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v22 Release Notes



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Release Date: **March 09, 2021**



This release brings improved performance, better stability, smoother workflows, and a richer user experience on CloudBlue Connect.

1. CloudBlue Connect Platform

1.1 New Offers Management Module

Vendors can now explicitly configure the go-to-market offers and plans that their business has defined to sell in the channel. Vendors can set their exact items/SKUs, metadata, and associated information on the channel offer in this new functionality to send to their channel partners.

CloudBlue

Offers

HELP

42

Tomorrow Corporation

Distributor • PA-1234-5678

Offers

DIRECTORY

VERSIONS

CREATE OFFER

Default

REFRESH

FILTER











SORT

COLUMNS

SEARCH

Rows per page 10

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OFFER	PRODUCT	LISTINGS	CREATED	UPDATED	VERSIONS	STATUS
For business POF-2922-6669	 Advocat PRD-123-123-123	—	26/11/2020 14:34 Susan Kelley (USR-817-754-325)	26/11/2020 22:19 Susan Kelley (USR-817-754-325)	1	<div>Draft</div>
For home POF-6522-3292	 Dropbox PRD-123-123-123	36	25/11/2020 05:04 Margie Nichols (USR-751-146-658)	26/11/2020 23:27 Margie Nichols (USR-751-146-658)	8	<div>Public</div>
Morbi tellus donec enim urna, viverr... POF-3221-2477	 Best product PRD-123-123-123	11	24/11/2020 23:15 Norman Cohen (USR-721-827-431)	26/11/2020 06:40 Norman Cohen (USR-721-827-431)	2	<div>Private</div>
Nunc, mattis consequat porttitor ali... POF-7830-4573	 Desiderata PRD-123-123-123	84	23/11/2020 17:44 Hugh Doyle (USR-667-430-903)	26/11/2020 15:48 Hugh Doyle (USR-667-430-903)	8	<div>Private</div>
Tempus, faucibus sed odio interdum... POF-7883-8184	 Advocat PRD-123-123-123	—	23/11/2020 10:09 Vernon Warner (USR-805-679-229)	26/11/2020 13:19 Vernon Warner (USR-805-679-229)	1	<div>Draft</div>
Ornare ut ut pellentesque faucibus ... POF-7432-9211	 Locus Solus PRD-123-123-123	36	22/11/2020 07:06 Amanda Riley (USR-832-361-137)	26/11/2020 15:34 Amanda Riley (USR-832-361-137)	5	<div>Public</div>
Ullamcorper ultrices egestas non le... POF-3249-4574	 Serenity PRD-123-123-123	91	21/11/2020 11:56 Alvin Jenkins (USR-447-979-910)	26/11/2020 03:39 Alvin Jenkins (USR-447-979-910)	2	<div>Private</div>
Eget mauris, vulputate semper nisl ... POF-5717-9425	 Doge PRD-123-123-123	1	21/11/2020 06:46 Jimmie Warren (USR-205-730-881)	26/11/2020 19:14 Jimmie Warren (USR-205-730-881)	9	<div>Public</div>
Rhoncus fusce interdum quam tinci... POF-2478-3349	 Lorem ipsum dolor sit amet PRD-123-123-123	7	20/11/2020 22:23 Brett Rice (USR-767-846-946)	26/11/2020 20:04 Brett Rice (USR-767-846-946)	3	<div>Public</div>
Diam ut turpis tellus vitae, velit mae... POF-5197-8981	 Hollow bones PRD-123-123-123	—	20/11/2020 18:51 Lori Mann (USR-693-850-850)	26/11/2020 23:00 Lori Mann (USR-693-850-850)	1	<div>Draft</div>

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CloudBlue

Offers ▾

HELP

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Tomorrow Corporation
Distributor - PA-1234-5678 ▾

← Offer details

Master version ▾ EDIT

Status

Public

Offer

For home
POF-6522-3292

Product

Dropbox
PRD-123-123-123

Versions

8

Listings

4

[SUMMARY](#)
[PLANS](#)
[FEATURES](#)
[ITEMS](#)
[VERSIONS](#)
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[DETAILS](#)

