Omnitracs One/ Roadnet Anywhere / Sandbox Environment Guide

Though Omnitracs works hard to ensure smooth upgrades and backwards compatibility, we realize that companies may require independent verification of changes. As such, Omnitracs offers a sandbox environment so customers can test and verify that any changes, whether initiated by the customer or by Omnitracs, will be successful and not adversely impact daily operations. We strongly encourage advance testing of any integrations prior to upgrades.

We also require that companies looking to make webservices or APIs calls into the system, develop and test against a Sandbox environment prior to implementing in Production.

Important Notes: Compliance customers can NOT refresh/copy data from Production to Sandbox. This is not currently supported and will disable Compliance functionality in Sandbox.

When refreshing Sandbox data, the Production "snapshot" of data is from the previous Sunday ~12am ET. More recent refreshes are not possible.

Key Definitions:

Sandbox: A sandbox or test environment is a type of software testing environment that enables the isolated execution of software or programs for independent evaluation, monitoring or testing or custom development.

Production: The environment where software is actually put into operation for their intended uses by end users.

The sandbox environment is generally kept in-sync with the production release version. However, it is upgraded prior to production to allow testing of an upcoming upgrade.

Sandbox Environment Data

Omnitracs will, at the customer's request, clone Routing and Dispatch data from production into the sandbox. **Compliance data cannot be copied into the sandbox at this time.   We cannot copy data from sandbox to production.** Customer data in the sandbox will have the same layers of protection that are available in production.

Due to the effort and processing time required, **please contact support and allow up to 5 business days for all requests to copy production data to sandbox and refreshes will be limited to Twice per Quarter.**

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Using Routing and Dispatch Client and Mobile and Telematics Units within the Sandbox Environment

Mobile: The mobile app must be installed via the sandbox environment. A single device cannot be used simultaneously in both sandbox and production. This is available for Android and XRS Compliance only. For questions related to iOS availability, please contact customer support as noted below.

Compliance/ HOS: **Compliance data cannot be copied into the sandbox at this time.** Customers are encouraged to point one or more test devices to the Sandbox environment to generate compliance related data if needed for testing purposes.

Roadnet Telematics, Relays, AMG-C etc: A single device cannot be used simultaneously in both sandbox and production. Omnitracs strongly recommends having dedicated devices for testing purposes. Contact Customer Support to provision a device for sandbox usage.

Telematics Adapters: The telematics adapter Region Settings in the sandbox are identical to those in production. Note that depending upon the provider's services, having a single device used in both sandbox and production may be problematic. Omnitracs strongly recommends having dedicated devices for testing purposes.

RTS to RNA Bridge Service: The Bridge service can be configured to point to a specific RNA environment. Contact Customer Support for instructions.

Custom Integrations: Code must point to the sandbox URL.

Timetable of Upgrades

Sandbox will generally be upgraded at least eleven business days prior to a production upgrade during normal business hours.

Subsequent to an upgrade, all clients must be updated as prompted.

Routing & Dispatch Client and Mobile release candidates are distributed after each sandbox upgrade.

How to Contact Customer Service

If you have questions or need assistance with configuration, please contact our Product Support team at roadnetsupport@omnitracs.com or by phone: 800.541.7490. Refer to the Omnitracs Support Guide for additional policies and procedures.

The information provided in this document is intended for informational purposes only and is subject to change without notice.