

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).

In the next few weeks, the internet address for log file uploads will change to:

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

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. Currently installed product versions do *not* support uploads to the new file transfer service.

Forthcoming product versions that will 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`

ALERT! Always upload logs to the `customer_support/logs/upload` directory, or your Technical Support Engineer will not see them.

Web File Transfer GUI

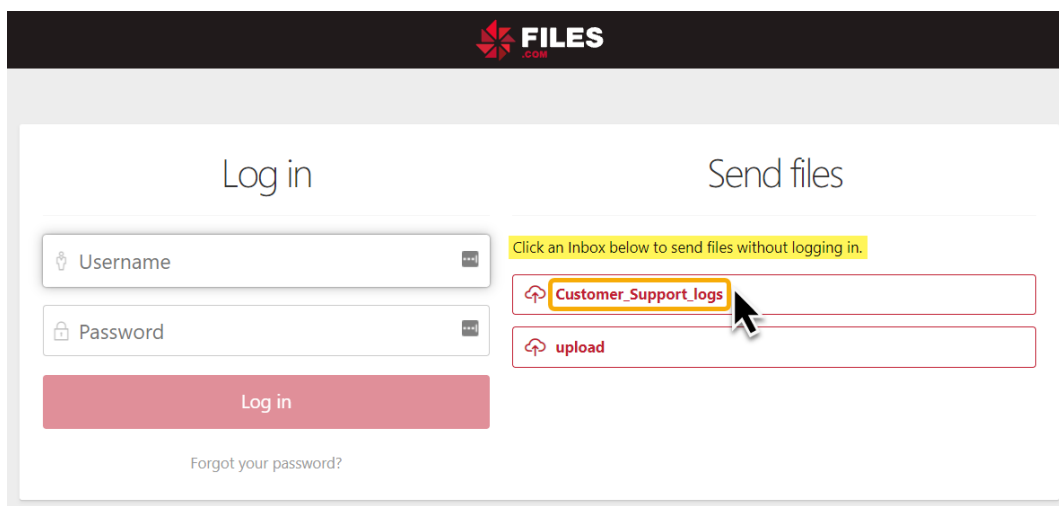
You may upload logs and diagnostic files to the new service over the internet using your web browser. Chrome, FireFox, Safari, and Internet Explorer are known to work.

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/login>.
2. When the login screen displays, *don't log in*. Simply select the **Customer_Support_Logs** inbox as the destination for your log files. This will take you to a user information screen.

IMPORTANT! Do NOT select the generic Upload inbox when uploading logs and diagnostic files. Your Technical Support Engineer will not see them.



- When the Customer_Support_Logs user information screen displays, verify that the URL shown in your web browser is <https://datadirect.files.com/u/customersupportlogs>. This is the correct inbox for customer logs.

datadirect.files.com/u/customersupportlogs

FILES
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Customer_Support_Logs

To send files, first enter your information below.

Your name

Company name

Your email

Remember me

Continue to Send Files

- If the inbox URL is correct, enter the requested information in the form. If you want the system to save this information for reuse on your next visit, check the **Remember Me** box. Then click **Confirm to Send Files**.

FILES
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Customer_Support_Logs

To send files, first enter your information below.

Jane Doe

Acme Corporation

jdoe@acme.com

Remember me

Continue to Send Files

- If the inbox URL is incorrect, use the back button in your web browser to return to the login screen and re-select the Customer_Support_Logs inbox.

4. When you click **Continue to Send Files**, the Customer_Support_Logs upload screen prompts for one or more files to be uploaded.

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Customer_Support_logs

Please contact ddn support team if any issue regarding upload...

Upload

Choose one

Drag files here or use the upload button above.

Log Out

Get your own file uploader at FILES .COM

Return to login page

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 Customer_Support_Logs upload status screen displays the success or failure of the upload for all files in the most recently uploaded batch.

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Customer_Support_logs

Please contact ddn support team if any issue regarding upload...

Upload

Files uploaded					
NAME	RATE	ETA	SIZE	STATUS	ACTIONS
TEST2 TEST2 TEST2 no need to k...			2 KB	✔ Completed	
Files.com_Completed User ID Scr...			51 KB	✔ Completed	

Log Out

Get your own file uploader at FILES .COM

Return to login page

- a. *To add more files*, click **Upload**.
- b. *To exit* when 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

Email

Support Email support@ddn.com

Telephone

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

Bulletins & Notices

Support Bulletins <http://www.ddn.com/support/technical-support-bulletins>
End-of-Life Notices <http://www.ddn.com/support/end-of-life-notices>
Release Notes <https://community.ddn.com/login>
Subscription Requests support-tsb@ddn.com