Basic

Monthly 1 year Monthly Total

At mauris viverra laculis congue vitae dignissim vitae elit

Buy now

Plus

Monthly 1 year Monthly Total

Cras ornare nibh nunc, eget lacus at dictum tortor, varius

Buy now

Enterprise

1 year

Nunc, ipsum sit risus placerat neque non diam

Buy now

General

Storage
2 Gb

Users
1

Storage & Access

Anytime anywhere access
Yes

Computer backup
Yes

General

Storage
2 Tb

Users
1

Storage & Access

Anytime anywhere access
Yes

Computer backup
Yes

General

Storage
Share 2 Tb

Users
Up to 6 users

Storage & Access

Anytime anywhere access
Yes

Computer backup
Yes

Read more about Offers Management here.

1.2 New Helpdesk Module

Establishing cross-organizational support flows in the channel might be extremely challenging without proper tools. The new Helpdesk module helps partners to contact their vendors and/or providers for support, whether they use their own proprietary systems or use CloudBlue Connect directly.



Within this new Helpdesk module, users will find a new wizard that allows them to select a specific partner they have an agreement with within the portal, indicate the type of support needed, the priority of the case, attach any evidence and support materials, and include additional users to the case. Both parties will be able to review the issue, track the progression of the case, and ultimately resolve and close the case.

CloudBlue

Helpdesk

HELP

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John Doe

My Vendor

Helpdesk

NEW CASE

Default

REFRESH

FILTER

SORT

COLUMNS

SEARCH

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CASE	PRIORITY	FROM ACCOUNT	FROM AGENT	TO ACCOUNT	TO AGENT	CREATED AT	UPDATED AT	STATUS
Primary Vendor Reconci... CS-3260-7102	Urgent	ACME PA-1234-1234	Robin Davis USR-3455-5264	My Vendor VA-4321-4321	John Doe USR-7002-4285	08/12/2020 14:36	09/12/2020 22:17	Closed
CW#8134820 STG Az... CS-4221-5064	High	Telecom Italia VA-8387-4421	Andrew Montgomery USR-8134-5141	Acronis VA-2082-9839	Derrick Coleman USR-5934-9441	07/12/2020 05:03	09/12/2020 21:38	Resolved
Usage file processing is... CS-8238-1162	Medium	MediaMarkt PA-8174-6373	Elizabeth Cox USR-3603-7856	Synnex PA-8727-7690	Mabel Bishop USR-2889-2528	07/12/2020 01:05	09/12/2020 16:35	Resolved
Cisco Webex Issue CS-8913-4994	Urgent	Arrow VA-7682-1801	Beth Shelton USR-8282-9498	Cisco PA-5196-7462	Larry Greene USR-4950-2922	07/12/2020 10:01	09/12/2020 14:57	Pending
Re: CW#9396123 Telef... CS-4123-1357	Low	Telefonica PA-4522-1122	Johnny Hanson USR-9753-5412	Arrow PA-6697-5674	Peter Butler USR-9177-2744	07/12/2020 22:14	09/12/2020 12:02	Pending
Provisioning failed due t... CS-6777-8910	Low	Telecom Italia VA-3146-1848	Dawn Jensen USR-2653-5600	Microsoft VA-1384-2438	Joshua Lyons USR-3451-7774	07/12/2020 21:20	09/12/2020 09:31	Closed
Subscription Directory S... CS-8652-6952	High	CloudBlue PA-3577-1613	Chad Oliver USR-2450-7511	My Vendor VA-4321-4321	Lucy Norris USR-6716-6745	06/12/2020 15:25	09/12/2020 07:49	Inquiring
SSL Certificate expired CS-8468-8638	Low	AMX VA-3600-3981	Thomas Carroll USR-3839-9399	CloudBlue PA-5312-9008	Julian Price USR-4476-4484	06/12/2020 21:50	09/12/2020 07:17	Inquiring
Product end of life CS-7901-5403	Medium	Citrix PA-5372-9779	Lois Sharp USR-4997-9933	Ingram Micro VA-1696-4274	Carl Taylor USR-3839-2214	04/12/2020 11:50	09/12/2020 03:48	Pending
Pre-sales API: MPN ID F... CS-1296-6610	Low	My Vendor VA-4321-4321	Lucy Roberts USR-6468-9476	Synnex PA-8727-7690	Jesus Steele USR-5862-2292	03/12/2020 11:41	09/12/2020 03:34	Pending

