Release Notes

Enhancing Your Workflow: Key Feature Additions to the Denodo Support Site

Denodo is dedicated to continually optimizing the user experience on the Support Site. This document serves as a comprehensive overview of the most impactful new features and capabilities recently integrated into the system. These improvements were specifically developed to streamline common workflows, increase ease of use, and ensure you have the best possible experience when seeking information and support for the Denodo Platform.

23 December 2025

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2025

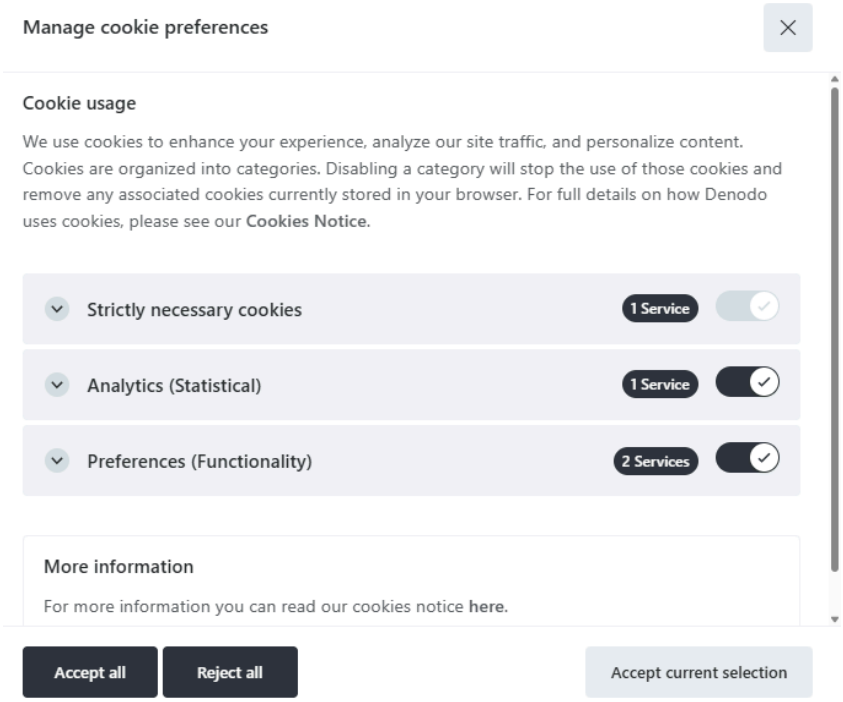
December

New Cookie Preferences on Our Support Site

We've revamped our cookie preferences to give you full control and transparency.

Here's what's new:

- View all cookies: See exactly what cookies are used on the Support Site.
- Manage or opt-out: Choose which cookies you allow, anytime.
- Enhanced privacy: Ensures compliance with privacy regulations and gives you control over your data.



You can access these settings anytime via the Privacy & Cookie Preferences section on the Support Site. For questions or assistance, contact support@denodo.com.

Thank you for helping us make your experience safer and more transparent!

Denodo Support Assistant is now LIVE on the Support Site!

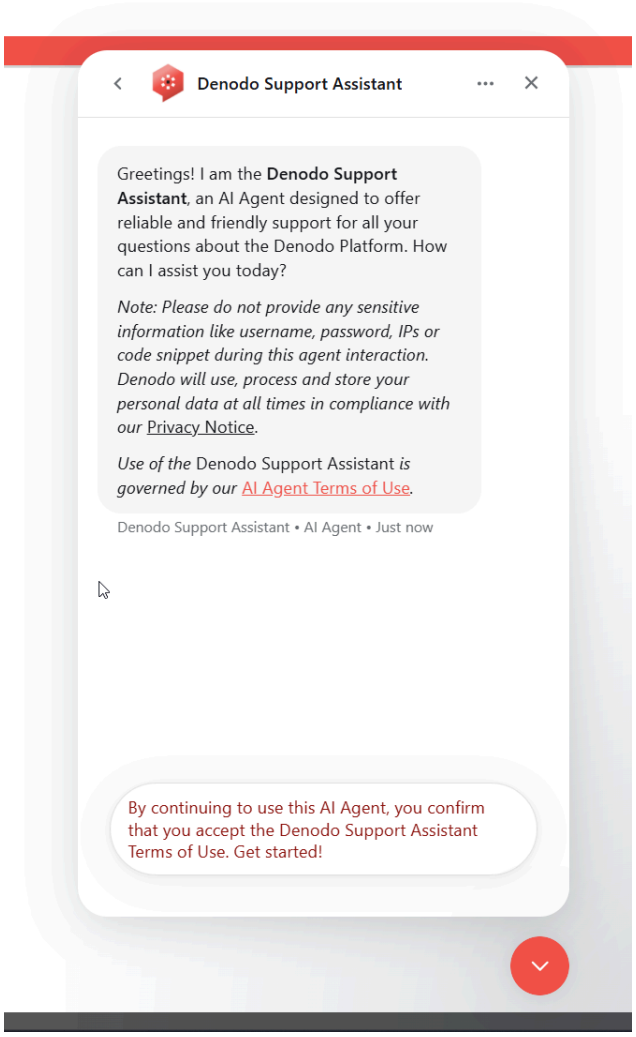
We're excited to announce that the Intercom Chatbot is now live on our Support Site!

Functionality: Provides instant assistance, answers FAQs, and guides users through common support tasks.

Access: Available to all authenticated users via the bottom-right icon.

With the chatbot, you can:

- Get instant answers to frequently asked questions.
- Receive guided assistance for common support tasks.
- Access help anytime, right from the bottom-right corner of the Support Site.



You can manage or disable the chatbot anytime in Profile > Manage Your Denodo Account.

For any questions or additional support, feel free to reach out to support@denodo.com.

