

# New Log Upload Location for DDN Support Customers



## Changes to the DDN Support FTP Service

DDN Support is pleased to announce the rollout of a new file transfer service for customer use when uploading product logs and diagnostics. The new service offers higher storage capacity, better performance, more robust management capabilities, and additional security. Multiple servers provide local access to customers in North America, Europe, and the Asia/Pacific region. Supported protocols include Secure FTP (FTPS), SSH File Transfer Protocol (SFTP), and a secure web GUI interface (HTTPS).

The internet address for log file uploads will soon change to:

Protocol	URL
Secure FTP (FTPS)	<a href="https://datadirect.files.com/customer_support/logs/upload">https://datadirect.files.com/customer_support/logs/upload</a>
SSH File Transfer Protocol (SFTP)	<a href="sftp://datadirect.files.com/customer_support/logs/upload">sftp://datadirect.files.com/customer_support/logs/upload</a>
World Wide Web (HTTPS)	<a href="https://datadirect.files.com/login">https://datadirect.files.com/login</a>

Check with your DDN Technical Support Engineer for the URL you should use for log uploads when you open a new support case. The old log upload address will be retired effective *18 November 2021*.

**ALERT!** Check with your DDN Technical Support Engineer to learn which URL to use when uploading logs.

## Automatic Log Upload by DDN Software Products

DDN software products with an automatic log upload feature are affected by this change. Most currently installed product versions do *not* support uploads to the new file transfer service.

Product versions that support the new service for automated log uploads are:

- DDN Collect 1.7.0
- EXAScaler 5.2.4 (es-log-agent 1.3.3)

**ALERT!** Please discontinue use of the automatic upload feature if prior versions of these products are installed on your storage system. Use a manual log upload procedure instead.

**NOTE** DDN Insight does not automatically upload logs and is not affected by this change.

## File Transfer Utilities

The new file transfer service is known to work with the sftp, lftp, scp, WinSCP, and FileZilla file transfer utilities. Your DDN Technical Support Engineer can provide upload instructions for these products.

Always use an encrypted connection such as FTPS or SFTP when uploading logs and diagnostics. The new service supports FTPS in explicit mode on port 21 and SFTP on port 22. The server will reject unencrypted connections.

**IMPORTANT!** Be sure all file names include the **DDN case number** and a description of the file content.  
For example: `Acme_Case123456_sss-sssa-c0_2021-09-30.gzip`

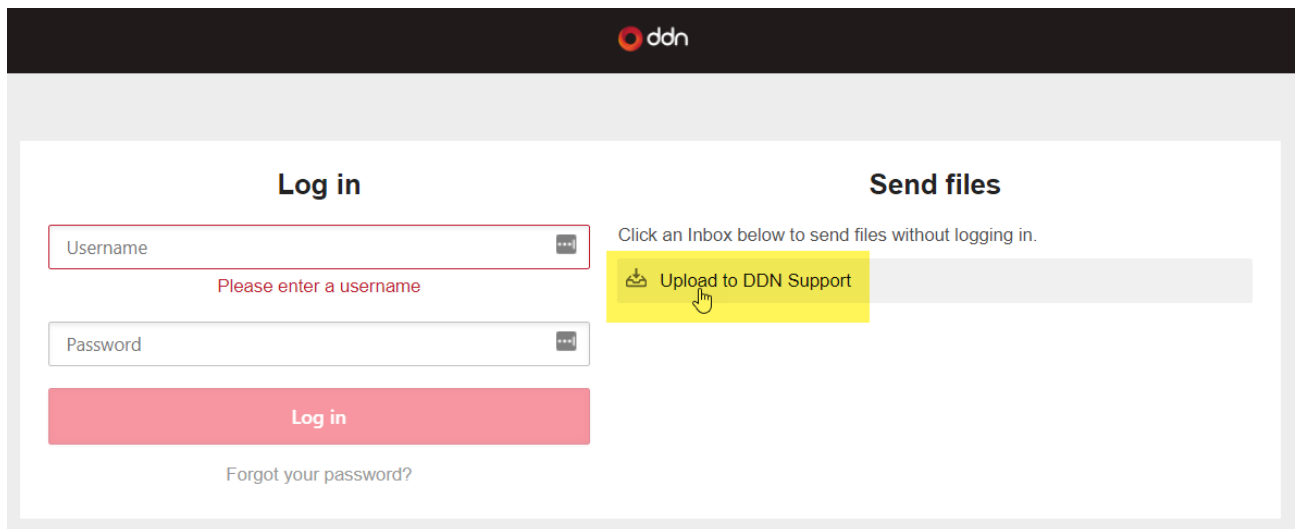
## Web File Transfer GUI

You may upload logs and diagnostic files to the new service over the internet using your web browser. Chrome, Firefox, Safari, and Internet Explorer are known to work.