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CloudBlue Helpdesk

HELP

John Doe My Vendor

Incoming case details

INQUIRE RESOLVE

Primary Vendor Reconciliation id has unexpectedly changed

CS-3260-7102

EDIT

Details

Status Pending

Priority Urgent

Type Technical

Product My Product

Description

EDIT

Hello Support,
Steps:
Subscriptions >> Directory >> Filter >> Customer >> Enter name (Ex: Pavillon St-Amand) >> No Results found
When I use the Customer Name filter search in the Subscription Directory section of the portal, it doesn't find Customer Names correctly.
I have to go to the Fulfillment section of the portal to search by customer name. I've attached a screenshot.
Can you please check if you can replicate this issue?
Thank you,
Robin D.

From ACME

Agent Robin Davis

CC Vicki Ellis, Carol Lane, Daniel Hansen

People

Agent John Doe

CC Amanda Cole, Ramona Webb

Workflow

Created by Zapier at 10/12/2020 07:12

Inquiring Never inquired yet

Pending Since 10/12/2020 09:15

Resolved

Closed

Attachments

UPLOAD

Photo-202012100.PNG

Attachment.PDF

Photo-2020121015..JPEG

Attachment.ZIP



This new Helpdesk module will also allow companies to integrate and federate their support cases from CloudBlue Connect into their support system of choice, so that they can manage the cases within their existing support platforms.



Information

The existing support ticket functionality will still be available for contacting CloudBlue Connect support for the next few months as Connect transitions to the new Helpdesk module.

1.3 New Reports Management Module

With the new Reports Management module, our partners can create powerful and rich-formatted reports for the needs of their businesses from virtually any source of data in the CloudBlue Connect Platform.

Our new Reports Framework allows our partners to create their own custom reports to meet the needs of their business. A number of pre-defined reports are readily available and published as an open-source example to the community – see <https://github.com/cloudblue/connect-reports>.

CloudBlue

Reports

HELP

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Tomorrow Corporation
Distributor - PA-1234-5678

Reports

DIRECTORY

SCHEDULES

+ CREATE REPORT

Default

REFRESH

FILTER

SORT

COLUMNS

SEARCH

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NAME	FILE	TEMPLATE	CREATED	UPDATED	STATUS
Report from 01/01/2021 by John Doe RP-944-947-352	—	Fulfillment Requests Report RT-1234-1234 • fulfillment_requests	23/12/2020 05:34 Marilyn Taylor (USR-1570-1826)	22/12/2020 04:17	56% done
Ullamcorper orci cursus RP-703-178-965	RP-703-178-965.xlsx 10.80MB	Fulfillment Requests Report RT-1234-1234 • fulfillment_requests	22/12/2020 23:36 Schedule (RS-1234-1234)	23/12/2020 16:37	89% done
Porta est ipsum RP-433-958-241	RP-433-958-241.xlsx 49.06MB	Fulfillment Requests Report RT-1234-1234 • fulfillment_requests	22/12/2020 14:07 Anne Howard (USR-8434-9622)	27/12/2020 19:02	Pending
Cras sed sed RP-927-671-433	RP-927-671-433.xlsx 45.29MB	Fulfillment Requests Report RT-1234-1234 • fulfillment_requests	22/12/2020 01:55 Marion Johnston (USR-2331-1548)	23/12/2020 08:22	Ready
In et auctor RP-728-497-804	—	Fulfillment Requests Report RT-1234-1234 • fulfillment_requests	22/12/2020 00:55 Gail Ross (USR-8249-9443)	26/12/2020 03:51	Failed
Feugiat elementum nec RP-561-339-740	RP-561-339-740.xlsx 55.17MB	Fulfillment Requests Report RT-1234-1234 • fulfillment_requests	21/12/2020 05:34 Schedule (RS-1234-1234)	25/12/2020 18:49	Pending
Odio proin non RP-163-588-393	RP-163-588-393.xlsx 98.05MB	Fulfillment Requests Report RT-1234-1234 • fulfillment_requests	20/12/2020 09:29 Erica Brewer (USR-2087-6618)	25/12/2020 17:34	Ready
Ipsum in ut RP-518-536-438	—	Fulfillment Requests Report RT-1234-1234 • fulfillment_requests	20/12/2020 03:51 Minnie Bailey (USR-3962-1189)	24/12/2020 03:51	Failed
Montes condimentum nisl RP-306-599-645	RP-306-599-645.xlsx 58.72MB	Fulfillment Requests Report RT-1234-1234 • fulfillment_requests	18/12/2020 17:36 Schedule (RS-1234-1234)	28/12/2020 05:07	Ready
Fermentum ut vitae RP-308-777-172	—	Fulfillment Requests Report RT-1234-1234 • fulfillment_requests	17/12/2020 18:25 Arthur Gordon (USR-8299-8735)	23/12/2020 14:59	Failed