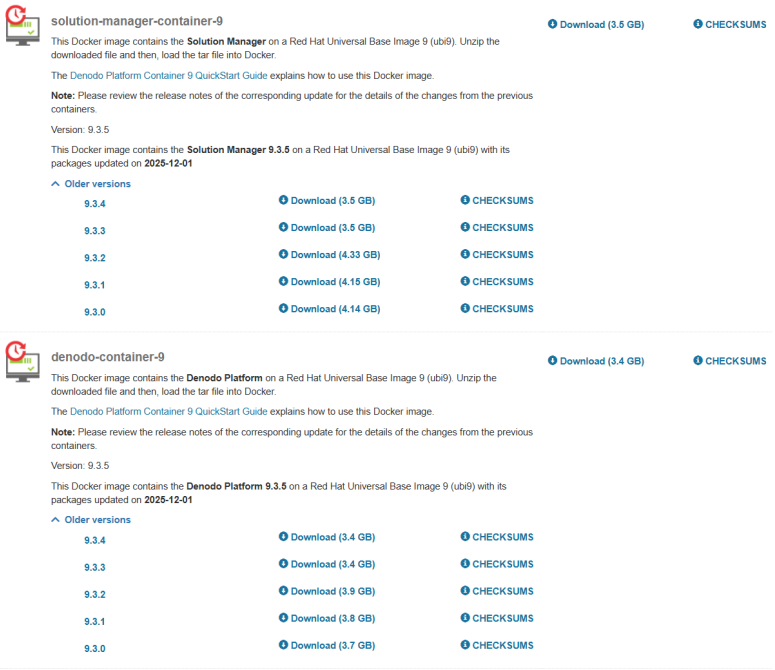
We hope this makes getting help faster and easier than ever!

June

Installer Version Management Enhancement

We have enhanced the Installer section of the Support Site to introduce version management for Denodo container images.

Previously, each new release replaced the existing container image, which meant older versions were no longer available for download. With this update, customers can now access both the latest and previous versions of Denodo container images.



Key Enhancements

- Version management has been implemented for installers, aligned with the system currently used for Denodo Connects.
- The Support Site now supports multiple versions per installer.

Customer Experience Improvements

- The most recent version is displayed by default
- Older versions can be shown or hidden via a toggle/link for each installer

Technical Updates

- Repository endpoints have been updated to support multiple versions for a single installer

Benefit

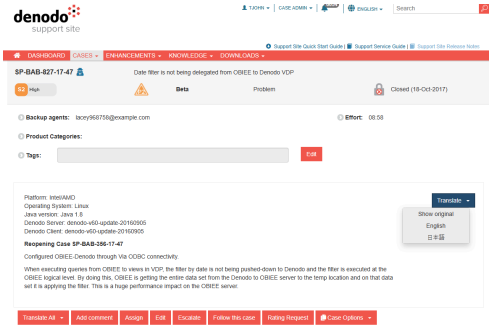
This change ensures better version traceability, improved backward compatibility, and uninterrupted access to older installer versions when needed.

We hope these improvements enhance your workflow and make getting assistance quicker than ever before. If you have any questions, please email support@denodo.com.

Announcement: Multi-Language Support Now Available on the Support Site

We’ve introduced multi-language capabilities on the Support Site, allowing users to view content in Japanese language.

Case Content Translation: Inside a case, you can now translate comments and descriptions, with options for Japanese, English, or viewing the original text.



New Features

- **UI Translation**
  - When Japanese is selected:
    - The navigation menu appears in Japanese.
    - The Cases module appears in Japanese.
    - All other modules continue to display in English.
- **Case Details Translation Options**
  - A new translation option is available on the case details page.
  - Users can translate:
    - Case comments
    - Case descriptions
  - Translation options include Japanese and English.
  - An additional option allows users to view the original text.

Important Notes:

- Currently, this feature is **available as Beta to “specific customers”**.
- Case comments and descriptions can be translated or viewed in their original form.
- Administrators control which languages are available for each user.

For any questions or additional support, feel free to reach out to support@denodo.com.

April

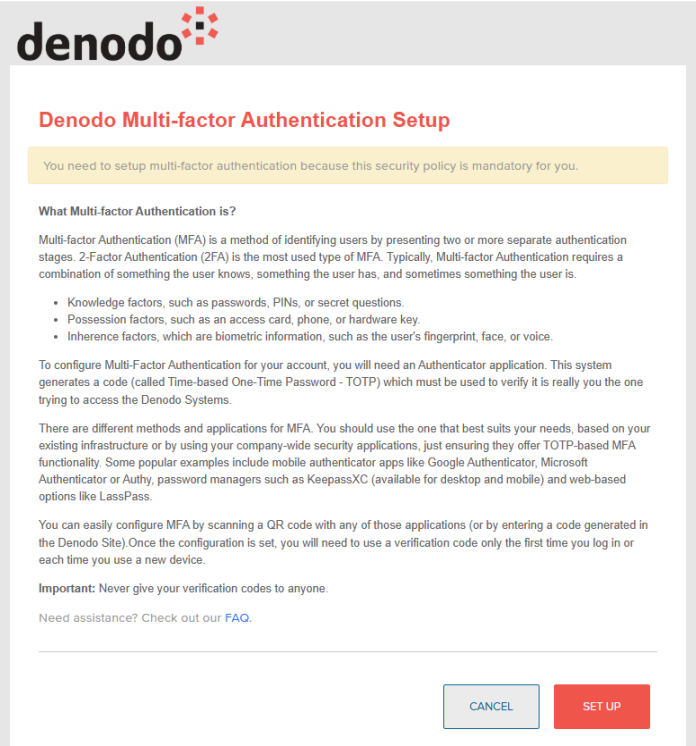
Multi-Factor Authentication (MFA) for Support Site

What's New:

- **Enhanced Security:** We've added an extra layer of security to your Support site account with the introduction of Multi-Factor Authentication (MFA) using authenticator apps. This helps protect your account from unauthorized access, even if your password is compromised.
- **Authenticator App Support**: You can now use a variety of authenticator apps (such as Google Authenticator, Microsoft Authenticator, Authy, etc.) on your smartphone or tablet to generate time-based verification codes.

