

RELEASE NOTES

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Carestream Dental Cloud Status Page

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Product: Cloud DPMS

## RELEASE NOTE - RELEASE HISTORY

# Carestream Dental Cloud Status Page

### Login Window

The URL for the status page is <https://cloudstatus.carestreamdental.com/>. When you first access the status page, you see the login screen below. If you signed up previously, enter your login information; otherwise, check your email messages for your enrollment notification.

If you have forgotten your password, use the **Forgot Password** option to reset your password.

**Note:** *One primary and one secondary email address may be enrolled.*



Thank you for your interest in receiving Carestream Dental Cloud Status notifications. To enroll, please complete the form below. Upon submission, a confirmation email will be sent within two business days to setup your password and grant access.

<http://www.carestreamdental.com/us/en/forms/status-io-form>

### Authentication Required To View This Page

Email Address

The Email you use with Carestream Dental.

Password

[Forgot Password?](#)

The password for the Carestream Dental status page (may be different from your Carestream Dental account).

AUTHENTICATE

### User Access

- When you are granted access to the status page, you receive the following email:

## Carestream Dental

You have been invited to view the **Carestream Dental** status page!

To setup your password to access the Carestream Dental status page, please use the following link:

[https://cloudstatus.carestreamdental.com/set\\_password/56dac1c1-3cc7-43f6-8de4-39eabb178525](https://cloudstatus.carestreamdental.com/set_password/56dac1c1-3cc7-43f6-8de4-39eabb178525)

- When you click the link and set up your password, you can access the status page immediately.



Thank you for your interest in receiving Carestream Dental Cloud Status notifications. To enroll, please complete the form below. Upon submission, a confirmation email will be sent within two business days to setup your password and grant access.

<http://www.carestreamdental.com/us/en/forms/status-io-form>

### Create A Password

You've been authorized to view the Carestream Dental status page. Please enter a password that you'll use to view this page.

<input type="password"/>	<input type="password"/>
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## Status Page Layout

- If there are problems with the cloud systems for your practice, the **All Systems Operational** section shows the details.

Cloud Status
SUBSCRIBE TO UPDATES

All Systems Operational
Refreshed less than 1 minute ago

### About This Site

Welcome to the Carestream Dental Cloud Status page! This page provides real-time status information regarding the performance and uptime of the components that are part of your Carestream Dental Cloud system. Please bookmark this page so you can come back to check the status of your cloud system or subscribe to notifications (email and text messaging alerts) regarding the current operating status of your cloud system.

- To see the statuses of your individual cloud components and a list of past incidents, scroll down:

Texas - SoftDent - App Server - 024	Operational
Texas - DPMS File Server - 001	Operational
Texas - Imaging File Server - 003	Operational
Texas - SQL Cluster	Operational
Texas - Cloud Imaging IIS - 001	Operational
Texas - Cloud Imaging Receiver - 002	Operational
Texas - SoftDent - CS Boost	Operational

### Past Incidents

**May 16, 2017**

No incidents reported today.

**May 15, 2017**

No incidents reported.

**May 14, 2017**

No incidents reported.

**May 13, 2017**

- Here is an example of what a past incident might look like:

### Past Incidents

#### May 16, 2017

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##### Test Incident - Database services frozen, investigating

**Resolved** - Rootcause identified and patches are being applied to database server this evening.

May 16, 12:52 EDT

**Monitoring** - Issue has been resolved by a reboot of the database server. The root cause of the issue is being investigated.

May 16, 12:45 EDT

**Investigating** - It has been reported that database services are frozen on the database server you occupy, we are investigating the issue currently.

May 16, 12:30 EDT

#### May 15, 2017

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No incidents reported.

#### May 14, 2017

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No incidents reported.

- Here is an example of what an incident looks like when reported:



Cloud Status

SUBSCRIBE TO UPDATES

##### Test Incident - Database services frozen, investigating

**Investigating** - It has been reported that database services are frozen on the database server you occupy, we are investigating the issue currently.

