https://cloudblue.com

Documentation Help and Support

Planned Maintenance

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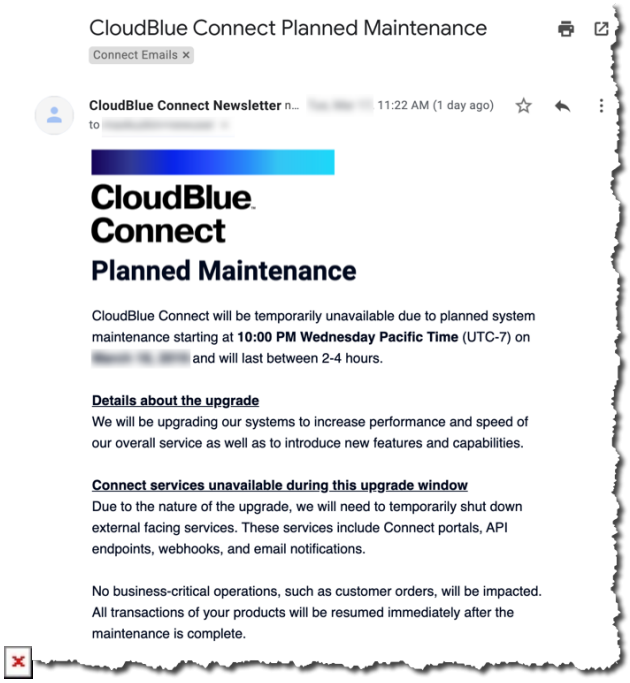
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In this article, we will outline the information on what to expect when there is a planned maintenance for CloudBlue Connect®.

CloudBlue Connect® platform is entirely managed by CloudBlue. As such, there is an expectation of Connect to undergo several planned major updates throughout the year. Although the planned update schedule varies from year to year, generally, there are five major updates – or roughly every 2-3 months (see **Release Notes** for the historical list of these updates).

Before the update

When there is a planned update about a week out, users receive Email notification announcing the scheduled update, the anticipated update time, and expected update duration. The Connect team will provide reasonable efforts to provide accurate details about the upcoming updates.


CloudBlue Connect Planned Maintenance

Connect Emails ×

CloudBlue Connect Newsletter n... 11:22 AM (1 day ago)

to

CloudBlue Connect

Planned Maintenance

CloudBlue Connect will be temporarily unavailable due to planned system maintenance starting at **10:00 PM Wednesday Pacific Time** (UTC-7) on and will last between 2-4 hours.

Details about the upgrade

We will be upgrading our systems to increase performance and speed of our overall service as well as to introduce new features and capabilities.

Connect services unavailable during this upgrade window

Due to the nature of the upgrade, we will need to temporarily shut down external facing services. These services include Connect portals, API endpoints, webhooks, and email notifications.

No business-critical operations, such as customer orders, will be impacted. All transactions of your products will be resumed immediately after the maintenance is complete.

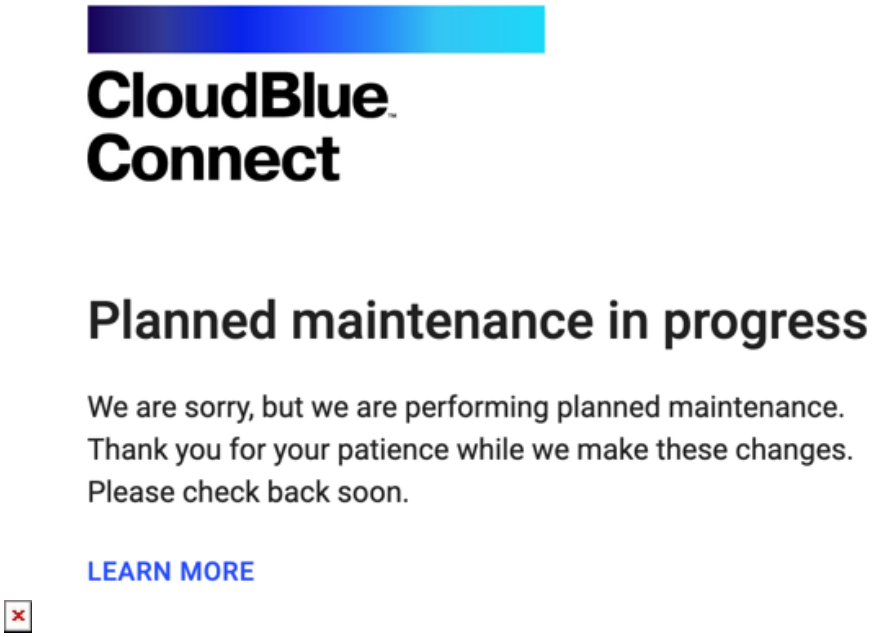
Connect maintenance notification Email

Generally, during these standard updates, there are no preparation needed from our user's perspective. If the update is a non-routine update and require actions from the users, the Connect team will reach out directly to the impacted users via listed email to ensure that the message is communicated and received.

During the update

Once the Connect platform begins its update, the Connect portal will not be accessible by any of the users. During this time, the maintenance placeholder window will be displayed, announcing that the product is undergoing an update.