Who Is Affected?

- All registered users of the Support Site.
- Both internal (support staff) and external users (customers/partners) will be required to use MFA.



How to Set Up MFA with an Authenticator App:

- Log in to your Support site account.
- Navigate to your profile settings or account security section.
- You will find an option to enable Multi-Factor Authentication.
- Follow the on-screen instructions to link your chosen authenticator app by scanning a QR code or entering a setup key.
- Once configured, you will be prompted to enter a verification code from your authenticator app each time you log in.

Important Notes:

- To ensure the highest level of security for your Support site account, MFA is mandatory.
- Enabling MFA requires the use of a compatible authenticator app, which will provide your verification codes.
- Keep your recovery codes (provided during setup) in a safe place in case you lose access to your authenticator app.

Potential Issue: Device Time Settings

Please ensure that the time settings on your device are accurate and synchronized. Incorrect time settings can lead to the generation of invalid verification codes, preventing you from logging in.

We are committed to providing a secure and reliable experience on our Support site. This enhancement is part of our ongoing efforts to protect your information. For more details and answers to common questions, please refer to our MFA FAQ section. If you have any questions or encounter any issues, please don't hesitate to contact our support team - support@denodo.com.

2024

December

New File Uploader Service - File Upload to AWS S3

We are pleased to announce the launch of a new File Uploader service integrated with AWS S3, designed to improve file management and storage capabilities. This release brings several enhancements that ensure better performance, scalability, and retention policies for customer and company documents.

New Features & Enhancements:

1. File Upload to AWS S3:

- Files can now be uploaded directly to AWS S3 with enhanced security and scalability.
- This service provides a reliable way to store and manage large files with easy accessibility.

2. Maximum File Size:

- The maximum allowable file size for uploads is now 2500MB.
- Larger files beyond this size will be rejected to maintain optimal performance and resource allocation.

3. File Retention Policy:

- Customer-uploaded files will be retained for one year from the case closure date. After these 12 months, the files will be automatically deleted from the system.
- Denodo-generated documents will have no expiration and will be stored indefinitely. These documents will remain accessible without any deletion or expiry policy.

4. Security & Data Integrity:

- All files uploaded to AWS S3 will be encrypted using industry-standard encryption mechanisms to ensure data confidentiality and integrity.
- Access to files is tightly controlled and monitored to prevent unauthorized access.

We hope this new file uploader will enhance your experience. Should you have any questions or encounter issues, please reach out to our support team - support@denodo.com.

June

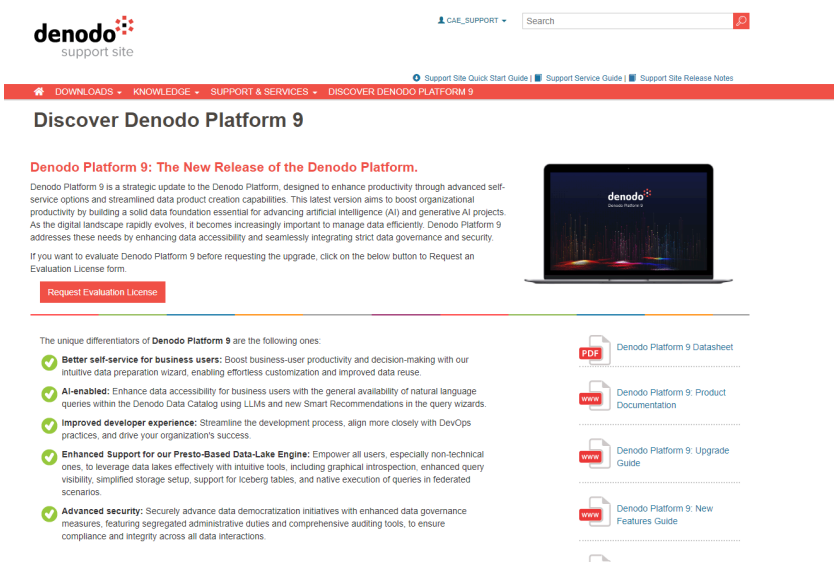
New Denodo Platform 9 - Elevating Logical Data Management to New Heights with AI and Advanced Analytics

We are pleased to announce the launch of Denodo Platform 9. This latest version of the Denodo Platform enables intelligent data delivery through AI-driven support for queries delivered in natural language, eliminating the need to know SQL. It can also provide large language models(LLMs) with real-time, governed data from across the enterprise, powering retrieval-augmented generation (RAG) for trusted, insightful results from generative AI applications, and powerful new features to further enhance data management.

Key functionalities include:

- Natural-Language Query Support
- New Data-Preparation Wizards
- Intelligent Query Recommendations
- Support for AI-Ready Data
- Improved Developer-Experience Capabilities
- Enhanced MPP-Based Data-Lake Engine
- Advanced Federated Governance
- Enhanced Inspection

DISCOVER DENODO PLATFORM 9



The Discover Denodo Platform 9 Page is your go-to resource for everything related to the latest version of the Denodo Platform.

