

TECHNICAL & FUNCTIONAL GUIDE

Infor OS Administration

Configuration & Management - Complete Technical &
Functional Guide

First Edition | April 2026

FullOnBaan

Comprehensive Infor ERP LN Training Programs

www.fullonbaan.com | training.fullonbaan.com | courses.fullonbaan.com

About This eBook

Infor OS Administration is part of the FullOnBaan Technical Series, designed to provide comprehensive, detailed technical and functional documentation on Infor OS platform components. This guide is written in layperson-friendly language to help both beginners and experienced professionals understand the full capabilities of the Infor OS ecosystem.

Publisher: FullOnBaan

Website: www.fullonbaan.com

Training Portal: training.fullonbaan.com

Courses: courses.fullonbaan.com

Certifications: certification.fullonbaan.com

Email: fullonbaan@gmail.com

Phone: +91 63605 93122

Edition: First Edition | April 2026

Disclaimer: This document is for educational purposes. Information is compiled from official Infor documentation, community resources, and industry best practices. FullOnBaan is an independent training provider and is not affiliated with Infor Inc. All trademarks belong to their respective owners. While every effort has been made to ensure accuracy, users should validate configurations against official Infor documentation for their specific version and deployment.

Table of Contents

Introduction to Infor OS	1
Tenant Management & Multi-Tenancy	2
User & Security Administration	3
Application Deployment & Lifecycle	4
System Monitoring & Log Management	5
Software Update Manager (SUM)	6
ION Desk Administration	7
ION API Gateway Administration	8
Configuration Management	9
Backup & Disaster Recovery	10
Performance Optimization	11
Setup & Configuration Guide	12
Business Use Cases	13
Troubleshooting Guide	14
Multi-Environment Management	15
Performance Tuning & Advanced Optimization	16
Compliance & Governance Administration	17
Frequently Asked Questions	18

CHAPTER 1

Introduction to Infor OS

Infor OS Administration Overview

Infor OS represents a modern, cloud-native operating system for enterprise applications, providing a unified platform for managing multi-tenant deployments, user administration, application lifecycle management, and system monitoring. The administration framework encompasses multiple specialized components designed to ensure secure, scalable, and efficient operation of Infor solutions in production environments. Understanding Infor OS administration is essential for IT operations teams, system administrators, and cloud architects responsible for enterprise infrastructure management. This comprehensive guide covers all aspects of platform administration from initial deployment through day-to-day operations and optimization. Whether you are new to Infor OS or looking to deepen your expertise, this resource provides practical guidance backed by industry best practices and real-world experience.

Core Administration Components

- Tenant Management - Multi-tenant architecture, isolation policies, resource allocation, and lifecycle management
- User & Security Administration - Identity management, role-based access control, MFA, and functional security
- Application Deployment - Application packaging, deployment pipelines, versioning, and lifecycle management
- System Monitoring - Health dashboards, log aggregation, alerting, performance analytics, and trend analysis
- Software Update Manager (SUM) - Patch management, version control, update orchestration, and rollback capabilities
- ION Desk - Document flow management, connection monitoring, error handling, and retry mechanisms
- ION API Gateway - API management, security policies, developer portal, rate limiting, and versioning
- Configuration Management - System settings, feature flags, environment-specific configuration, and customization
- Backup & Disaster Recovery - Automated backups, point-in-time recovery, failover, and business continuity
- Performance Optimization - Caching, database tuning, load balancing, and resource management

Administration Architecture

The Infor OS administration architecture follows a modular design with clear separation of concerns, allowing administrators to manage components independently while maintaining integration across the platform. The core platform integrates major components working together to provide comprehensive platform administration and monitoring capabilities. The microservices architecture enables independent scaling and updates of individual components without requiring full system restarts. API-driven design allows automation and integration with external management tools and workflows. The hierarchical