**IMPORTANT!** Be sure all file names include the **DDN case number** and a description of the file content.  
For example: `Acme_Case123456_sss-sssa-c0_2021-09-30.gzip`

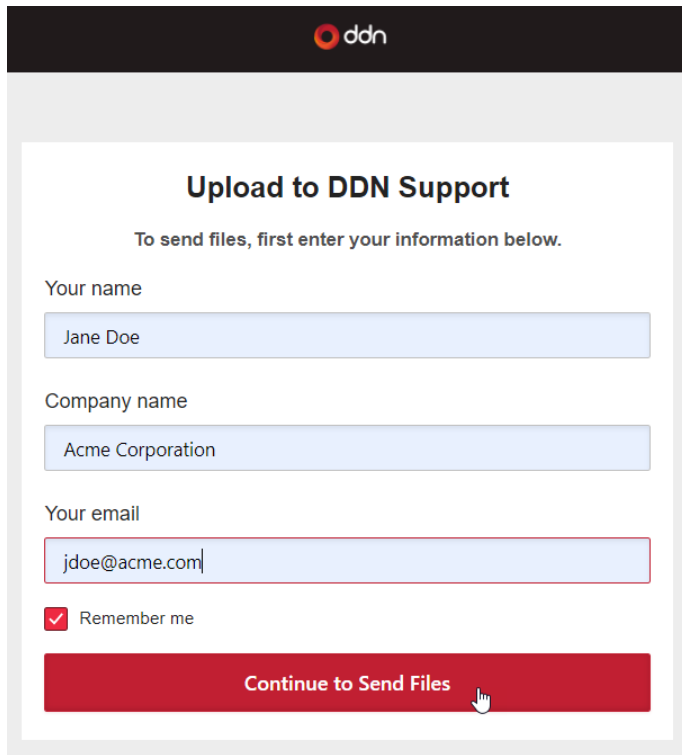
To upload logs or diagnostics over the web, perform the following steps in your web browser.

1. Navigate to <https://datadirect.files.com/u/upload>.
2. When the login screen displays, *don't log in*. Simply select **Upload to DDN Support** under **Send Files**.



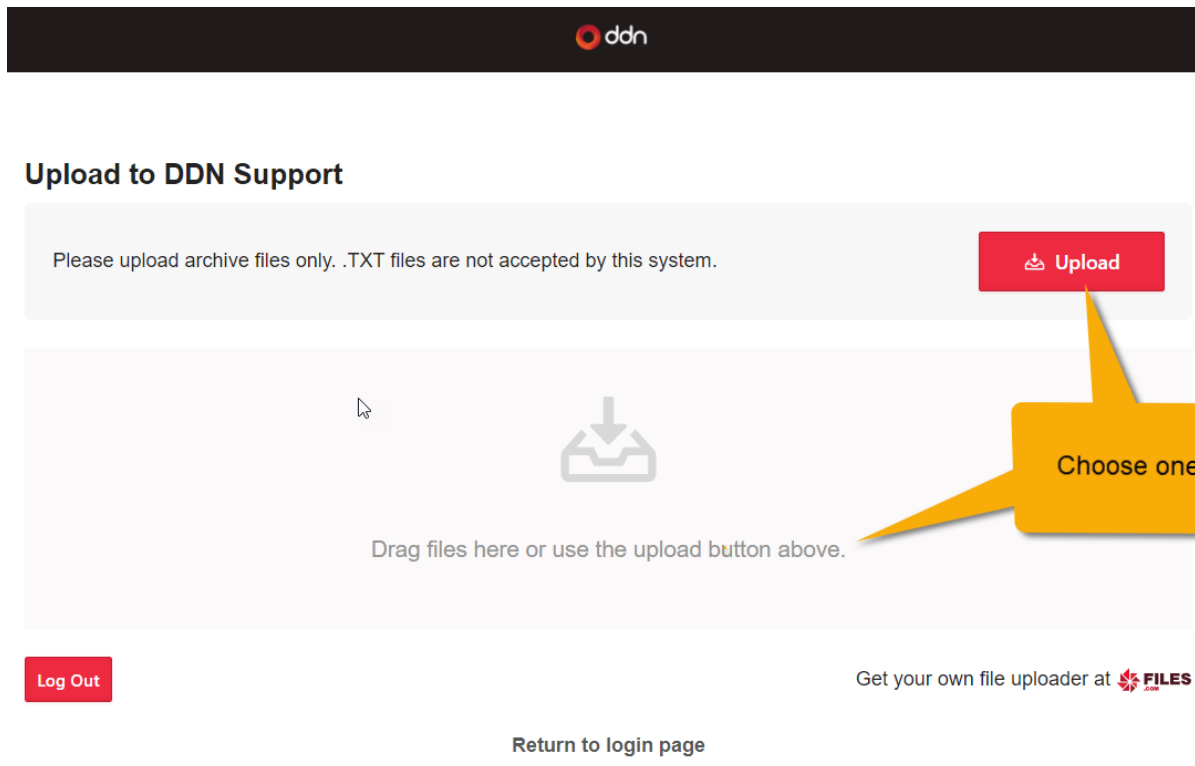
The screenshot shows the DDN web interface. At the top is the DDN logo. Below it, there are two main sections: 'Log in' and 'Send files'. The 'Log in' section contains a 'Username' field with a red border and a red error message 'Please enter a username', a 'Password' field, and a red 'Log in' button. Below the 'Log in' button is a link for 'Forgot your password?'. The 'Send files' section contains the text 'Click an Inbox below to send files without logging in.' and a yellow button labeled 'Upload to DDN Support' with a hand cursor icon over it.