Key features include:

- Obtain your evaluation license easily

- Access Datasheet, Product Documentation, Upgrade Guide, and New Features Guide

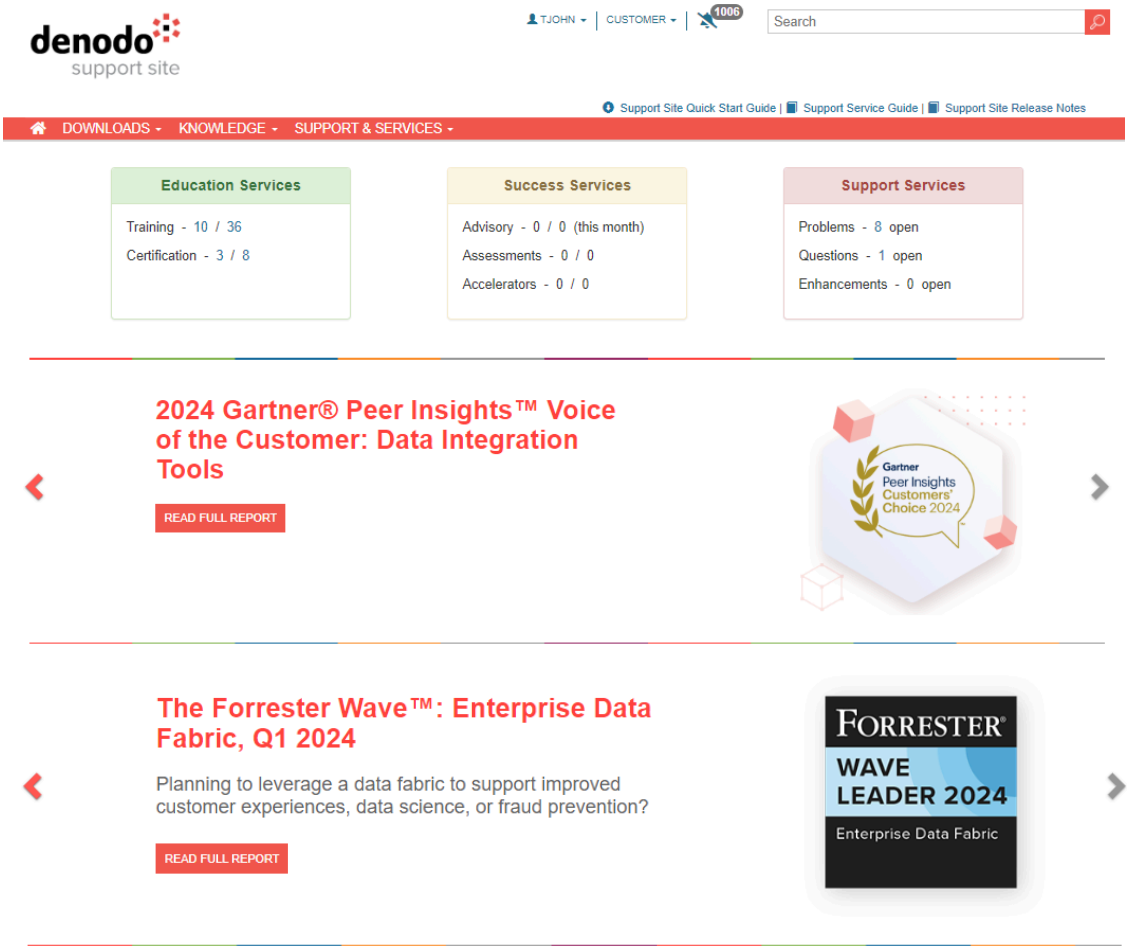
We encourage all users to explore the new Discover Denodo Platform 9 Page to make the most of this release.

Introducing New Report Banners on the Support Site Carousel!

We're thrilled to share that we've refreshed the Support Site carousel with brand-new report banners! These banners are tailored to offer insights from utilizing a data fabric for enhanced customer experiences to understanding how customers have rated Denodo and other data integration vendors' offerings in terms of products, services, and support.

Simply click on the arrows on either side of the carousel to scroll through the banners. Each banner showcases a distinct facet of our offerings, along with Analyst reports. Clicking on any banner whisks you straight to the corresponding page for more information. Easy as pie!

We hope you enjoy these new additions to the Support Site. As always, we are committed to providing you with the best possible experience. If you have any questions or feedback, please don't hesitate to get in touch with us at - support@denodo.com.



May

New - Services Dashboard!

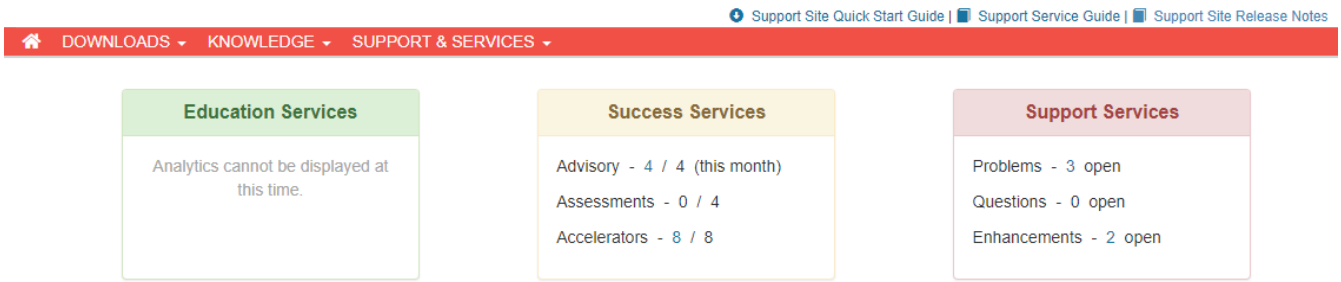
We are pleased to announce the introduction of our latest enhancement aimed at refining our customers' experience: the all-new Services Dashboard on the Support Site! This much-awaited feature has been meticulously crafted to furnish customers with a comprehensive overview of your utilized and available services, bidding adieu to uncertainty and welcoming clarity.

Navigating the ratio of 'Consumed Counts' to 'Entitled Counts' of Success Services has been streamlined to the utmost simplicity. Primary support users can click the Education Services counter box to access training information for all users, while other support users can only view their own training information on the same counter box.

Below are the key highlights of what the Services Dashboard offers:

1. Seamless Oversight: Keep track of the Education Services, encompassing training progress and certifications, all consolidated within one convenient location.
2. Effortless Monitoring: Easily monitor the counts of various Success Service types per the internal Denodo system of record.
3. Real-Time Updates: Stay abreast of the latest developments concerning Support Services cases, whether they are ongoing or resolved.

