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v21 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.



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	Draft
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	Public
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	Private
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	Private
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	Draft
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	Public
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	Private
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	Public
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	Public
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	Draft

Offer details

Status: Public | Offer: For home (POF-6522-3292) | Product: Dropbox (PRD-123-123-123) | Versions: 8 | Listings: 4

Summary | Plans | Features | Items | Versions | Listings | Details

Basic

Monthly | 1 year | Monthly Trial

At mauris viverra laculis congue vitae dignissim vitae elit

Buy now

General

Storage: 2 Gb

Users: 1

Storage & Access

Anytime anywhere access: Yes

Computer backup: Yes

Plus

Monthly | 1 year | Monthly Trial

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

Buy now

General

Storage: 2 Tb

Users: 1

Storage & Access

Anytime anywhere access: Yes

Computer backup: Yes

Enterprise

1 year

Nunc, ipsum sit risus placerat neque non diam

Buy now

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.

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 Telf... 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 E... 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

CloudBlue Helpdesk

Incoming case details

Primary Vendor Reconciliation id has unexpectedly changed [EDIT](#)

CS-3260-7102

Details

Status: Pending

Priority: Urgent

Type: Technical

Product: My Product

From: ACME

Agent: Robin Davis

CC: Vicki Ellis, Carol Lane, Daniel Hansen

Description

Hello Support,

Steps:
Subscriptions >> Directory >> Filter >> Customer >> Enter name (Ex. Pavilion St-Amaud) >> 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.

Attachments

- Photo-202012100.PNG (1.5MB)
- Attachment.PDF (800KB)
- Photo-2020121015_JPEG (2MB)
- Attachment.ZIP (481KB)

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

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.



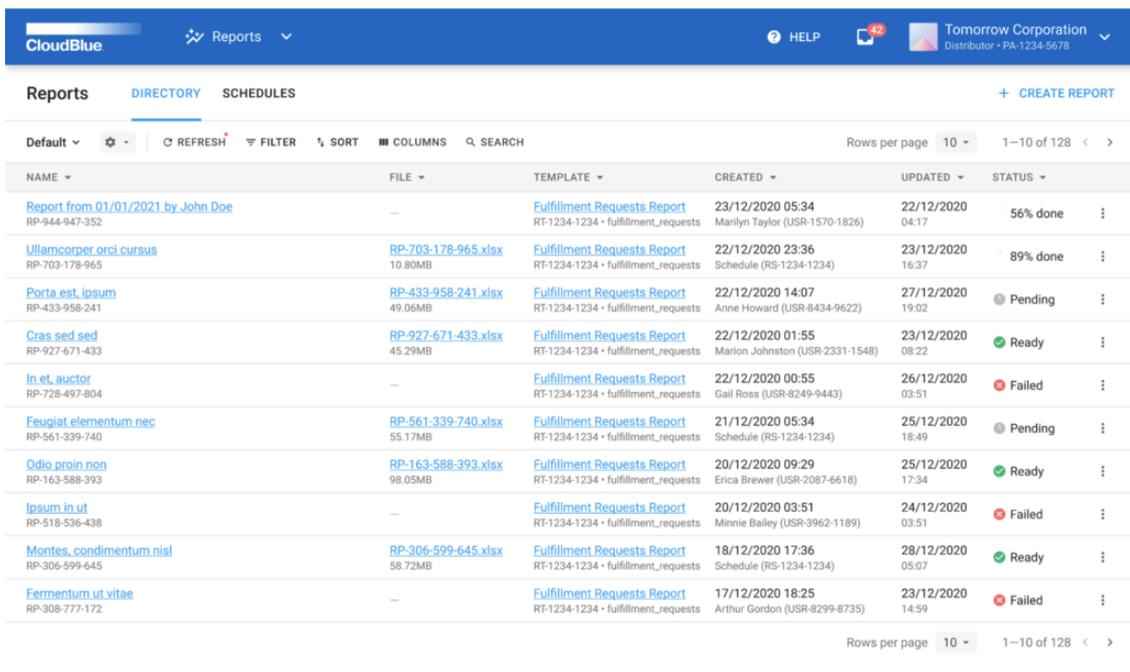
Information

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>.