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These reports can be used as-is or exported and ingested into other analytic/business intelligence tools.



Information

Reports that were created prior to this release will not be visible in the user interface. These legacy reports can be requested through CloudBlue Support.



1.4 Enhanced Partners Management

1.4.1 Integrated Agreements and Contracts Management

CloudBlue Connect has now integrated the Agreements and Contracts functionalities within the Partners module. Within this new experience, there is a brand new wizard to establish new partner relationships within CloudBlue Connect. Accounts will also no longer be required to submit links or agreement documentation when establishing these partner relationships within Connect.

CloudBlue

Partners

HELP

42

Tomorrow Corporation
Distributor - PA-1234-5678

Partners

DIRECTORY

CONTRACTS

AGREEMENTS

+ ADD PARTNER

Default

REFRESH

FILTER

SORT

COLUMNS

SEARCH

Rows per page 10

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ACCOUNT	TYPE	TECHNICAL CONTACT	BUSINESS CONTACT	PROGRAM	DISTRIBUTION	SERVICE	SYNDICATION	LISTINGS	STATUS
My New Partner	Vendor	—	—	—	—	—	—	—	Invited
eBay VA-1234-1234	Provider	Jennie Bell ramona.jowe@example.com	Marjorie Webb ralph.phillips@example.com	—	—	✓	—	—	Active
Telefonica PA-1234-1234	Vendor	Greg Mccoy genesis.nichols@example.com	Bessie Flores max.hoffman@example.com	✓	6	—	36	28	Active
L'Oréal VA-1234-1234	Vendor	Leslie Robertson glen.ramirez@example.com	—	✓	7	—	19	21	Active
Nintendo VA-1234-1234	Vendor	Ted Richards keith.richards@example.com	Courtney Cooper keith.richards@example.com	✓	4	—	25	13	Active
Mitsubishi PA-1234-1234	Provider	—	—	—	—	✓	—	—	Active
MasterCard PA-1234-1234	Provider	—	—	—	—	✓	—	—	Active
Pizza Hut VA-1234-1234	Vendor	Theresa Warren michelle.rivera@example.com	Theresa Warren renee.hughes@example.com	✓	3	—	37	20	Active
Facebook VA-1234-1234	Vendor	Bruce Miles scott.gilbert@example.com	Esther Lane wesley.white@example.com	✓	10	—	26	5	Active
Louis Vuitton VA-1234-1234	Vendor	Beth Hawkins jackie.freeman@example.com	Kathryn Fisher nathan.roberts@example.com	✓	1	—	7	8	Active

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Other changes include automatic execution of contract agreements and configuration of automatic acceptance of distribution agreements.

1.4.2 New Add Partner Wizard



1.5 Improved Customer Management

CloudBlue Connect now allows customers to be managed directly in the user interface of its portal.



It allows building hierarchies of customer and reseller accounts that are automatically used by the Subscription Creation Wizard.

1.5.2 Improved Subscription Creation Wizard

The subscription creation wizard has been simplified to ask for only a single account to be selected. All the associated tier/reseller accounts are automatically calculated now.