We encourage you to visit the Support Site today to explore this exciting update. Your feedback is invaluable to us as we continually strive to enhance your experience. Submit via our Email ID - support@denodo.com

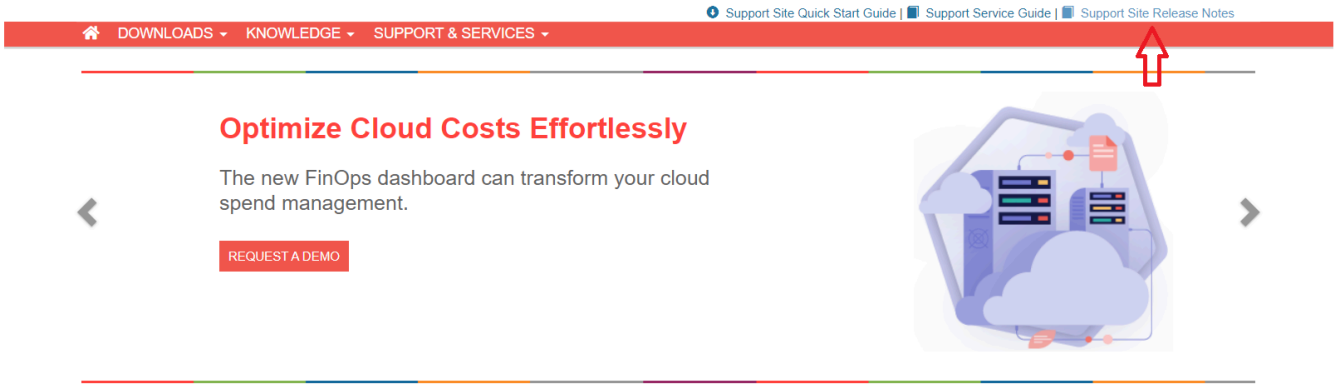


April

Release Notes on the Support Site

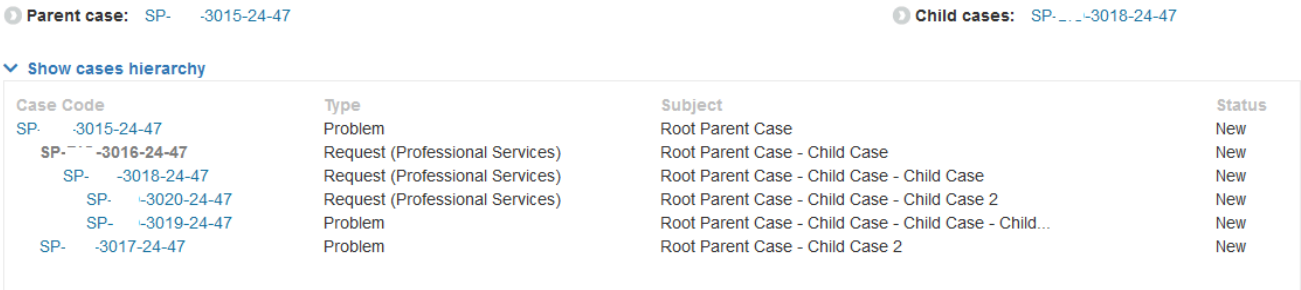
The Support Site now displays the Release Notes to brief the customer about the latest updates and features incorporated in the Support Site.

The Release Notes can be accessed on the top right corner of the Support Site.



Cases Hierarchy Module

Cases Hierarchy Module: The “Cases Hierarchy” module on the Support Site provides a clear view of the relationships between cases by displaying Parent and Child Cases (Related Cases) on the case page. This is particularly useful in complex scenarios where multiple cases are interconnected, enhancing user experience by providing a comprehensive view of case dependencies.



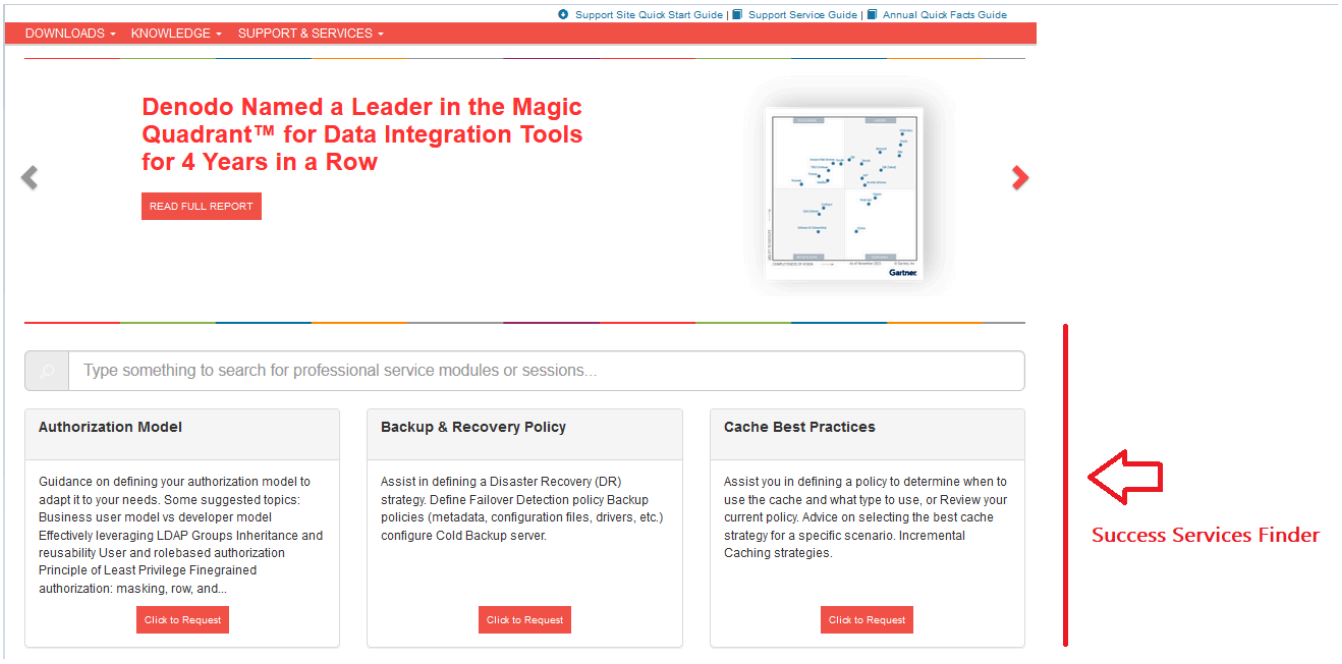
The current case is displayed in bold text, without any hyperlink, indicating that it is the one you are currently viewing.

