https://cloudblue.com

Documentation Help and Support Status

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This article has been generated from the online version of the documentation and might be out of date.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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Change Complete

This event was successfully completed and concluded on August 9th, 2025. Information below is for historical and informational purposes. This page will no longer be updated and will be archived soon.

Introduction

As part of our ongoing platform evolution and in support of our recent announcement, we will be transitioning the CloudBlue Connect® platform to operate as two separate instances.

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.

When will this happen?

We expect the separation of the two instances to happen on **August 9th, 2025**. There will be a reminder notification **24-48 hours** prior to undergoing the change with exact planned maintenance start time and duration. During the change, the maintenance window will be live.

What is changing?

CloudBlue will be going live with a dedicated instance to support all business within the CloudBlue ecosystem.

We do not anticipate any major changes in operations for our CloudBlue partners with CloudBlue Connect® and CloudBlue Commerce. Please continue with standard CloudBlue Commerce During Maintenance activities.

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A second dedicated instance will support all business with **Ingram Micro**. To access and integrate with this instance, you will need to update your bookmarks, API integrations, and other access points to use new domains associated with this instance: https://vendors.cloud.im for the portal and https://api.vendors.cloud.im for API access. All your existing Products, Partners, Customers, Customer Relationships (Tier Config), Subscriptions (Assets), Price Lists and integrations will be automatically available in this instance.

Additional information regarding onboarding new products and maintaining existing products on this instance will be shared in a separate communication by the Ingram Micro Xvantage team.

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What is staying the same?

- URLs for the new CloudBlue Instance will remain the same (please ensure that your existing integrations and bookmarks reflect the following URLs, as some partners may be operating with legacy URLs):
    - Portal: https://portal.connect.cloudblue.com
    - API Endpoint: https://api.connect.cloudblue.com

> ▲
> Notice
>
> If your incoming API proxy includes firewall settings, please ensure that the domain name **egress.connect.cloudblue.com** is allowed in your firewall rules. For firewalls that do not support domain names for incoming rules, please configure the firewall to **additionally** accept connections from the following IP addresses:**132.196.125.11**. This IP will be only live after the production update.

- 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).

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