DataBank Portal Release Notes

Purpose:

Version history and release notes for the DataBank Customer Portal.

1/10/2024 - Version: 2024-Q1-1

New Features & Changes:

1. 51434: Compliance: External Vulnerability Scans: added External Vulnerability Scan Reports widget which displays the results of the Tenable Monthly External Scans. Clicking on the link in the Name column will open the Scan History widget which allows users to download individual scan reports.
Clicking on the dots in the Actions column provides menu options to download the latest scan report in PDF or CSV; as well as, initiating a rescan.

Bug Fixes:

1. 67706: Datacenter Physical Access: Deactivate Access: fixed issues with cardholders remaining active after submission of deactivation.

12/15/2023 - Version: 2023-Q4-2

New Features & Changes:

1. 66028: Colocation: Interconnects: the interconnects details sections were updated to display the data center names on campus cross connects.
2. 37596: Compliance: Web Application Scans: new widgets were added to the Compliance page for customers that have Web Application Scanning (WAS). A top-level widget was added that displays the number of scans available. Clicking on the widget will direct the user to the details widget which displays information about the WAS scans. Clicking on the hyperlink in the Name column of the details widget opens the scan history widget which displays a list of the historical scans allowing the download of the detailed scan report. Clicking on the Actions column provides users the ability to download the latest report in PDF or Excel format; as well as initiate a rescan.
3. 57056: My Account: Financial Transactions: the export to excel feature was updated to a format that is more compatible for importing into a database. Meta data was broken out into individual fields: Asset number, CID, Carrier Circuit ID, Carrier, Location A and Location Z.

Bug Fixes:

1. Security: IPS/IDS Attack Trend Widget: fixed the sorting button.

11/17/2023 - Version: 2023-Q4-1

New Features & Changes:

1. 64059: Home Page: Interconnects widget was added to visualize the Interconnects details. It shows counts of existing interconnect, orders and draft orders. Each count links directly to the associated tab on the Interconnect page.
2. 60356: Support: Video Tutorials: Cross Connects: a new video was added to the Video Tutorials page for Cross Connects.
3. 63837: Colocation: Interconnects: Order New was updated to automatically populate the Cage field on the order form when the suite that is selected is a Cage.
4. 60905: Colocation: Interconnects: Added ability to order Campus Cross Connects. If the data center selected allows campus cross connection, then a Data Center drop will appear on the Z side of the order form. If users select a different data center than the A side, A Campus Cross Connect will be ordered.

Bug Fixes:

1. 65825: Colocation: Interconnects: Draft Orders: fixed the auto-population of the cage field when the suite value is a cage.
2. 59491: Support: updated the closed filter criteria to remove the selection of values that would result in inaccurately returning no results.

10/27/2023 - Version: 2023-Q3-3

New Features & Changes:

1. 61173: Colocation: Interconnects: My Interconnects: Disconnect was updated to not require the user to upload a Disconnect Order (DFOC) attachment when 3rd party DFOC is required. **Please note, if DataBank does not receive a DFOC within 30 days of the disconnect order submission, the disconnect order will be cancelled.**
2. 63893: Compliance: Security Documents: the latest version of the Customer Portal Overview Guide was uploaded to the Security Documents widget

Bug Fixes:

1. 63964: Colocation: Power calculations for the Utilization Percentage values on the Monitor tab were fixed
2. 62345: Network & Internet: Bandwidth Usage widget was fixed to properly display the graph when an individual port is selected in the drop-down list.
3. 63801: Online Order Execution: timeout errors were fixed
4. 64008: Support: Add New Ticket: fixed errors when submitting a ticket with an attachment

5. 63964: Colocation: Power Utilization % fixed calculations to display correct usage percentage

9/27/2023 - Version: 2023-Q3-2

New Features & Changes:

1. Colocation: Interconnects: My Interconnects: Disconnect was updated to require the Disconnect Order (DFOC) document to be uploaded on the order when 3rd party DFOC is required. I**f DataBank does not receive the DFOC, we cannot complete the disconnect and the order will be cancelled.**
2. Support: Request Disconnect was updated to send an automated email response stating, "*We've received your request to terminate services. Your ticket has been created and will be addressed in the order in which it was received. A member of our team will contact you if additional information is needed. Please allow 2-3 weeks for a response. In the meantime, your dedicated account team will be happy to assist you.*"

Bug Fixes:

1. 51053: Manages Systems: Virtual Private Cloud (VPC): fixed keyboard entry in Usage as of field
2. 59476: Network & Internet: fixed 500 errors caused by request exceeding maximum allowed URL length
3. 63253: Support: fixed errors when submitting Feedback after closing a ticket
4. 62481: Colocation: Power Metrics: fixed empty power graphs

8/19/2023 - Version: 2023-Q3-1

New Features & Changes:

1. 59011: Colocation: Interconnects: Export to PDF was updated to add Service Order, Carrier Circuit ID and LOA fields

Bug Fixes:

1. 59706: Colocation: Interconnects: Connector type of product does not change after editing in ERP system
2. 55643: Colocation: Interconnects: My Orders: Need to show $0.00 when there is not a charge on the UI and export files
3. 61128: Colocation: Power Metrics: Power and Energy: data is not displayed in Monitor tab if filter value is changed

7/19/2023 - Version: 2023-Q2-5

New Features & Changes:

