



# Home

## Platform Update: Message Broker Migration, release date: August 17th, between 18:30–23:00 CET

We are migrating the remaining ~60% of our platform from our proprietary message broker (STCMS) to ActiveMQ. ActiveMQ has already been running successfully within Onetrail for years, and parts of our platform have already been migrated to it. This final step completes the transition across the rest of the platform.

### What does this mean for you?

This change is expected to result in **improved stability and higher availability**, thanks to ActiveMQ's proven track record within our infrastructure.

### What do you need to do?

Nothing, no action is required on your part.

### Something not working as expected?

If you notice any unusual behavior or disruption during or after the migration window, please contact our support team via the usual support channels.

Thank you for your trust in Onetrail.

## Onetrail strengthens platform security and resilience with new protection layer, release date: Wednesday, August 12th

As part of our ongoing investment in the security and reliability of the Onetrail platform, we are adding an extra layer of protection: a Web Application Firewall (WAF) combined with an Application Load Balancer (ALB).

### What this means for you

- **Stronger protection against online threats.** The WAF actively filters malicious traffic, such as attempts to exploit web application vulnerabilities or automated bot attacks before it reaches our systems.
- **Improved availability and performance.** The Application Load Balancer intelligently distributes incoming traffic across our infrastructure, helping the platform stay fast and available, even during peak usage.
- **Faster response to new threats.** This setup allows us to update our defenses quickly as new types of attacks emerge, without impacting the services you rely on.

### Part of a broader security roadmap

This addition builds on the security foundation already in place across our platform and is one of several steps in our continuous effort to keep the Onetrail Trading Partner Network secure and resilient.

We will continue to invest in the security of our platform and keep you informed of relevant improvements through this channel.

The release will take place on Wednesday, August 12th, between 07:00 and 07:30.

If you have any questions about this update, please contact our customer care: <https://support.onetrail.com>

## Product grouping improvement — regional GTIN variants - release date: June 16th, 2026

Products that exist under multiple GTINs (for example a UPC for the USA and a GTIN for the rest of the world) are now grouped under a single product entry, provided they share the same manufacturer part number, brand, and condition.

As a result, you will see unified offers from all sellers for the same physical product, rather than duplicate entries (-OT variants).

Existing duplicate entries have been cleaned up as part of this release.

## Announcing the New Order Manager

Going live: Wednesday, June 10th

We're excited to announce the upcoming release of the **New Order Manager**. The Order Manager covers maintaining order status, creating shipments, and generating invoices.

**This release focuses on order status management.** Shipment and invoice creation will follow in subsequent announcements will be made for each.

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## What's New?

### Refreshed UI

A completely redesigned interface built for better usability, clarity, and a more intuitive workflow.

### New Order Tabs

Orders are now organised across four dedicated tabs:

**Ongoing:** your active orders at a glance

**Overdue:** orders with a scheduled delivery date that has passed

**Archived:** orders you've moved out of active view

**Completed:** orders that are done and dusted

### Cleaner Workspaces

Move orders to Archived at any time, keeping your Ongoing and Overdue tabs focused on what actually matters.

### Bulk Order Updates

Select multiple orders and update them all at once — no more one-by-one editing.

### And Much More

Many additional improvements are waiting to be discovered as you work with the new interface.

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## Switching Between Old and New

The interaction between the new and classic Order Manager is fully built-in. Switching between them is seamless with no disruption to your existing workflow.

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## Documentation & Support

Full user documentation is available online:

[View Documentation](#)

A **built-in chatbot** will also be added to the New Order Manager, so you can ask questions and get help right where you need it.

If you have any questions or encounter any issues, please contact your usual support channel.



#### App Upgrade

### Product Viewer & Message Viewer — Upgrade Released

Today, April 22nd 2026, we released an upgraded version of the Product Viewer and Message Viewer. This release includes a security upgrade to align with our new architecture and security standards, as well as visual improvements to match our standard styling guidelines. The upgrade has been deployed to both the acceptance and **production** environment.

## Sprint Review and planning

The review for Sprint 84 is available.

### Sprint reviews & planning

## Change in password security

We are committed to keeping your data secure while making your experience with the Onetrail Trading Partner Network as convenient as possible. In line with the latest security standards from the National Institute of Standards and Technology (NIST) Special Publication 800-63B, we are updating our password policy for all customer accounts and service user accounts (used for APIs and web services).

### What's Changing?

- **Password Expiry:**  
Passwords will no longer expire on a fixed schedule. You will only need to change your password if there is evidence of compromise or if you choose to do so.
- **Password Length:**  
The new minimum password length will be **15 characters**.
- **Password Complexity:**  
You will no longer be required to use special characters, uppercase, or lowercase letters. You are free to create a password or passphrase that is easy for you to remember, as long as it meets the minimum length.
- **Service User Accounts:**  
These changes also apply to service user accounts used for APIs and web services by your applications.
- **SFTP User Accounts:**  
SFTP user accounts are already exempt from password expiry and will remain unchanged.

### What Does This Mean for You?

- With your next password expiry, you will be prompted to change your password for the last time.
- Your new password must be at least 15 characters long.
- After this change, you will not be required to change your password again unless it is compromised.

### Why Are We Making This Change?

Recent research and updated NIST guidelines show that longer passwords are more secure and easier to remember than complex passwords that must be changed frequently. Eliminating forced complexity and scheduled password changes helps you create stronger, more memorable passwords and reduces the risk of predictable patterns.

### What Should You Do?

- When prompted, create a new password or passphrase with at least 15 characters.
- Choose something memorable and unique to you.

- You may use spaces and any printable characters, but you are not required to include special symbols or mixed case.

If you have any questions or need assistance, please contact our customer care team.

Thank you for helping us keep your account secure!

## Purchase Agent

At Onetrail, we regularly receive the question whether we can develop a module that automatically provides purchasing advice.

This module can determine, based on purchasing needs, which supplier is best to purchase from.

It takes into account stock, price, framework agreements, order and shipping costs, and possibly other relevant factors, potentially supported by AI.

We are curious whether this need also exists within your organization.

Do your purchasers currently manually select the supplier for each purchasing need, or is this process already automated?

We expect that automating this step will not only save significant time but also lead to more consistent and possibly more cost-effective purchasing decisions.

You can expect an email soon with some questions about this, many thanks in advance for your response, it will only take about 2-3 minutes.