2023

December

Success Services Finder

Revamped Home Page: The Support Site home page has been revamped to make it easier for customers to search and utilize the Success Services offering. The Success Services Finder includes a variety of service offerings with a Search Bar for customers to search for specific service offerings.

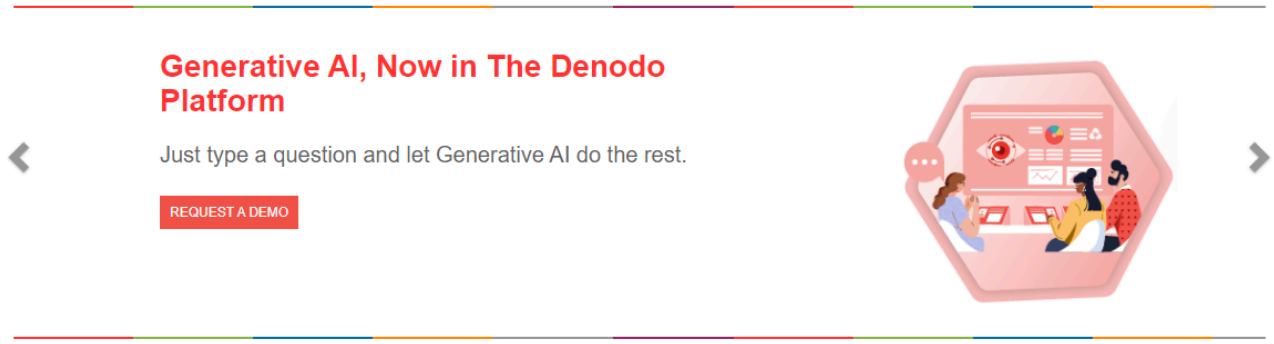


Refreshed Carousels on Support Site

Updated Carousels: The Support Site carousels have been updated based on the latest features of the Denodo platform.

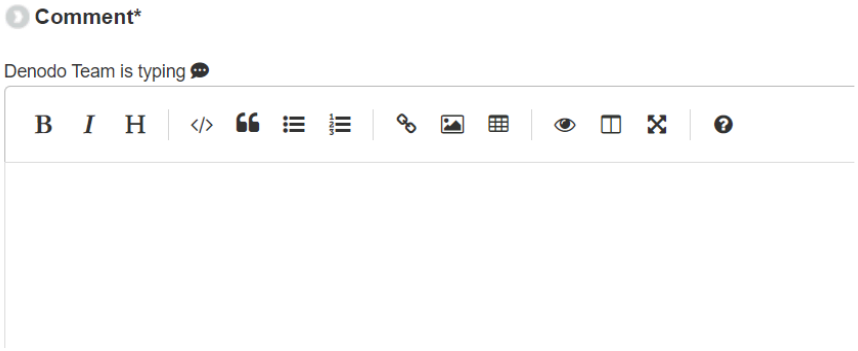
Customers can now raise an advisory on topics like Generative AI, Effective Cloud cost optimization using FinOps Dashboard, and Data Lakes Demystified from the carousels.

The carousels also include links to the Gartner Magic QuadrantTM 2024 report and the GigaOm Sonar Report 2024 report.



"User is Typing"

Simultaneous Commenting Indication: The Support Site now displays a "Denodo Team is typing" signal over the comment box when two or more users are adding comments on the same case simultaneously. This helps customers avoid rewriting their comments, which could be canceled due to a new comment on the case by another user.



October

Support Feedback Email

Feedback on Closed Cases: The support site analyzes recently closed (unrated) cases and sends a consolidated email to customers asking for feedback. The email includes a click-to-rate star palette, which opens the case page with the case rating window upon clicking.

September

Auto Case Closure by Customer Email

Auto Case Closure: Customers can now close the case through a link in the email sent to them if the provided solution is satisfactory.

Legal Notice

Legal Notice: As per legal requirements, customers are requested to read the Legal Notice (Terms and Conditions about sharing sensitive information with Denodo) when adding a new case/comment. This information is stored on the support site for future reference.

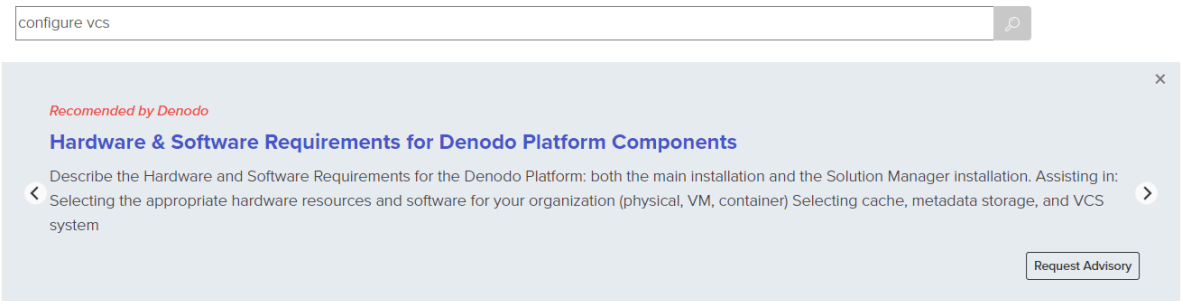
Download Single Attachment as a .zip file

Downloading Single Attachments: The Support Site now displays a “Download” icon for comments with a single attachment, allowing users to save the attachment as a zip file.

