**Basic guidelines – Integration Server**

* How to avoid service disruptions or integration downtime

1. The server clock should always be synchronized. If the time is more than 5 minutes out of sync, Ibistic Integration will not run.
2. Please do not change folder paths without notifying Ibistic Support beforehand. When changing folder, Ibistic needs to update internal settings.
3. Do not remove the user running the integration.
4. Please do not migrate Ibistic IntFX to a new server without notifying Ibistic Support beforehand. For server migration, please read [this guide](https://support.ibistic.com/hc/en-us/articles/220588627).
5. Do notchange read / write folder permissions of the user running the integration
6. Do not change or move integration certificate.
7. Do not delete files in the integration folder.
8. Make sure the server has sufficient resources (for example RAM/CPU/Diskspace), for the Ibistic integration Framework (IntFX) to run.

**Note:** Any of the above results in integration stop working. Changes to the setup initiated by customer, which requires interaction of Ibistic or assistance of integration specialist by remote session on the server may be billable time. Please ask Ibistic Support or Ibistic Integration department beforehand if in doubt, prior to making changes on the Integration Server which may affect the integration client.

**Contact details:**

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