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)	22/12/2020 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 nisi 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

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



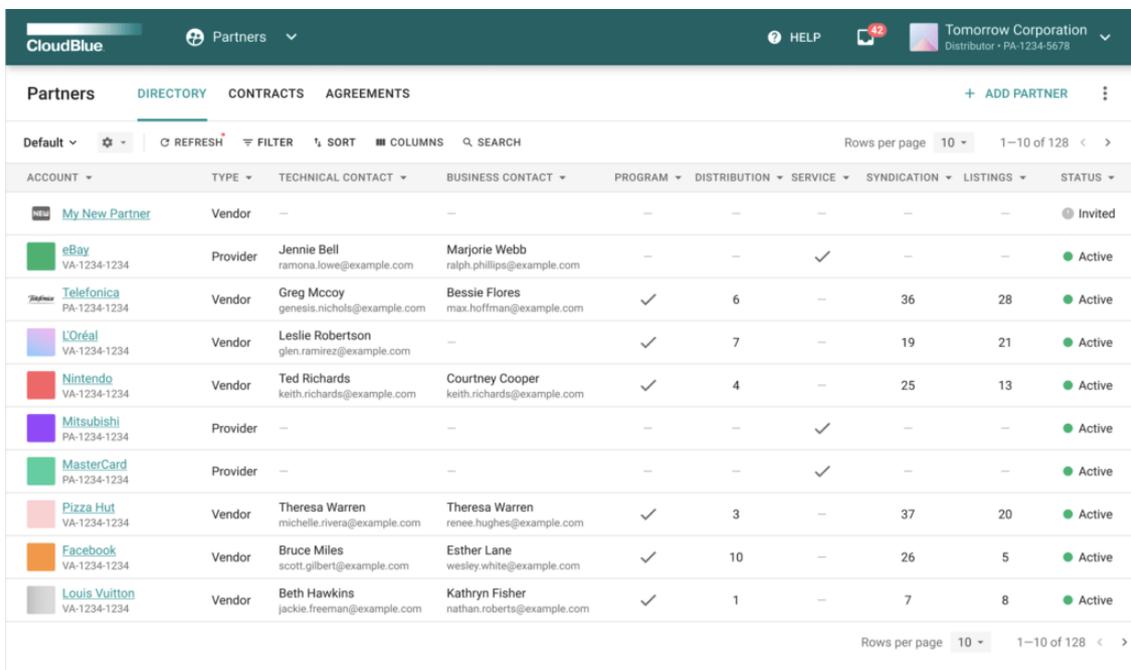
Information

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.



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.lowe@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

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

1.4.2 New Add Partner Wizard

Add partner – Step 1

- 1 Partner details
- 2 Agreement
- 3 Marketplaces
- 4 Action
- 5 Account details
- 6 Summary

Partner Details

Additional attributes

Type

Vendor Provider

Partner name

Best Partner

Partner External ID (Optional)

1234567890

Agreement

Create new agreement

CANCEL
BACK
NEXT

With the new Add Partner Wizards, it's now simpler than ever before to either create new partner accounts right away or generate invitation links to be shared with partners for self-activation.

