# Guidelines for Ibistic Integration

Once Ibistic Integration is installed and running, in order to maintain a stable integration without problems, we recommend following:

* Do not move, modify, rename or change permissions to integration folders before notifying Ibistic Support. The service user running the integration and the task schedule needs full access to those folders at all times, in order for the integration to be running without errors.
* Do not remove / change permissions on the service user running the integration.
* Server clock should be synchronized and updated with correct times. Server clock which is more than 5 minutes out of sync, will cause integration errors.
* Do not modify or remove the certificate for which the integration is running.
* Do not move or delete files in the integration root folder.
* If there are problems with the integration, we recommend checking the execution log and the error logs. Please relay this information to Ibistic (with a copy of the logs) when creating a ticket at support, for quicker resolution and troubleshooting.
* If assistance is required from Ibistic, please have a server administrator available (support needs contact information, phone and email) with a teamviewer session (we will need ID and PW to connect). Teamviewer window should not be minimized during the remote session, otherwise the session will be blocked.
* If you have any doubts or questions, please contact Ibistic Support (support@ibistic.com)