

# What is App Lockdown?

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## App Lockdown

App Lockdown is a change control process used to ensure production system integrity is maintained for the duration of your project.

We create a copy of the existing Production environment and add it to a separate Sandbox environment. This allows the implementation team to configure and test all changes in the Sandbox environment without affecting data or day-to-day usage in the Production environment. Once testing is complete, the changes are copied to the Production environment in a controlled process we call App Deploy.

App Lockdown ensures that key parts of your Production environment configuration remain identical to the Sandbox environment, which is essential in minimizing errors and delays in the App Deploy process. During App Lockdown, your administrators will have reduced access to the Production environment configuration.

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## What Does this Mean for Customers?

Users with Admin privileges can do the following, while the account is in App Lockdown:

- Add or edit users, including enabling and disabling user profiles
- Impersonate a user
- Add users to a user group
- Retrieve an admin user's data warehouse credentials
- Create a new user group
- Add roles to a user group
- Create new roles
- Delete roles
- Delete user groups
- Create/Edit Portal Settings

Customers can access the following data-base features:

- Data Import
  - User Audit Trail
  - Data Audit Trail
  - Data Audit Export
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**Note:**

*All other admin panel options are disabled.*

## What if there is a problem in your production environment or something needs to be changed?

When in App Lockdown, questions and problems regarding your Production environment please contact our [Support](#) team.

If the Support team determines that the application is not working as designed, and that a configuration change is required to fix the issue, they will scope and deliver the changes. As part of this process, they will liaise with your Resolver Project Team to ensure that the configuration change does not affect the current project before delivering the change.

If the requested changes are determined to be a request for new functionality, the Support team will scope the configuration change and liaise with your Customer Success Manager and/or Project Team to determine the effort required and the impact of this change on the current project and align on how and when this can be delivered.



**Note:**

*App Lockdown will affect all applications within your Production environment. Administrators using other applications will also have reduced access to the Production environment's configuration.*

During App Lockdown, the Support team will assist with the following maintenance-type configuration changes:

- New select list options
- Minor edits to existing:
  - Fields
  - Formulas
  - Form templates (e.g., add or more elements)
  - Reports (e.g., add or remove a filter or table column)
  - Role permissions
  - User groups
  - Workflow transitions
  - Email templates
  - Translation files

Changes that involve more complexity and effort may need to wait until your current project is completed, or, if they are of high priority to you, will need to be further discussed with your

Implementation Team and Customer Success Manager. Examples of these changes include:

- New fields or formulas
- New reports
- Significant changes to existing forms or reports
- New object type
- New application or activity
- New roles
- New workflow state or trigger/transition
- New email action or other workflow actions
- New orchestration event