1. 50840: Home Page: Your DataBank Team: Customer Success Manager Contact Card added
2. 54944: Colocation: Interconnects: My Interconnects: Added the ability to search by Carrier Circuit ID
3. 57055: Colocation: Interconnects: My Interconnects: Export to XLS: Updated to include Service Order, Carrier Circuit ID and LOA columns
4. 37230: Manage Users: Add and Edit and My Profile pages were updated to allow users to opt-in/opt-out of maintenance notifications for specific data centers and components

6/14/2023 - Version: 2023-Q2-4

Bug Fixes:

1. 58419: Colocation: Power Metrics: Average Power Usage for Device: Intermittent issues with graph failing to load on initial load and x axis missing
2. 55497: Colocation: "Power and Energy" widget: "Average power usage" widget – gaps in usage data. Data may not be available in the source system when pulled into the warehouse. Updated to check for missing data on each run and populate into the warehouse so gaps are filled in the graphs.
3. 55494: Portal: Colocation: "Power and Energy" widget: populated the missing data in the graphs
4. 39929: Data Center Physical Access – Datacenter Access Report – updated device names for unauthorized devices. An unauthorized device is a device that does not belong to the organization in which the cardholder is a member.
5. 55612: Online Order – Order Confirmation Page: updated to inform the user that their Service Delivery Coordinator (SDC) will be in contact regarding the order via email or phone call within the next business day.
6. 56442: Online Order – Order Form: Fixed issues with the phone number validation. If the phone number is not valid, the user will be directed back to the phone number field to correct the issue.

5/31/2023 - Version: 2023-Q2-3

New Features & Changes:

1. Colocation – Power Metrics - a new button was added to the Power and Energy widget on the Colocation page that allows users a shortcut to open a ticket reporting issues with their power readings. The status link directs the user to the Live Status page so they can verify there is not a reported outage before opening a ticket. Clicking the Create a Ticket button, displays the form. The user can select one or many of the options to report and provide a description of the issue.

Bug Fixes:

1. 56808: Analytics – Account Management – Fixed the export to PDF

2. 56805: Colocation – My Interconnects – Order New – fixed the issues of not properly charging 3rd party fees
3. 57869: Data Center Physical Access – fixed the 504 errors when submitting activate and deactivate requests
4. 57053: Colocation – My Interconnects – Order New – fixed the issues in the workflow and business rules for when LOA is required and when 3rd party fees apply
5. 57084: Colocation – My Interconnects – Order New – fixed the issues with user getting a spinner when attempting to order a cross connect
6. 56847: Colocation – Power Metrics – Create New Ticket – fixed the issue with the created ticket not displaying in the Support History widget
7. 56609: Fixed the issue with clicking on the envelope icon in the header of the portal showing the Open Tickets pop-up widget with No data to display message
8. 55133: User permissions – Notifications – removed the All Billing Events option for users in the Support role or any custom role in which the user does not have access to the Financial Transactions
9. 57034: Setup Your Account – fixed the unhandled exception for Epicor error when clicking the Create Account button

5/15/2023 - Version: 2023-Q2-2

New Features & Changes:

1. 52428: Analytics – Account Management – Backups Tab – added an export option to export the details of their backups for specified time frames to assist in providing necessary documentation for compliance audits. Users can export the backup details to Excel or PDF.
2. 54869: Colocation – My Interconnects – Order New – updated to allow users in the Support role or a properly configured custom role to order interconnects by submitting the order to an authorized signer to execute. The Authorized Signer field is required. The drop-down list is populated with the active Administrators in the account. The quote will be sent to the authorized signer to complete the order.
3. 50851: Data Center Physical Access – Activate Access – Temporary Access - was updated with a notification that the dates and times will be adjusted for the selected pickup location. Users were off setting the selected times to the data center's time zone when the application automatically does that based on selected pickup location. This resulted in tickets being created with the time offset doubled.
4. 52428: My Account – Company Information & Primary Billing Contact widget was updated to allow Administrator users for organizations in the United States to be able to edit the Billing Account (BAN) name by clicking on the pencil icon on the widget.
5. 51475: Managed Systems – Firewalls – Details Page – VPN Users widget was updated to show all VPN Users whether they are currently connected or not. Connected users show a green status bar with the remote IP address and connected time. The Connected Time format was changed to include days.
6. 51547: Support – Support history – added a full text search field which will search ticket summary and events

Bug Fixes:

1. 56272: Data Center Physical Access – fixed the Activate Access and Deactivate Access menu items being visible to users not in the access approver roles
2. 55779: Colocation – My Interconnects – Order New – fixed issues with 3rd party fees
3. 53298: Colocation – My Interconnects – fixed the issue with the LOA not being attached to the Completion Notice when the child install ticket is closed
4. 56437: My Account – Financial Transactions – fixed 400 errors when submitting a request to enroll in ACH Auto-Pay
5. 55809: Online Order Execution – fixed issues with the master services agreement that was being displayed for new customers.
6. 54997: Data Center Physical Access – Datacenter Access Report – fixed issues with the date filters not updating the report results
7. 49706: Managed Systems – Firewalls – VPN Users – fixed displaying of VPN Users that are not currently connected
8. 56388: My Account – Manage Users – fixed validation errors when adding new users
9. 50949: Network & Internet – fixed issue with IP Prefixes not properly filtering
10. 56464: Security – IPS.IDS Attack Trend – fixed widget not showing any data