1.5 Improved Customer Management

1.5.1 New Customers Management UI

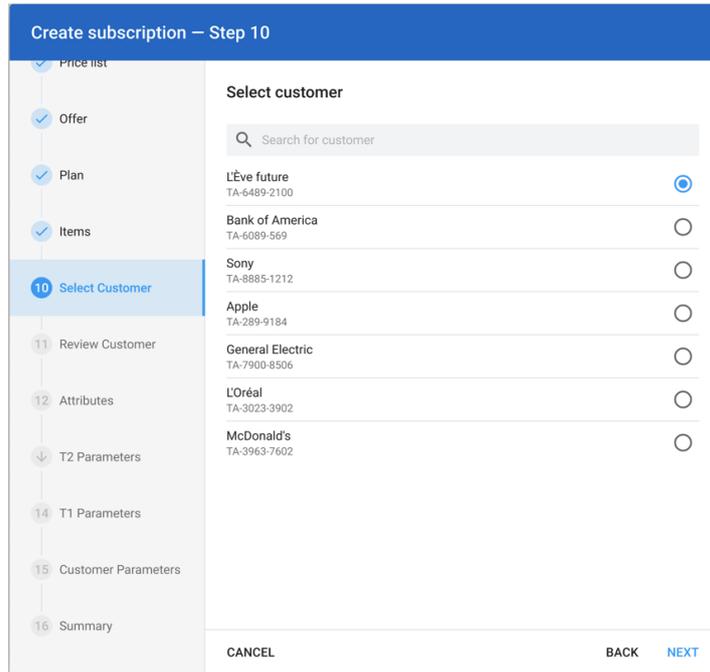
CloudBlue Connect now allows customers to be managed directly in the user interface of its portal.

ACCOUNT	STATS	PARENT ACCOUNT	TECHNICAL CONTACT	ADDRESS	CITY	HUB
Blackadder TA-7201-7266 • 1000048	5 customers 9 resellers	—	Edmund Blackadder edmund@example.com	7952 Dogwood Ave undefined Appt. 35	Irvine California, United States	—
IBM TA-5774-9738 • 1000037	5 customers 9 resellers	Johnson & Johnson TA-7419-8253 • 1000040	Ralph Black ivan.carter@example.com	2245 First Street undefined Appt. 35	Portland Vermont, United States	—
Sony TA-4721-2395 • 1000038	5 customers 9 resellers	Ferrari TA-8628-3266 • 1000046	Julie Williamson jessica.hanson@example.com	2727 Lakeshore Rd undefined	Allentown Oklahoma, United States	Test 489 CA-123-123-123
Pizza Hut TA-4273-7840 • 1000007	5 customers 9 resellers	Gillette TA-3474-9590 • 1000060	Victoria Mckinney logan.hopkins@example.com	5683 Dane St undefined #108	Orlando Rhode Island, United States	—
Gillette TA-2068-6552 • 1000025	—	—	Irma Robertson michael.mitchell@example.com	7510 Pecan Acres Ln undefined Appt. 54	South Valley Illinois, United States	Hub CA-123-123-123
Mitsubishi TA-3953-8356 • 1000008	3 customers 2 resellers	—	Morris Lane ramona.lowe@example.com	2464 Valley View Ln undefined Appt. 62	Stamford Idaho, United States	Hub-1 CA-123-123-123
Bank of America TA-2785-5906 • 1000096	1 reseller	McDonald's TA-2979-7008 • 1000033	Darlene Fox alexa.matthews@example.com	9609 Frances Ct undefined	Great Falls Oklahoma, United States	Hub1 CA-123-123-123
Nintendo TA-5515-5858 • 1000079	5 customers 9 resellers	Sony TA-4419-3914 • 1000020	Shane Steward rita.henry@example.com	5798 Lakeview St undefined	West Jordan Washington, United States	—
Johnson & Johnson TA-5642-3734 • 1000039	500 customers	Mitsubishi TA-4530-1334 • 1000012	Dwight Webb monica.roberts@example.com	4228 Homestead Rd undefined Appt. 53	Richardson Connecticut, United States	Production Hub CA-123-123-123
The Walt Disney Company TA-4811-7134 • 1000038	29 customers	—	Wade Simmons daisy.watson@example.com	8558 Green Rd undefined	Addison Nevada, United States	—

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.



