | When a user is added to a outgoing invoice configuration, a dashboard is automatically created and placed on "Home". When a user is removed again, the dashboard is also removed. |
| Configuration | In the outgoing invoice configuration, app administrators can manage shelves, artifacts, general settings and app users. |
| Shelves | Shelves are used to manage outgoing invoices and to define access rights. |
| Outgoing invoices | In an outgoing invoice, the invoice documents and additional attachments can be stored in addition to the metadata. |
| Approval Process | <p>The approval process varies from organization to organization. Therefore, you have to define the required BPMN processes by yourself.</p> <p>Basically, an outgoing invoice is forwarded to the defined approver for approval. The approver can approve or discard the outgoing invoice. If necessary, a second approval can be obtained, for example, from the "Invoicing" management.</p> |
| Web service interface | Outgoing invoices can be uploaded and updated from an ERP system via a web service. |

3 Scope of Services – Security

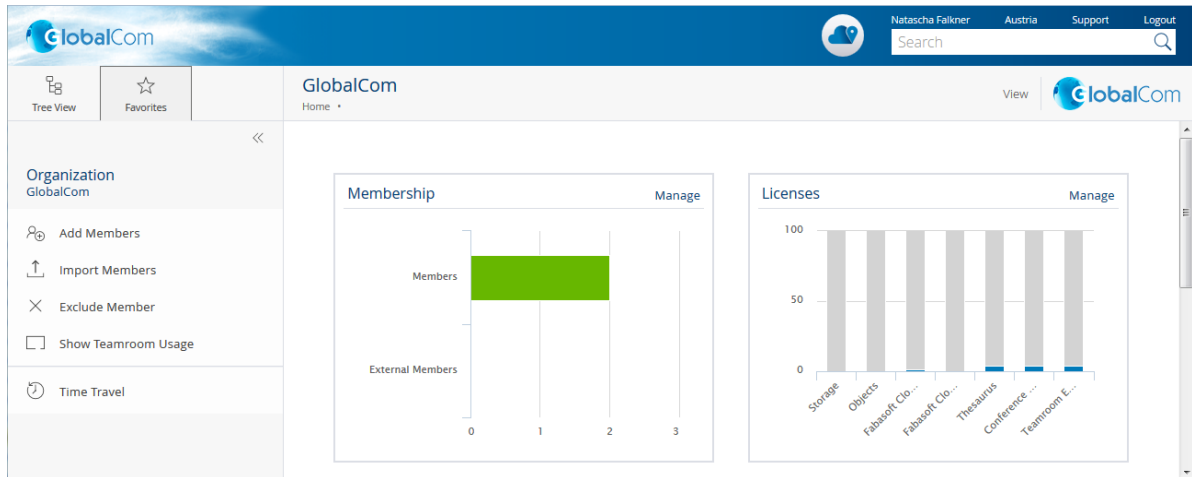
The security of your personal data and your documents stored in the Fabasoft Private Cloud is of utmost importance for us.



| Use Case | Description |
|---|---|
| Encrypted communication | The communication between the client and the Fabasoft Private Cloud is always encrypted via an HTTPS connection. This also applies when using a smartphone. |
| Access rights | Access to Teamrooms is defined by access rights. |
| Access for applications | Access to the Fabasoft Private Cloud with third-party applications can be secured by specially generated passwords. For the passwords a validity can be set and also revoking passwords is possible. |
| Search within the access rights context | When searching, only objects can be found for which the user has search rights. |
| Auditing | With the auditing functionality accesses to objects are logged. Not only changes of properties are displayed, but also when and by whom an object was read. |
| Watermark | Instead of the original document a PDF document with a watermark can be displayed to team members with only read access. |
| Fabasoft Secomo | <p>Fabasoft Secomo extends the Fabasoft Private Cloud with end-to-end encryption for documents. Encryption and decryption are performed directly on the client.</p> <p>Since the documents are only encrypted available at the server, no use case can be executed that requires the unencrypted content:</p> <ul style="list-style-type: none"> • Full-text search • Conversions (preview) • Access via WebDAV <p>For those users who want to use Fabasoft Secomo, a client certificate has to be available.</p> <p>Note: The end-to-end encryption is provided by Fabasoft Secomo. This appliance must be purchased separately.</p> |

