

Overview of Cornerstone Copydowns

What is a “copydown?”

As a Cornerstone customer, you get three separate portals in this top-to-bottom hierarchy:

- **Live:** Your Production system with real user data and learning materials.
- **Stage:** Where Cornerstone releases new functionality during the User Acceptance Testing (UAT) period, for you to test and decide what to deploy in Live.
- **Pilot:** Your “sandbox” where you experiment with new functionalities as you go through an implementation for a new module, or as you decide how to configure something differently.

A “copydown” will completely copy your LIVE database down to your Stage and/or Pilot portal.

Why do we need one?

The overall reason is that you want to use accurate Live data and configuration in another portal so you can use this as a starting point for your testing.

When should we request one?

- All Cornerstone customers are encouraged to request a copydown soon after their first Go-Live. This first one is free of charge; subsequent ones will be chargeable. Some clients choose to pre-purchase this option for the upcoming year. Contact your Account Manager if you have questions on this.
- Global Product Support (GPS) needs a lead time of about one week to schedule the job, so plan accordingly.
- At times Cornerstone may need to time your copydown to occur after a patch. These dates can vary by environment so again, allow enough lead time when you request.
- You cannot request a copydown to Stage during the UAT period.
- Some larger customers request one to their Stage system shortly before each release UAT, so that they have the best environment to test enhancements against.
- At a minimum, we recommend requesting a copydown once a year. A lot has happened in your Live system in a year!

How do we request a copydown?

- Simply open a case in the Client Success Centre of type “Service Request.” If you do not provide one, the technician will ask you for a preferred date and time when you would like the copydown executed. Choose a date wisely; before an upcoming UAT (you can find the latest release schedule [in the Client Success Centre here.](#)) Again, you may NOT request a copydown during the UAT period.
- You will also have to approve the work order (WO) to get the service request scheduled.

What will happen in my Stage and Pilot systems once they receive a copydown from Live?

- All previous specific settings and configurations in Stage/Pilot will be overwritten. This includes EVERYTHING: User records, security roles, learning objects, catalogue settings, performance Tasks, etc.
- Any configurations which were automatically enabled in Stage as part of the latest UAT will no longer be available.
- All of your test scenarios, “dummy users,” test data, etc. will be gone, unless you have a test Division also in your Live system.
- All of your test results you had from previous tests in Stage/Pilot will be overwritten.

- E-mail triggers will be made inactive in your Stage/Pilot environment. This is a security failsafe that stops emails triggering in error to any “real” user data that may also have been loaded into Pilot. You can request Global Product Support (GPS) to re-activate them via a WO after your copydown is complete.
- Your email “deadbox” in your Stage/Pilot environments will be re-set to send emails to deadbox@cyberu.com. If you would like to have a different email address on your deadbox, just include this in your copydown request.
- If you have custom reports scheduled to process at a certain time in Production, this setting will be turned OFF in the copied-to Stage/Pilot environment.

How can we prepare for a copydown?

- Maintain a small test Division in your Live environment which is always what you use for testing. If you don’t want to consume too many licenses, keep a standard list of test users and OUs handy. The Data Load Wizard (DLW) is handy for this; you can create your templates and just re-use them to quickly recreate your test OUs and users.
- Inform ALL System Administrators about an upcoming copydown so they don’t put a lot of test data into the system right beforehand. It will be overwritten!

What about my integrations and data loads? Are they wiped out?

Here is a list of what will happen for custom integrations and projects you might have enabled on your Stage/Pilot system:

Object	Wiped out in Stage/Pilot?	Action to repair
SAML SSO (both SP and IDP)	No	N/A
AES SSO	No	N/A
Outbound SSO	No	N/A
Standard Web Services	No	N/A
WorkDay User/OU Integration (web services)	No	N/A
Custom Login Page	No	N/A
Inbound Data Feeds (not DLW feeds)	No (feed) Yes (custom fields)	Re-create any custom fields if necessary
Inbound Data Feeds: DLW Feed of Users/OU	Yes	Reconfigure feed in Stage/Pilot
Outbound Data Feeds	No (feed) Yes (custom fields)	Feed from production will NOT move to Stage/Pilot. However, if there is a feed in Stage/Pilot, it will remain intact.
Integration with vILT	Yes	Open a WO to request re-enablement
OLSA Integrations	Yes	Open a WO to request re-enablement
Custom Integration projects that have a custom code aspect (scripts or other) Depends on the custom integration. Speak with GPS or your	No (feed) Yes (custom fields)	Open a WO and ask GTS/CRT – to request previous certificate and add it again.

implementation consultant if you aren't sure.		
LMS Historical Data Load (HDL) (if this data was not previously loaded to Live)	Yes	Reload to Stage/Pilot
Content	Yes	Content on Stage/Pilot is replaced by content on Production

How can we get our Stage or Pilot up and running again once the copydown is complete?

- If necessary, create your test OUs and users again, either manually or with a Data Load Wizard template.
- Check all of your email triggers in Stage/Pilot. You can either re-activate them manually or have Global Product Support do this with a WO.