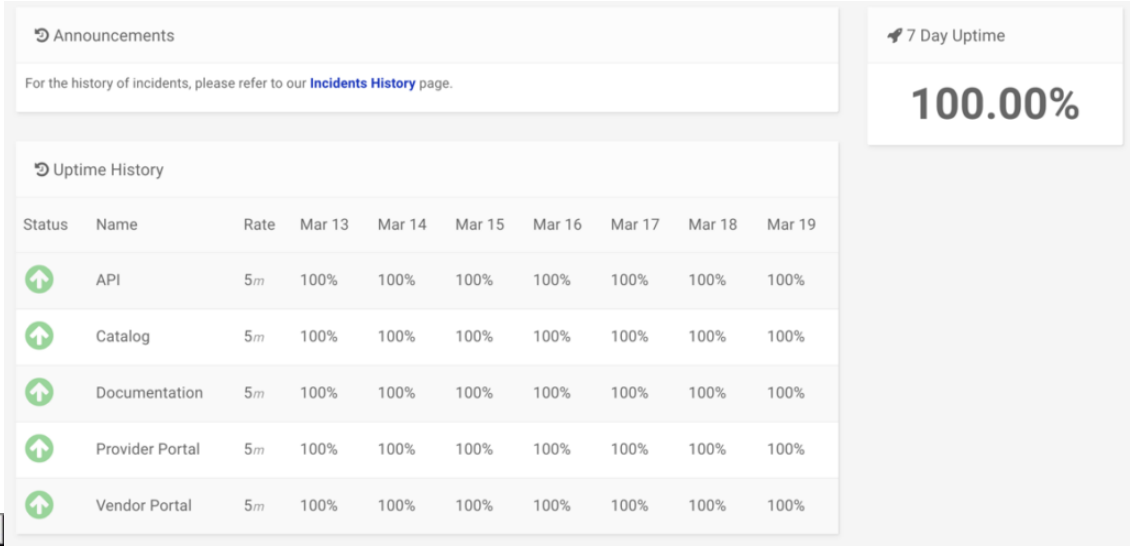
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Connect maintenance placeholder window

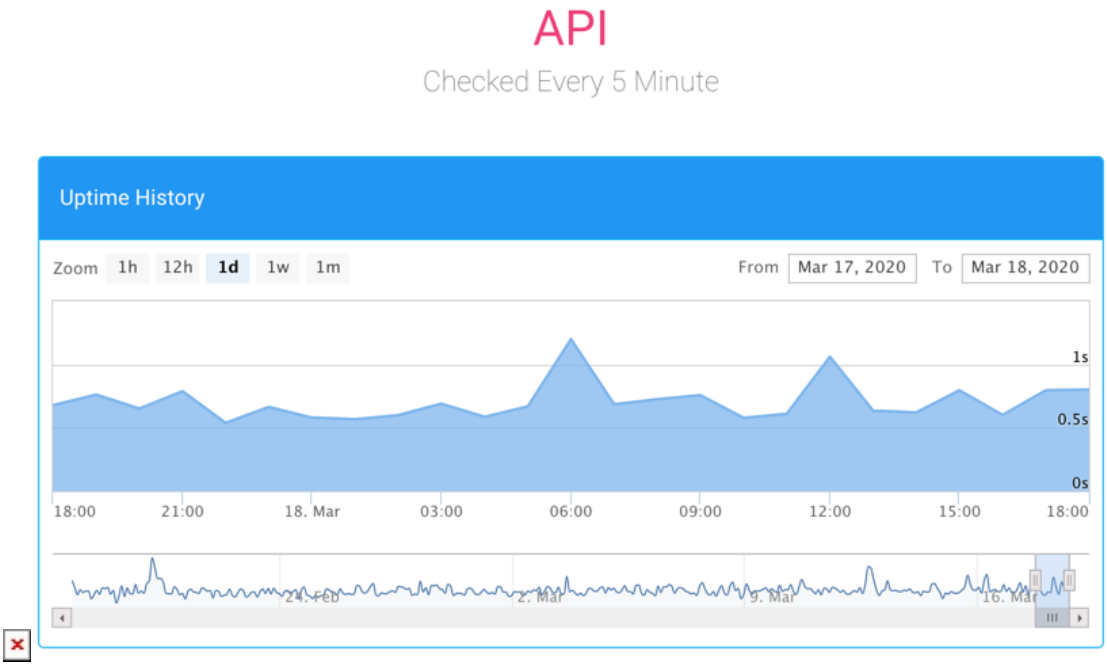
Additionally, Connect's API endpoints will not be accessible during this time and thus any requests to these endpoints will return a temporary error (503).

Real time status of Connect portals and API endpoints can be monitored using our **Connect Status** page with both real-time and historical availability data for the major system components:



Status	Name	Rate	Mar 13	Mar 14	Mar 15	Mar 16	Mar 17	Mar 18	Mar 19
	API	5m	100%	100%	100%	100%	100%	100%	100%
	Catalog	5m	100%	100%	100%	100%	100%	100%	100%
	Documentation	5m	100%	100%	100%	100%	100%	100%	100%
	Provider Portal	5m	100%	100%	100%	100%	100%	100%	100%
	Vendor Portal	5m	100%	100%	100%	100%	100%	100%	100%

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Expected upgrade duration time for standard scheduled updates is generally **one hour**. However, depending on the upgrade, it can take more or less time. The Connect team ensures their best effort to keeping this time to a minimum while delivering a quality upgrade.

From user's operational perspective, all fulfillment requests that are generated or modified during a maintenance window will be captured and placed in Connect's queues, ensuring nothing is lost during these update windows.

After the update

Once the update is complete, the maintenance notification will disappear and the Connect portal will be displayed and operational as normal. The API endpoints will also be live and operational as well. Connect's queues will automatically start processing in the portal and users will be able to resume normal operations.

There are no required actions from the users, but it is recommended that users review all business and technical processes (within Connect and associated products and services) to ensure everything is operating as expected.

Some systems integrated with CloudBlue Connect® might require special attention after the upgrade, like the following examples:

- CloudBlue Commerce After Planned Maintenance

In case of any issues, our **Support team** is available to help answer any of your questions and provide troubleshooting assistance.

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