The screenshot shows the 'Create subscription - Step 10' wizard. On the left is a vertical progress bar with steps: Price list, Offer, Plan, Items, **10 Select Customer**, 11 Review Customer, 12 Attributes, T2 Parameters, 14 T1 Parameters, 15 Customer Parameters, and 16 Summary. The main area is titled 'Select customer' and features a search bar 'Search for customer'. Below the search bar is a list of customer accounts, each with a radio button for selection:

L'Éve future TA-6489-2100	<input checked="" type="radio"/>
Bank of America TA-6089-569	<input type="radio"/>
Sony TA-8885-1212	<input type="radio"/>
Apple TA-289-9184	<input type="radio"/>
General Electric TA-7900-8506	<input type="radio"/>
L'Oréal TA-3023-3902	<input type="radio"/>
McDonald's TA-3963-7602	<input type="radio"/>

At the bottom of the wizard, there are three buttons: CANCEL, BACK, and NEXT.



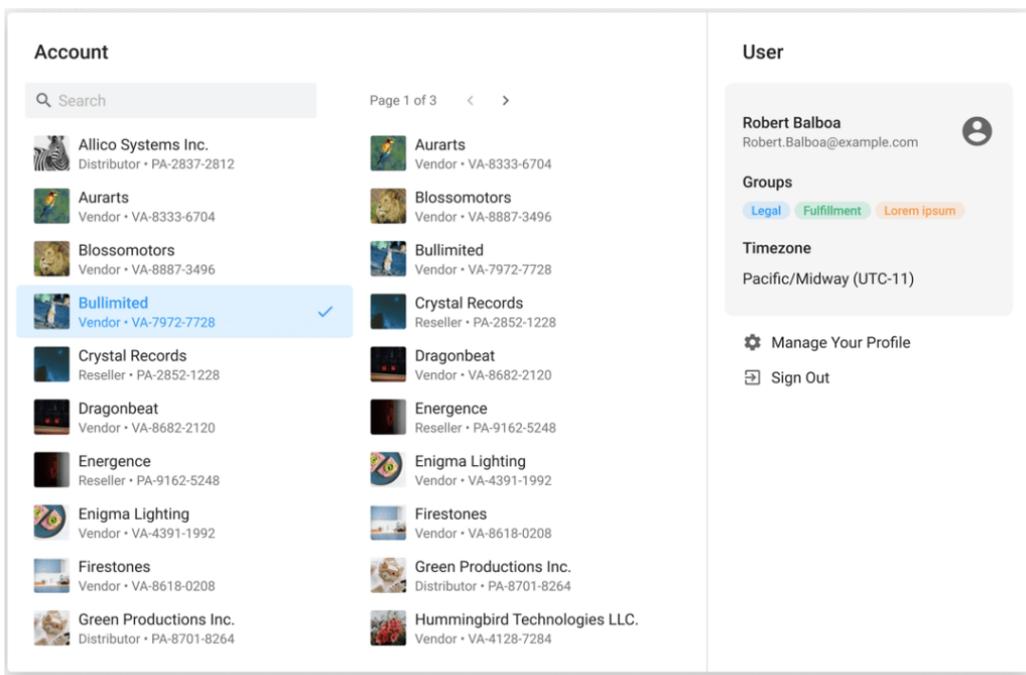
Information

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

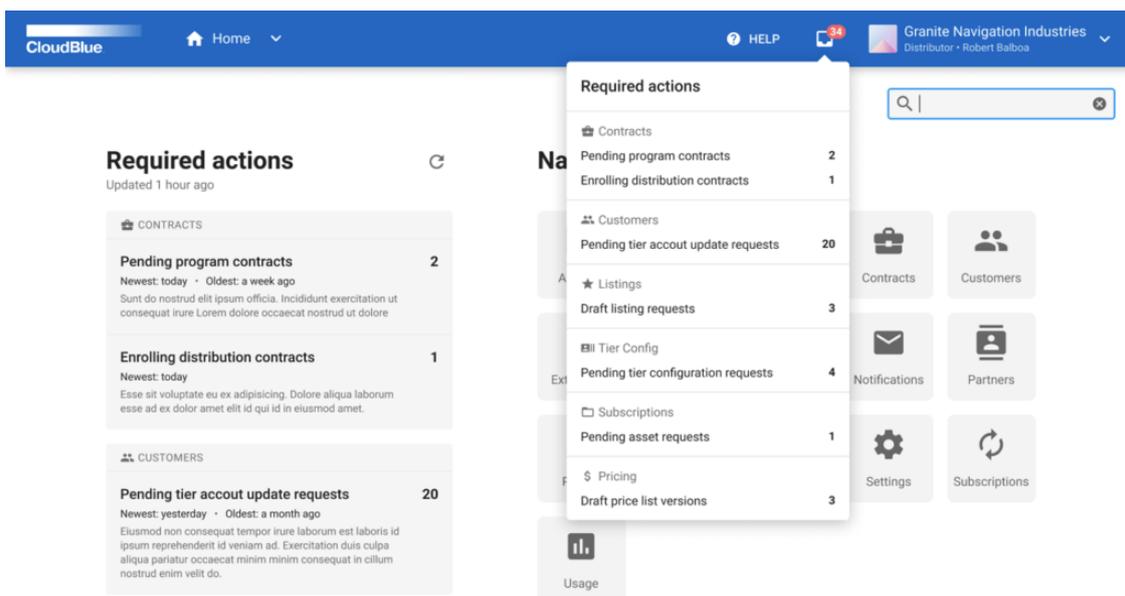
Users of CloudBlue Connect can now seamlessly switch between their Vendor and Provider/Distributor accounts via the Account Selector.



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

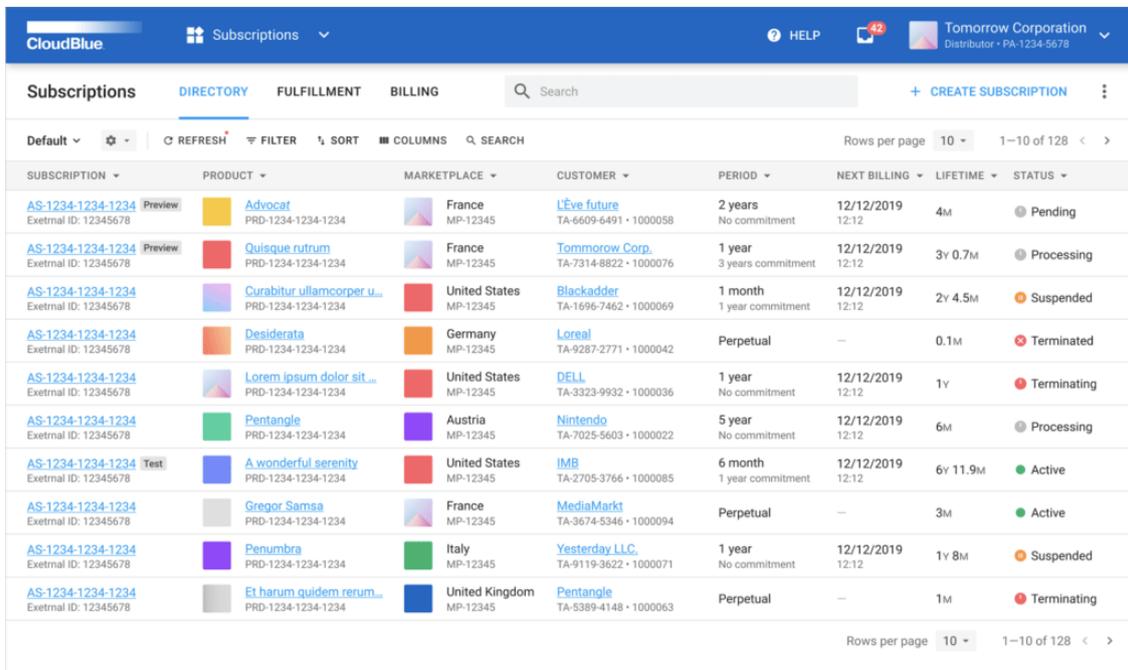
1.6.2 Required Actions Notifications

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).



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

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.



```
--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 CloudBlue 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.