Create subscription – Step 10

Price list

Offer

Plan

Items

10 Select Customer

11 Review Customer

12 Attributes

T2 Parameters

14 T1 Parameters

15 Customer Parameters

16 Summary

Select customer

Search for customer

L'Éve future
TA-6489-2100

Bank of America
TA-6089-569

Sony
TA-8885-1212

Apple
TA-289-9184

General Electric
TA-7900-8506

L'Oréal
TA-3023-3902

McDonald's
TA-3963-7602

CANCEL

BACK

NEXT

Information

The functionality of the “Tier Config Creation” has been embedded into the Subscription Creation wizard and is no longer available as a standalone “Create Tier Config” wizard.

1.6 Enhanced Portal Experience

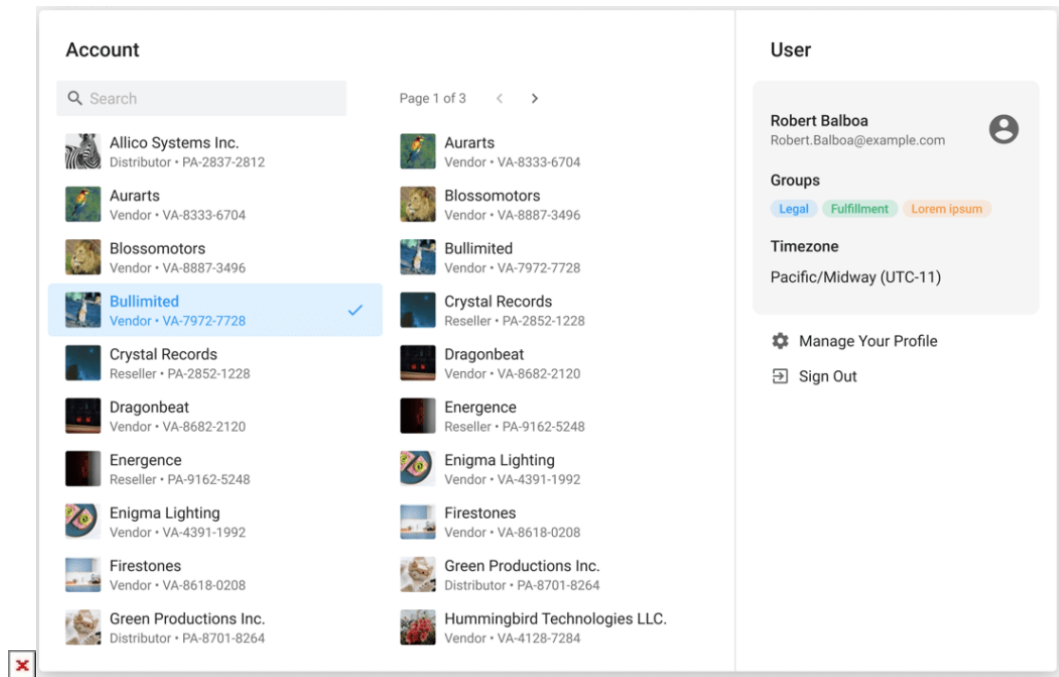
1.6.1 New Accounts Selector

Users of CloudBlue Connect can now seamlessly switch between their Vendor and Provider/Distributor accounts via the Account Selector.