4 Scope of Services – Administration

The administration tasks in the Fabasoft Private Cloud can be easily carried out via the user interface.



| Use Case | Description |
|--|--|
| Managing certificates | To allow users to log in using a client certificate, certificate authorities and certificate revocation lists can be added to an organization. |
| Managing members and organizations | Organizations are used to administer users. The organizational structure (organizational units and positions) can be used for a hierarchical structuring of organization members. Teams provide an informal structuring possibility. Typical organizational tasks are to add and remove members, manage organizational units, manage teams, change members' profiles, define organization administrators, assign service packages, monitor the team room usage and define the logo. |
| Managing external members and external organizations | Employees of suppliers, partner companies or customers can be added as external members to an organization. External members can be structured in external organizations. |
| Exclude member and nominate a successor | When excluding a member or external member from an organization a successor can be nominated who takes over the functions and access permissions. |
| User-defined forms | Starting from a graphical form editor additional metadata can be added to objects. |
| Managing the service desk | The support button requests can be processed in the service desk. |

5 Scope of Services – Operations

The Fabasoft Private Cloud allows an easy operation and supports for this purpose following use cases via an own management user interface.

| Use Case | Description |
|-----------------------------|---|
| Installing | <p>During installation, the following basic settings are defined:</p> <ul style="list-style-type: none">• Passwords for the different administrators• Infrastructure (e.g. DNS, e-mail server, time server)• DNS name of the Fabasoft Private Cloud• High availability• Mindbreeze InSpire (data connection)• Backup (location and interval) |
| System Monitoring | <p>Fabasoft app.telemetry allows you to monitor the performance and availability of the Fabasoft Private Cloud from a user's point of view, as well as the individual system components.</p> <p>The most important information is also displayed in the management dashboard.</p> |
| Using the maintenance mode | <p>In maintenance mode the Fabasoft Private Cloud Services are stopped, so that they cannot be accessed by users.</p> |
| Managing servers | <p>The servers can be stopped and started in an ordered way. In the case of stopping only one of the two servers the Fabasoft Private Cloud is still available after short failover times.</p> |
| Managing HTTPS certificates | <p>Access to the management and the Fabasoft Private Cloud is only possible over HTTPS using TLS encryption. For issuing corresponding HTTPS certificates "Certificate Signing Requests" (CSRs) can be generated and certificates of the customer authorities (internal/external) can be imported.</p> <p>Note: To use the iOS app "Fabasoft Cloud" the HTTPS certificates for the Fabasoft Private Cloud must be issued by a generally trusted certificate authority.</p> |
| Renewing the license | <p>An expired license can be renewed.</p> |
| Installing updates | <p>It is searched online for new updates that are offered for installation if applicable.</p> |
| Backup and restore | <p>The Fabasoft Private Cloud automatically ensures the redundancy of the data on the two server systems. If a</p> |

| | |
|------------------|--|
| | <p>server fails, the data is re-synchronized at least once a day.</p> <p>In addition, a backup can be stored on a backup medium of the customer in a selectable interval (daily or weekly). The backup media must be connected to the Fabasoft Private Cloud via CIFS with username and password or NFS.</p> <p>In addition to the configured automatic backups manual backups can be created at any time.</p> |
| Editing settings | The settings made during installation can be edited if necessary. |

5.1 Conditions of Use

- All statements contained in this software product information concerning the intended use and conditions of operation of the program are understood as information only on principle. To ensure and guarantee the intended use and conditions of operation in everyday use of the program, expert training by specially qualified staff is recommended in any case.
- This program is intended for customary commercial use. This does not include usage that demands special requirements (like controlling of vehicles, machines and facilities, real-time applications).

5.2 Supported Platforms

Information about system requirements and supported platforms can be found in the document [Technical Information](#) (version corresponding to this software product information).