

Customer FAQs

CAE SimHub – Decommissioning CFT Jira

Date: March 28, 2023

General Questions

- **What is CAE SimHub?**

It is a new portal that enhances the customers' experience by consolidating most of the post-RFT services in one. It centralizes your fleet data and your requests for services.

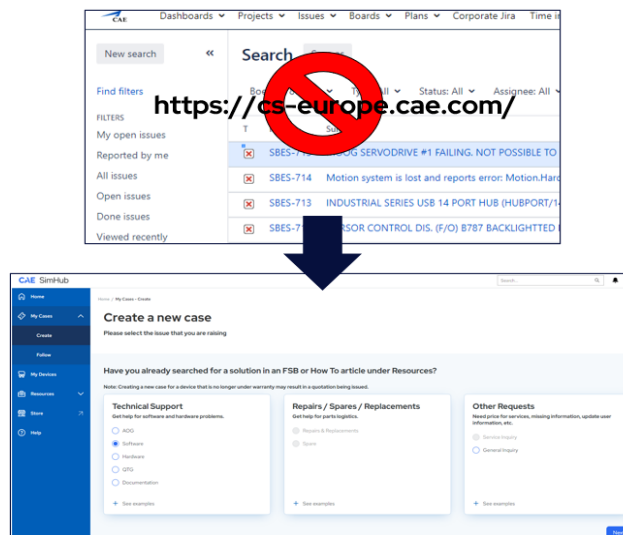
- **What is CFT Jira Tool?**

It is the tool used currently to log any issues on your CFT (i.e., Sim-Industries / LMCFT) device(s). It is based on the Jira platform.

- **What is happening on April 3, 2023?**

From this date forward, all CFT Jira issues will be managed via the CAE SimHub portal (<https://simhub.cae.com>) instead of CFT Jira tool (cs-europe.cae.com).

Important: At this point in time, ONLY CFT Jira is impacted by the change. Simissues (formal CAE devices) or TCCP (TRU/TSP devices) tools are still to be used until further notice.



- **How do we know if we are impacted by this change (CFT Jira decommissioning)?**

If you own at least one CFT generation simulator, also known as Sim-Industries, you will be impacted by this change.

- **Why are we decommissioning CFT Jira?**

This is one of the first key steps to migrate all post-RFT issues data into CAE SimHub. In order to enhance customer experience and centralize the data, we need to precede with key steps prior to full launch.

- **Will there be a blackout period during the decommissioning?**

Yes. Starting Friday, March 31 at 6:00 a.m. UTC+2 the CFT Jira platform will no longer be accessible as we will be importing the data. As of Monday, April 3 at 6:00 a.m. UTC+2, CAE SimHub will contain all data and will become the only system to log and consult issues/cases on your CFT device(s).

- **What to do if issues occur during the blackout period?**

We ask that you take note of any new cases and that you ONLY enter them in the system once CAE SimHub is up and running on April 3, 2023.

- **What if there is a critical issue, such as an AOG, during this blackout period, who can support?**

Our AOG phone line is still available during the blackout period, and we ask our customers in this critical situation to call the phone line at +1 514 246-0939. The AOG assistance is functioning normally.

- **Will the data be lost following the CFT Jira decommissioning?**

No, all previously raised tickets and their history with attachments will be imported. However, prior to 2018 attachments will not be available on CAE SimHub, but will be made available on request.

- **What if information is missing from an issue when CAE imports it from CFT Jira?**

Use a General Inquiry case type under CAE SimHub to request CAE to append any missing information.

System Questions – CAE SimHub

- **Which browser should be used?**

Google Chrome and Microsoft Edge are recommended browser options.

- **Will the reference numbers remain the same from CFT Jira to CAE SimHub?**

No, but the Legacy Case # from the CFT Jira system will be viewable next to the CAE SimHub Case number.

- **Does CAE SimHub have a search feature?**

Yes, CAE SimHub has a search feature, located in the top right corner of the page adjacent to the notification bell and profile icons.

- **How many Case Types does CAE SimHub have?**

We have six case types (categories): General Inquiry, AOG, Software, Hardware, QTG and Documentation.

- **What if the list of CFT devices is not accurate in CAE SimHub?**

Use a General Inquiry case type under CAE SimHub to request CAE to append any missing information.

- **Is there a size limit on the attachments?**

The size limit for attachments is 2GB.

- **Can I reopen previously closed CFT Jira issues/cases?**

No, the reopen feature is not available under CAE SimHub.

- **Do I need to use CAE SimHub for a failed part, such as an RMR?**

At present, no. Continue to use the RMR tool until further notice.

- **What if I have a question about an existing SPARES order?**

Please direct your questions about CAE SimHub store orders to simhubstore@cae.com.

- **How will the severity of the issues be mapped from the existing CFT Jira issue to a new CAE SimHub Case?**

Nothing will change with respect to the severity.

Actions to be taken prior to go-live (April 3, 2023)

1. **Verify login access and password:** Login at <https://simhub.cae.com> with your password.
2. **Watch the [Webinar 4 training](#)** (password: connect2simhub) **specific to CFT Jira decommissioning**
3. **Inform your impacted teams of the upcoming changes.**

If you have questions on the above, please contact your Customer Experience Lead (CEL).

Want to learn more about CAE SimHub? Watch these videos (password: connect2simhub)

- [Discover CAE SimHub](#)
- [Webinar 1](#): Main vision, portal access, devices, PLAs, FSB, SimHub Store
- [Webinar 2](#): Case creation (General Inquiry)
- [Webinar 3](#): Case creation (Documentation)