August

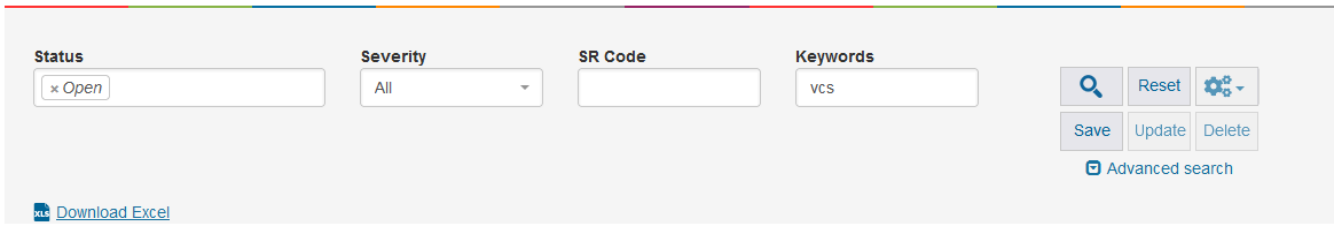
PS/Advisory Suggestions on Search

Advisory Sessions and Professional Services Suggestions: The Denodo Search results now recommend Advisory Sessions and Professional Services based on the search phrase keywords. Customers can use these suggestions to create advisory and professional services cases.

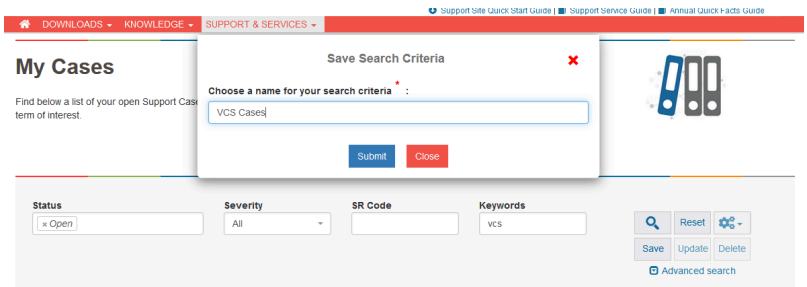


July

Save your Search with 'Saved Search'



Saving Search Criteria: The Search Cases page on the Support Site allows users to save their search criteria for future use. Users can access their 'Saved Search' from the 'Cases → Search Cases' menu.

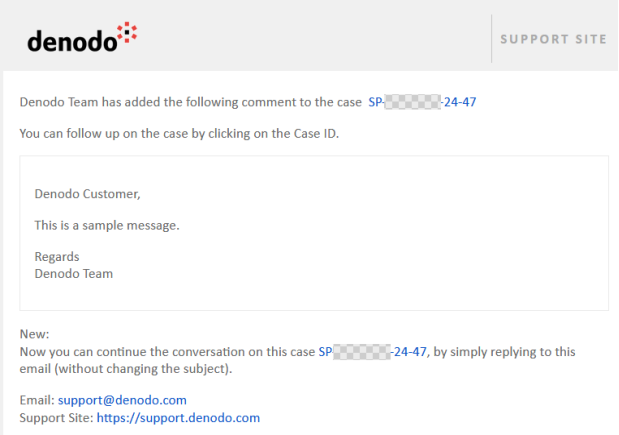


The customized filter is now saved in the sub-menu of the Search Cases dropdown option.

Use the "Update" button to rename an existing filter or click "Delete" to remove a specific filter.

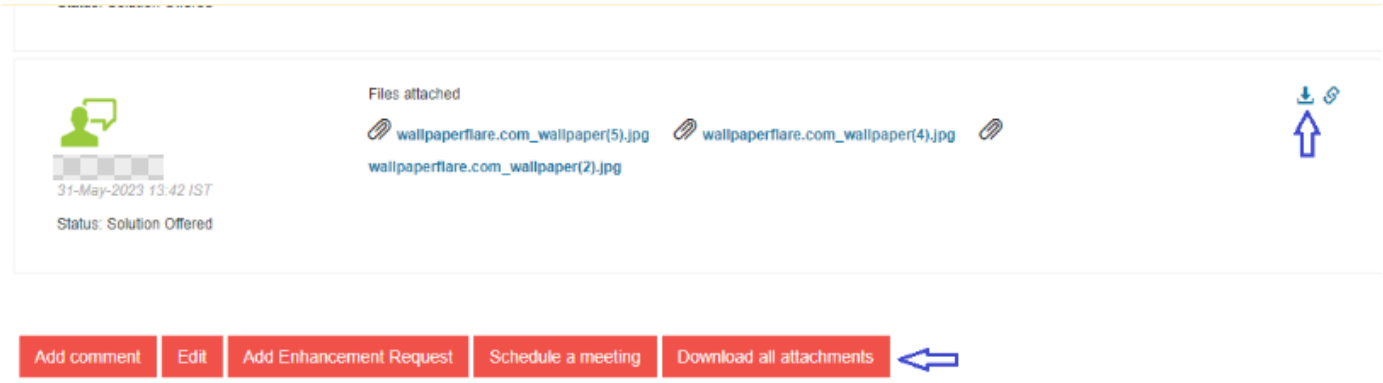
Enhanced Communication with Customers through email

Email Notifications: Denodo's response to support cases is now notified through emails. Any comments added to the case will be emailed to the respective customer.



'Download All' Attachments in a case

Downloading Attachments: Customers can download all case attachments at once as a Zip file using the "Download all Attachments" option in the Support Case.



2022

December

Attachment Addition - Drag Drop, Copy / Paste features

The Support Site has introduced new features to enhance user experience:

Users can now add multiple attachments to a case simultaneously using the Drag & Drop and Copy & Paste functions.