May 16, 12:30 EDT

- To see the cloud component that is in a failing or degraded state, scroll down:

Texas - SoftDent - App Server - 024	Operational
Texas - DPMS File Server - 001	Major Outage
Texas - Imaging File Server - 003	Operational
Texas - SQL Cluster	Operational
Texas - Cloud Imaging IIS - 001	Operational
Texas - Cloud Imaging Receiver - 002	Operational
Texas - SoftDent - CS Boost	Operational

- To view details, click the incident:

## Test Incident - Database services frozen, investigating

### Incident Report for Carestream Dental

**Investigating**

It has been reported that database services are frozen on the database server you occupy, we are investigating the issue currently.

Posted 2 minutes ago. May 16, 2017 - 12:30 EDT

This incident affects: Texas - DPMS File Server - 001.

[← Current Status](#)

Powered by [StatusPage.io](#)

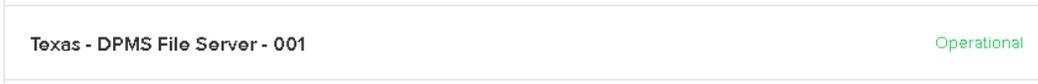
- Updates to the incidents are posted to the status page. Here is an example of an incident that has been updated:

**Test Incident - Database services frozen, investigating**

**Monitoring** - Issue has been resolved by a reboot of the database server. The root cause of the issue is being investigated.  
 May 16, 12:45 EDT

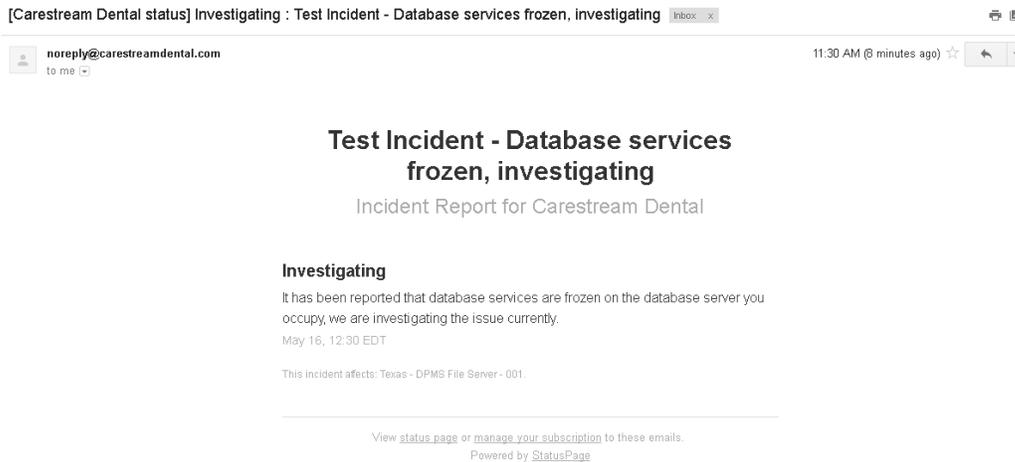
**Investigating** - It has been reported that database services are frozen on the database server you occupy, we are investigating the issue currently.  
 May 16, 12:30 EDT

- To see if the operational state of the cloud component has changed, scroll down. If the incident is resolved, the status of the component might change to **Operational**; for example:



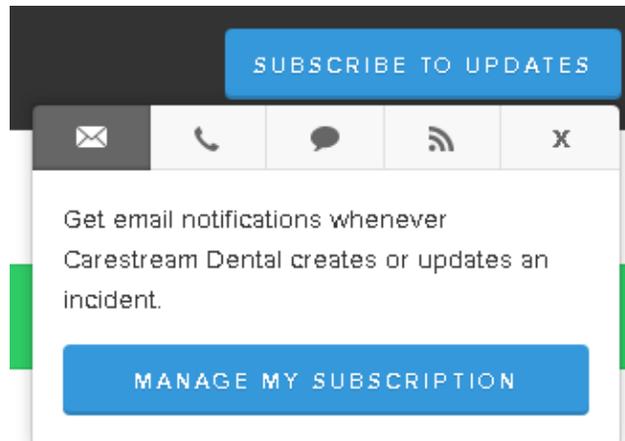
## Notifications

- If you are subscribed to a cloud component that has failed, you will receive an email alert. Links to the status page and subscription management tools are in the email message.