June 30, 2025

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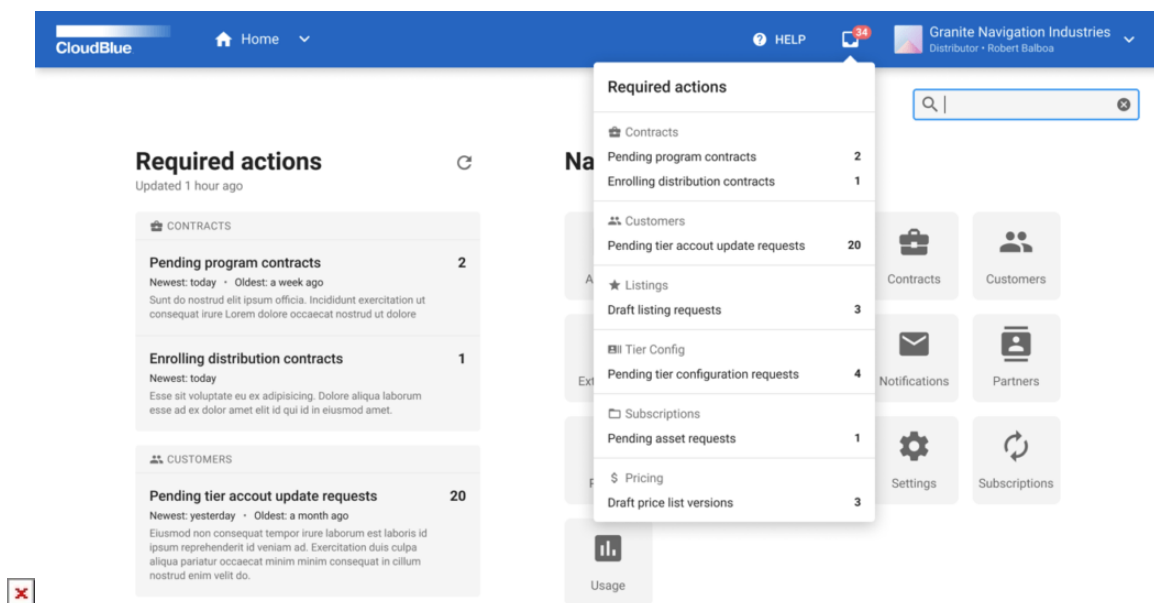
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Previously, users would have to input a separate domain to log into their respective vendor or provider portals.

1.6.2 Required Actions Notifications

In addition, users can now get real-time notifications on actionable requests on the account wherever they are within the portal through the notification dropdown in the top navigation bar.





1.6.3 Improved Table Widget

Users will now see a host of improvements and new functionality on modules that utilize table widgets (such as the Partners and Subscriptions modules).

CloudBlue

Subscriptions

HELP

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Distributor • PA-1234-5678

Subscriptions

DIRECTORY

FULFILLMENT

BILLING

Search

+ CREATE SUBSCRIPTION

:

Default

REFRESH

FILTER

SORT

COLUMNS

SEARCH

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SUBSCRIPTION	PRODUCT	MARKETPLACE	CUSTOMER	PERIOD	NEXT BILLING	LIFETIME	STATUS
AS-1234-1234-1234 Exetmal ID: 12345678	<div>Advocat</div> <div>PRD-1234-1234-1234</div>	<div>France</div> <div>MP-12345</div>	<div>L'Ève future</div> <div>TA-6609-6491 • 1000058</div>	2 years No commitment	12/12/2019 12:12	4M	Pending
AS-1234-1234-1234 Exetmal ID: 12345678	<div>Quisque rutrum</div> <div>PRD-1234-1234-1234</div>	<div>France</div> <div>MP-12345</div>	<div>Tommmorow Corp.</div> <div>TA-7314-8822 • 1000076</div>	1 year 3 years commitment	12/12/2019 12:12	3y 0.7M	Processing
AS-1234-1234-1234 Exetmal ID: 12345678	<div>Curabitur ullamcorper u...</div> <div>PRD-1234-1234-1234</div>	<div>United States</div> <div>MP-12345</div>	<div>Blackadder</div> <div>TA-1696-7462 • 1000069</div>	1 month 1 year commitment	12/12/2019 12:12	2y 4.5M	Suspended
AS-1234-1234-1234 Exetmal ID: 12345678	<div>Desiderata</div> <div>PRD-1234-1234-1234</div>	<div>Germany</div> <div>MP-12345</div>	<div>Loreal</div> <div>TA-9287-2771 • 1000042</div>	Perpetual	—	0.1M	Terminated
AS-1234-1234-1234 Exetmal ID: 12345678	<div>Lorem ipsum dolor sit...</div> <div>PRD-1234-1234-1234</div>	<div>United States</div> <div>MP-12345</div>	<div>DELL</div> <div>TA-3323-9932 • 1000036</div>	1 year No commitment	12/12/2019 12:12	1Y	Terminating
AS-1234-1234-1234 Exetmal ID: 12345678	<div>Pentangle</div> <div>PRD-1234-1234-1234</div>	<div>Austria</div> <div>MP-12345</div>	<div>Nintendo</div> <div>TA-7025-5603 • 1000022</div>	5 year No commitment	12/12/2019 12:12	6M	Processing
AS-1234-1234-1234 Exetmal ID: 12345678	<div>A wonderful serenity</div> <div>PRD-1234-1234-1234</div>	<div>United States</div> <div>MP-12345</div>	<div>IMB</div> <div>TA-2705-3766 • 1000085</div>	6 month 1 year commitment	12/12/2019 12:12	6y 11.9M	Active
AS-1234-1234-1234 Exetmal ID: 12345678	<div>Gregor Samsa</div> <div>PRD-1234-1234-1234</div>	<div>France</div> <div>MP-12345</div>	<div>MediaMarkt</div> <div>TA-3674-5346 • 1000094</div>	Perpetual	—	3M	Active
AS-1234-1234-1234 Exetmal ID: 12345678	<div>Penumbra</div> <div>PRD-1234-1234-1234</div>	<div>Italy</div> <div>MP-12345</div>	<div>Yesterday LLC.</div> <div>TA-9119-3622 • 1000071</div>	1 year No commitment	12/12/2019 12:12	1y 8M	Suspended
AS-1234-1234-1234 Exetmal ID: 12345678	<div>Et harum quidem rerum...</div> <div>PRD-1234-1234-1234</div>	<div>United Kingdom</div> <div>MP-12345</div>	<div>Pentangle</div> <div>TA-5389-4148 • 1000063</div>	Perpetual	—	1M	Terminating

