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Status



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Please refer to our **Status Page** for the real-time updates on the possible issues with our services.



CloudBlue[™]
Connect

Incidents History

This page contains the list of the CloudBlue Connect platform incidents. All timestamps relative to the incidents are given in the **UTC** timezone. In case of any questions, please Contact our Support.

August 2020

August 11 - Technical Incident - Email notifications are not sent to some users

In the timeframe between **August 10 2020, 12:30 PM** to **August 11 2020, 6:00 PM UTC** some users may have experienced difficulties with the email notifications delivery.

The issue was caused by the technical difficulties of integration with the partner service (<https://sendgrid.com>) previously used by Connect to deliver emails.

The issue has been **resolved** by permanently **switching to the Amazon SES Email delivery service** for all of Connect users

and is still being monitored.

March 2020

March 19 - Technical issue - Some products are not visible in the portal

In the time frame between **March 19, 2020, 9:00 AM to 3:10 PM UTC**, we have detected that few of our users were facing a problem of not being able to access some of their products in the UI of the Inventory module.

This issue was caused by the temporal misconfiguration of the products database as a result of the planned maintenance, no data was lost and no automated integration scenarios were affected..

The issue has been **resolved**.

March 19 - Planned Maintenance - Platform is updated to the release v19

In the timeframe between **March 19, 2020, 5:22 AM to 8:03 AM UTC** CloudBlue Connect Platform has been upgraded to the Release v19. Please refer to our Planned Maintenance page for more details about the process.

March 18 - Technical Incident - Some users are not able to Sign In

In the timeframe between **March 18 2020, 4:05 PM to 5:43 PM UTC** a subset of users experienced difficulties signing in to the Connect Portals through the connect.cloud.im brand.

This issue was caused by the temporal misconfiguration of the brand settings and didn't affect any of the runtime components like API and other integrations.

The issue has been **resolved**.

March 11 - Technical Incident - Email notifications are not sent to some users

In the timeframe between **March 11 2020, 2:00 AM to March 12 2020, 1:00 AM UTC** some users may have experienced difficulties with the email notifications delivery.

The issue was caused by the unannounced **changes in the templates API** functionality between the partner service (<https://sendgrid.com>) and library (<https://github.com/anymail/django-anymail>) library used by Connect to deliver emails.

The issue has been **resolved** and is still being monitored.