This feature allows users to add multiple attachments by pasting copied files from the Clipboard or dragging files from Windows Explorer and dropping them onto the Attachments section of the Case.

Each attachment is added as an individual file, making it easier for users to review and modify (remove or add additional files).

All browsers, except Mozilla Firefox, support both functions. Mozilla Firefox only supports the Drag & Drop operation.

October

Professional Services - Naming Convention Changes

The terminology for Request - PS Services has been revised. DPASS has been renamed to Advisory, Advanced Services is now referred to as Accelerator, and a new category called Assessment has been introduced.

September

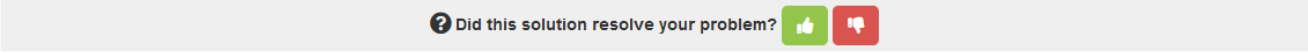
Support Center Selection - Customer

The enhanced feature now enables customers to choose their preferred time zone for Professional Services. It also provides the flexibility for customers with Global Coverage to create any type of case, although this is an optional feature.

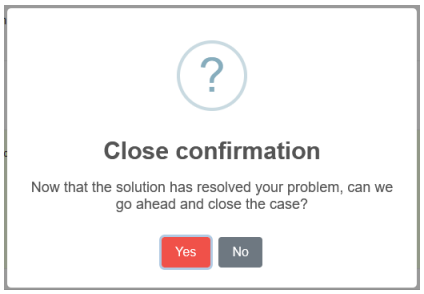
Case Closure Based on Customer Feedback

The newly introduced feature allows customers to give feedback on the proposed solutions. If the feedback is positive, the case will be automatically closed, eliminating the need for further communication from the Denodo Support Team.

When a case is shifted to the “Solution Offered” status, customers can provide their feedback. If the customer is content with the solution and clicks on the 👍 icon, a prompt will appear to initiate the case closure process.



- If the customer confirms the closure by selecting “Yes”, the case status will change to “Closed”.
- However, if the customer feels the need to keep the case open for the time being, they can select “No”. The case will remain in the “Solution Offered” status, and an automated comment will be added stating that the case will stay open.

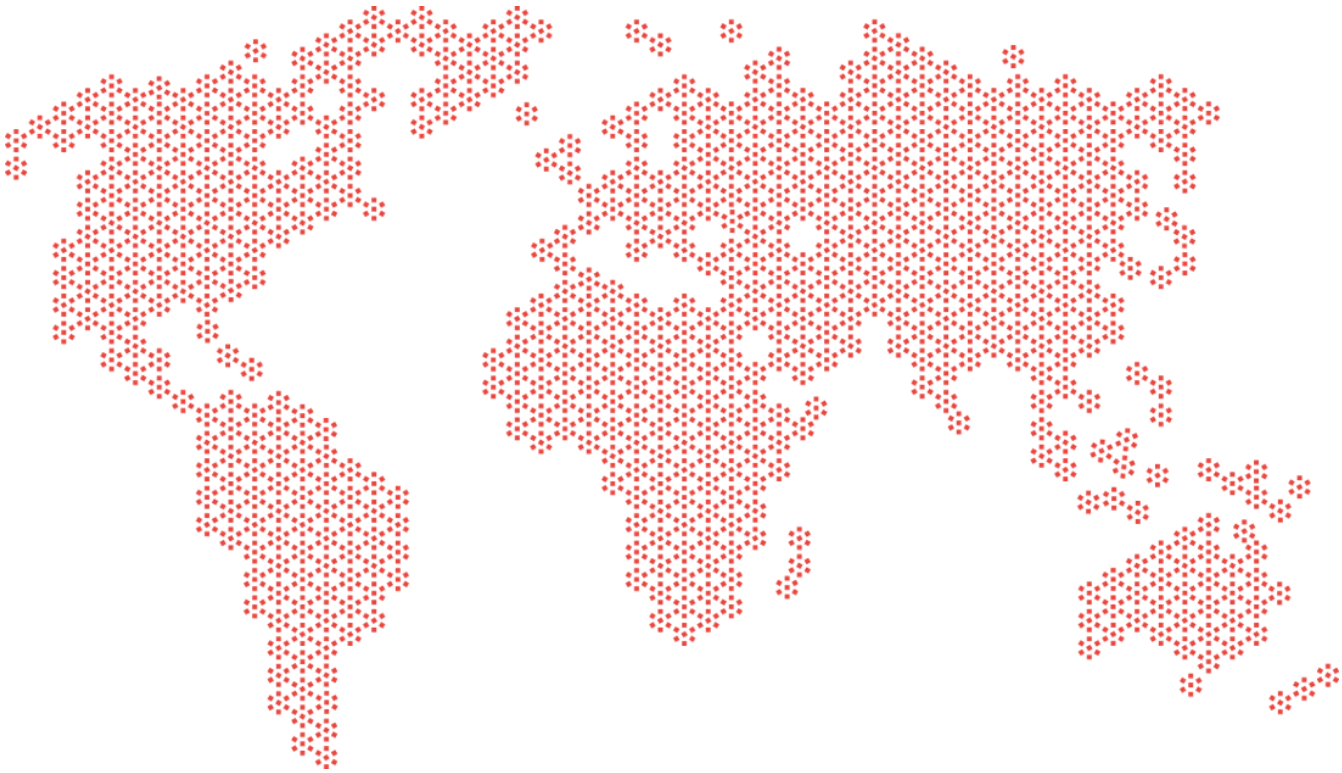


If the customer encounters issues with the solution, they can select the 👎 icon. The case will then move to the “Waiting for Customer Action” status, and the customer will be asked to explain why the provided solution was not effective.

August

Progress Bar on Attachment Uploads

When a file is attached to a Support Case, clicking “Submit” will now trigger a progress bar. This bar shows the percentage of the file upload process that has been completed.



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denodo

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