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# Status



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Auto-generated at April 16, 2025



**CloudBlue  
Connect**

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

## 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.

### Oct 2024

#### **Oct 26 - Planned Maintenance - Platform is updated to the release v34**

In the timeframe between **Oct 26, 2024, 07:00 AM to 07:15 AM UTC** CloudBlue Connect Platform has been upgraded to the Release v34. Please refer to our Planned Maintenance page for more details about the process

### Jul 2024

#### **Jul 27 - Planned Maintenance - Platform is updated to the release v33**

In the timeframe between **Jul 27, 2024, 07:00 AM to 07:20 AM UTC** CloudBlue Connect Platform has been upgraded to the Release v33. Please refer to our Planned Maintenance page for more details about the process

### May 2024

#### **May 11 - Planned Maintenance - Platform is updated to the release v32**

In the timeframe between **May 11, 2024, 06:00 AM to 06:20 AM UTC** CloudBlue Connect Platform has been upgraded to the Release v32. Please refer to our Planned Maintenance page for more details about the process

### January 2024

#### **January 31 - Planned Maintenance - Platform is updated to the release v31**

In the timeframe between **January 31, 2024, 06:00 AM to 06:20 AM UTC** CloudBlue Connect Platform has been upgraded to the Release v31. Please refer to our Planned Maintenance page for more details about the process



## November 2023

### November 29 - Planned Maintenance - Platform is updated to the release v30

In the timeframe between **November 29, 2023, 06:00 AM to 06:20 AM UTC** CloudBlue Connect Platform has been upgraded to the Release v30. Please refer to our Planned Maintenance page for more details about the process.

## October 2023

### October 11 - Planned Maintenance - Platform is updated to the release v29

In the timeframe between **October 11, 2023, 06:00 AM to 06:25 AM UTC** CloudBlue Connect Platform has been upgraded to the Release v29. Please refer to our Planned Maintenance page for more details about the process.

## July 2023

### July 26 - Planned Maintenance - Platform is updated to the release v28

In the timeframe between **July 26, 2023, 06:00 AM to 06:25 AM UTC** CloudBlue Connect Platform has been upgraded to the Release v28. Please refer to our Planned Maintenance page for more details about the process.

## April 2023

### April 18 - Planned Maintenance - Platform is updated to the release v27

In the timeframe between **April 18, 2023, 10:15 PM to 10:40 PM UTC** CloudBlue Connect Platform has been upgraded to the Release v27. Please refer to our Planned Maintenance page for more details about the process.

## November 2022

### November 28 - Planned Maintenance - Platform is updated to the release v26

In the timeframe between **November 28, 2022, 10:15 PM to 10:40 PM UTC** CloudBlue Connect Platform has been upgraded to the Release v26. Please refer to our Planned Maintenance page for more details about the process.

## April 2022

### April 18 - Planned Maintenance - Platform is updated to the release v25

In the timeframe between **April 18, 2022, 10:15 PM to 10:40 PM UTC** CloudBlue Connect Platform has been upgraded to the Release v25. Please refer to our Planned Maintenance page for more details about the process.



## November 2021

### November 29 - Planned Maintenance - Platform is updated to the release v24

In the timeframe between **November 29, 2021, 10:15 PM to 10:40 PM UTC** CloudBlue Connect Platform has been upgraded to the Release v24. Please refer to our Planned Maintenance page for more details about the process.

## July 2021

### July 12 - Planned Maintenance - Platform is updated to the release v23

In the timeframe between **July 12, 2021, 10:15 PM to 10:40 PM UTC** CloudBlue Connect Platform has been upgraded to the Release v23. Please refer to our Planned Maintenance page for more details about the process.

## March 2021

### March 08 - Planned Maintenance - Platform is updated to the release v22

In the timeframe between **March 8, 2021, 10:15 PM to 10:40 PM UTC** CloudBlue Connect Platform has been upgraded to the Release v22. Please refer to our Planned Maintenance page for more details about the process.

## October 2020

### October 20 - Planned Maintenance - Platform is updated to the release v21

In the timeframe between **October 20, 2020, 0:00 AM to 1:00 AM UTC** CloudBlue Connect Platform has been upgraded to the Release v21. Please refer to our Planned Maintenance page for more details about the process.

## 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.



## July 2020

### July 09 - Planned Maintenance - Platform is updated to the release v20

In the timeframe between **July 09, 2020, 0:00 AM to 1:00 AM UTC** CloudBlue Connect Platform has been upgraded to the Release v20. Please refer to our Planned Maintenance page for more details about the process.

## 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.