Rows per page 10

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Users can now configure specific information views according to standard Connect defaults, custom views configured to the account, or custom user views based on the users’ specific preferences. This allows users to quickly switch between their most productive information display when working within the portal.

Users will also notice the ability to resize each column width to their ideal preference. In conjunction with the existing column display/hide functionality, this feature allows users to maximize their portal view so no information is overlooked.

Lastly, users will also notice a new loading experience when working with tables that contain a lot of information to generate.



CloudBlue

Offers

HELP

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Tomorrow Corporation
Distributor - PA-1234-5678

Offers

DIRECTORY

VERSIONS

+ CREATE OFFER

OFFER	PRODUCT	LISTINGS	CREATED	UPDATED	VERSIONS	STATUS

This provides a pleasant and transparent experience when switching between table pages.

1.7 Updated CLI Tool

The Connect Command Line Interface (CLI) Tool has been updated to support the following:

- Improved Product Export & Synchronization
 - (New) Parameters Support
 - (New) Activation Templates Support
 - (New) Action Links Support
 - (New) General Attributes Support
 - (New) Product Cloning within the same and different accounts
- Bulk Export and Update for the Customers Management
- Development Scenarios for the Reports Management Module

```
$ ccli --version
ccli, version 22.10
```

```
$ ccli
```

Usage: ccli [OPTIONS] COMMAND [ARGS]...
CloudBlue Connect Command Line Interface

- Options:
- version Show the version and exit.
 - c, --config-dir DIRECTORY set the config directory.
 - s, --silent Prevent the output of informational messages.



--help Show this message and exit.

Commands:

account account configuration
customer commands related to customer management
product commands related to product management
report commands related to report management

The Connect CLI tool can be found at <https://github.com/cloudblue/connect-cli>.

1.8 New Python Open API Client

Our new Python OpenAPI Client is a simple, concise, powerful API client for the ClouBlue Connect. It has been designed following the fluent interface design pattern.

```
$ pip install connect-openapi-client
```

Due to its REPL-friendly (Read-Eval-Print Loop) nature, using the CloudBlue Connect OpenAPI specifications it allows developers to learn and play with the CloudBlue Connect API using a python REPL like jupyter or ipython.

See <https://github.com/cloudblue/connect-python-openapi-client> for more details.

2. CloudBlue Connect Extensions

2.1 Updated CloudBlue Commerce Extension



Attention

It is required to **install the latest (20.5.0.439)** version of the **Abstract Types Package** and the latest **(22.0-1) Extension Package** into the CloudBlue Commerce instance in order to install any new versions of products. **Otherwise, any new product package deployment will fail** with errors like *'Package metafile URI of type ... not found'*.

Added support for the UX1 Public Store and improved "cloud-native" deployments.

Please see CB Commerce Extension v22 Release Notes for detailed information about CloudBlue Commerce Extension v22 release details.