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CloudBlue Change FAQ



This article has been generated from the online version of the documentation and might be out of date. Please, make sure to always refer to the online version of the documentation for the up-to-date information.

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Notice

Please note that this is an upcoming event. New information and details will be updated and communicated here as they become available.

Last Update: April 22, 2025

Introduction

We are thrilled to share that we are embarking on the next phase of strategic investment in our CloudBlue Connect platform, enabling CloudBlue to introduce exciting new features and dedicated capabilities in the future.

CloudBlue will be starting this journey soon by transitioning Connect to a brand-new production instance.

There are important things for you to know, and to prepare for. Please review the content on this page for any answers you may have regarding the upcoming platform change.

Cutover Details

We will update this page to share the details of exactly when this event will occur.

What is changing?



Notice

Please note that this is an upcoming event. New information and details on what is changing will be updated and communicated here as they become available.

URLs for CloudBlue Instance will be the following:

- Portal: <https://portal.connect.cloudblue.com>
- API Endpoint: <https://api.connect.cloudblue.com>

Note: these are the existing URLs for CloudBlue. Please ensure that the URLs from bookmarks and integrations reflect the URLs listed above if you are doing business with CloudBlue.



What is staying the same?

- All of your existing Products, Partners, Customers, Customer Relationships (Tier Config), Subscriptions (Assets) and Price Lists will be preserved.
- The overall Connect experience, including APIs, user interface and features, will remain the same immediately after our transition to the new platform.
- We are not introducing feature-driven changes at the same time as the platform instance transition. We will resume introducing new features in future releases.

For more information

Please bookmark and follow the current page (CloudBlue Change FAQ) for the most up-to-date information available. CloudBlue will provide timely communication and updates throughout the entire process.

If you have any comments, feedback, questions, or enablement concerns, please contact us through your Customer Service Manager (CSM) or Technical Account Manager (TAM).