TestFlow → EXchange

1. What will happen to my subscription after December 2023?

Rest assured; your current plan will remain the same even after December 2023.

As for your subscription(s), they will be extended without extra charge until your migration to EXFO Exchange is completed. Further changes in subscription thereafter will be carried out through EXFO Exchange.

2. Can I still invite new users to my account after December 2023?

No, you will no longer be able to invite new users to your account.

Please make sure every person who needs access to your account is already invited and has **accepted the invitation** prior to December 15, 2023.

3. Can I still activate/deactivate existing users in my account after December 2023?

No, you will no longer be able to change the status of your users.

Please check if the statuses of all your users are up to date prior to December 15, 2023.

4. Can I still change user roles after December 2023?

No, you won't be able to update the roles of you users.

Please review the roles of your existing users prior to December 15, 2023.

5. What will happen to my ongoing jobs in TestFlow?

Your jobs will remain accessible in TestFlow until the system shutdown.

Please ensure all ongoing jobs are completed before April 2024.

After this date, you can export your completed jobs and results data by contacting EXFO.
Jobs ending after April 2024 must be created in EXFO Exchange.

Please refer to the TestFlow Online Help for more information on Data Export.

6. Can I transfer my jobs created in TestFlow over to EXFO Exchange?

No. Jobs in progress in TestFlow cannot be transferred/copied to EXFO Exchange.

However, you can export, jobs, results and files by contacting EXFO.

Also, you can pay for an EXFO Exchange datamart, which will include all your jobs and results data from both TestFlow & EXFO Exchange.

7. Can I reuse the same job templates from TestFlow in my EXFO Exchange account?

No, job templates created in TestFlow are not compatible with EXFO Exchange.

However, if you created tests from a CSV in TestFlow, this CSV can be easily modified and reused to import one or multiple jobs into EXFO Exchange.

Please refer to the following knowledge-base article on how to import jobs in Exchange by CSV.

8. **Will all of my test units in TestFlow be supported in EXFO Exchange the same way?**

    Yes, all test units which were supported by TestFlow are also supported by EXFO Exchange.

    However, there are some minor differences:

    • iOLM Bidirectional is available on FTB only (and requires an SFP)
    • The FIP-435B paired with the mobile app does not support jobs

9. **Is there a way to transfer all of my existing TestFlow users to EXFO Exchange without creating an account one by one?**

    Yes. From the TestFlow web application, you can export the list of all your users in CSV format.

    Then in EXFO Exchange, you can re-use this same CSV file to import users into your account.

    Important note: you may have to manipulate the CSV file before importing it, since TestFlow and Exchange file formats are not identical.

10. **Will my account information remain secure during the transition?**

    Yes, the security of your data in TestFlow stays ensured at all times.

11. **Will there be any downtime during the transition?**

    No, both TestFlow and EXFO Exchange will be available during the transition.

    This will give you enough time to get started with EXFO Exchange and migrate your workflow over the new platform.

12. **What is the timeline for the migration to the new platform?**

    EXFO Exchange is already available and offers an interesting Freemium package covering most of TestFlow capabilities. You can create an account right now and start inviting members.

    For additional help regarding the migration from TestFlow to Exchange, please contact your account representative.

    ULTIMATE customers: EXFO will contact you directly regarding the migration to the EXFO Exchange datamart.

13. **Will I need to create a new account or login credentials?**

    Yes, you will need to create your EXFO Exchange account.

    For more information on how to create an account and get started, please visit the EXFO Exchange user documentation.

14. **Are there any mobile apps available for the platform?**

    Yes. EXFO Exchange is already available on Apple's App Store (iOS) or Google Play (Android).

15. **Are there any costs associated with the migration to the new platform?**

    No, there won't be any costs involved with the migration to EXFO Exchange.

    EXFO Exchange offers a Freemium plan which addresses most TestFlow functionalities.

16. **Can I still have access to FastReporter advanced features?**

    Yes. Starting with FastReporter version 3.10, you can use your EXFO Exchange account to unleash FastReporter's full capabilities. Get started with an Exchange account to start the migration process and make the most of FastReporter.

17. How can I access my dashboard once TestFlow Analytics is no longer available?

As of December 2023, all customers who paid for an ULTIMATE subscription will have to build their own dashboard using the BI tool of their choice (e.g., Power BI).

To build this dashboard, customers will have access to a mySQL datamart at no additional cost for 12 months.

EXFO's Application Engineers and R&D experts will be available to provide support and assistance during the transition.

18. How is EXFO ensuring that there is no data loss during the transition?

After TestFlow has been phased out, EXFO will maintain data storage for a period of one year.
This will act as a backup in case of any data loss during migration.

Furthermore, the data storage is:

• Backed up daily and replicated on a secondary site
• Protected against deletion

19. Are there any other options to Microsoft Power BI?

We maintain dashboard templates only for Power BI, but it is quite straightforward to use our datamart with the BI tool of your choice.

Here are some examples:

• Looker Studio
• Tableau
• MicroStrategy
• Sisense
• Or any other commercial visualization tools that support mySQL database

You can even use Word or Excel to access your TestFlow data.

20. I cannot use mySQL. Is there an alternative available?

We also offer the datamart over SFTP, but this option comes with additional fees.

Please contact your account representative for more information.

21. How can I export my data from TestFlow?

Depending on your current subscription plan and the type of data you would like to export, various options are available.

Please refer to the TestFlow Online Help for more information on Data Export.

22. What training or support will be available to help me navigate the new platform?

Video tutorials are already available for most use cases.

You can also refer to the user documentation to understand the features of EXFO Exchange and learn how to make the most of its capabilities.

23. Is customer support available to address any issues or concerns I may have?

Yes, dedicated customer support is ready to help you with any questions or issues regarding EXFO Exchange.

If you need assistance at any time, please feel free to contact our technical support team at support@EXFO.com.