## Managing Subscriptions

- To manage your subscriptions, click **SUBSCRIBE TO UPDATE** on the status page. The following menu is displayed:



- To change the alerts you receive, click **MANAGE MY SUBSCRIPTION**.  
*Note: You should subscribe to ALL components if you would like to get alerts from the cloud status page or deselect ALL if you would like to stop receiving alerts.*
- Click **Toggle all** to deselect all the components and stop receiving alerts or **Toggle all** again to select all of the components and start receiving alerts again. Click **UPDATE PREFERENCES** to save your changes, or click **Current Status** at the bottom to exit without saving changes.

## Carestream Dental Email Notifications

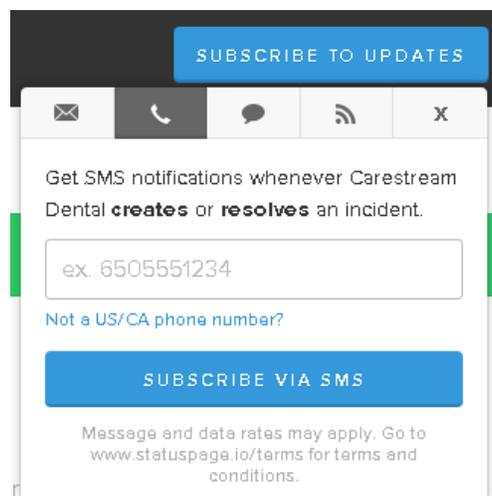
Manage notifications for sdstatuspage@gmail.com

What's this?

Texas - SoftDent - App Server - 024	<input checked="" type="checkbox"/>
Texas - DPMS File Server - 001	<input checked="" type="checkbox"/>
Texas - Imaging File Server - 003	<input checked="" type="checkbox"/>
Texas - SQL Cluster	<input checked="" type="checkbox"/>
Texas - Cloud Imaging IIS - 001	<input checked="" type="checkbox"/>
Texas - Cloud Imaging Receiver - 002	<input checked="" type="checkbox"/>
Texas - SoftDent - CS Boost	<input checked="" type="checkbox"/>

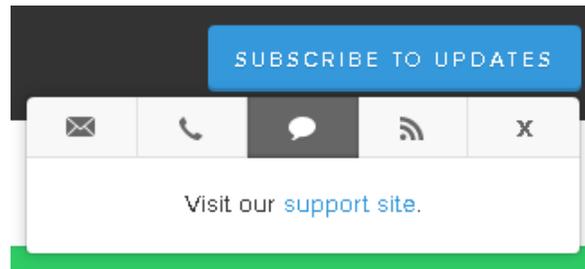
[UPDATE PREFERENCES](#) [Toggle all](#)

- To subscribe to text message alerts, click the **Phone** icon.  
*Note: Text messages are not set as a default alert.*



The screenshot shows a mobile interface for subscribing to updates via SMS. At the top, there is a blue button labeled "SUBSCRIBE TO UPDATES". Below this is a navigation bar with icons for email, phone, chat, RSS, and a close button. The main content area contains the text: "Get SMS notifications whenever Carestream Dental **creates** or **resolves** an incident." Below this is a text input field with the placeholder "ex. 6505551234". A link "Not a US/CA phone number?" is positioned below the input field. At the bottom of the form is a blue button labeled "SUBSCRIBE VIA SMS". A footer note states: "Message and data rates may apply. Go to www.statuspage.io/terms for terms and conditions."

- To link to the support website, click the **Conversation** icon. The link takes you to <http://www.carestreamdental.com/us/en/support/SupportInfo#ContactInfo>.



- To sign up for the Atom Feed or RSS Feed, click the **Satellite** icon.