- 3. When the user information screen displays, please supply the requested information , then click **Continue to Send Files**.



The screenshot shows a web form titled "Upload to DDN Support" with the subtext "To send files, first enter your information below." The form contains three input fields: "Your name" with "Jane Doe", "Company name" with "Acme Corporation", and "Your email" with "jdoe@acme.com". There is a checked checkbox for "Remember me" and a red button labeled "Continue to Send Files" with a mouse cursor hovering over it.

- 4. The Upload to DDN Support screen prompts for one or more files to be uploaded. *Please upload compressed archive files only* (for example, .gzip), not .txt files.



The screenshot shows the file upload section of the "Upload to DDN Support" page. It features a message: "Please upload archive files only. .TXT files are not accepted by this system." To the right is a red "Upload" button. Below this is a large grey area with a downward arrow icon and the text "Drag files here or use the upload button above." A yellow callout box with the text "Choose one" points to the "Upload" button. At the bottom left is a "Log Out" button, and at the bottom right is a link: "Get your own file uploader at FILES.com". A "Return to login page" link is centered at the bottom.

You may either:

- a. *Drag and drop your file(s)* from a directory to the designated area of the screen. If multiple files are desired, select them all at once before dragging and dropping. The upload function kicks off immediately when you release the mouse button.
- b. *Click Upload*. You will be prompted to navigate to your file(s). Select one or more files at once for the upload, then click **Open**. The upload kicks off immediately.

5. After upload is complete, the upload status for each file is displayed.

**Upload to DDN Support**

Please upload archive files only. .TXT files are not accepted by this system. [Upload](#)

Files uploaded						
Name	Rate	ETA	Size	Status	Actions	
TEST result			423 B	✓ Uploaded		
Acme_Case123...06_sss-sssa-c0...			423 B	✓ Uploaded		

[Log Out](#) Get your own file uploader at [FILES.com](#)

[Return to login page](#)

- a. *To upload more files*, click Upload.
- b. *To exit* when all desired files have been uploaded, click Log Out.

## Contacting DDN Technical Support

Please contact DDN Technical Support at any time if you have questions or need assistance. Support can be reached online, by email, or by phone as listed below.

### Web

DDN Community Support Portal <https://community.ddn.com/login>  
Portal Assistance [webportal.support@ddn.com](mailto:webportal.support@ddn.com)

### Email

Support Email [support@ddn.com](mailto:support@ddn.com)

### Telephone

DDN Support Worldwide Directory <https://www.ddn.com/support/global-services-overview/>

**Bulletins & Notices**

*Support Bulletins*

*End-of-Life Notices*

*Release Notes*

*Subscription Requests*

<http://www.ddn.com/support/technical-support-bulletins>

<http://www.ddn.com/support/end-of-life-notices>

<https://community.ddn.com/login>

[support-tsb@ddn.com](mailto:support-tsb@ddn.com)