

Marketing Cloud | Maintenance Update ^[1]

August 2, 2017 by [Kate O'Connell](#) ^[2]

Salesforce Marketing Cloud Update

Please be advised of the following maintenance update for Marketing Cloud:

As a Salesforce Marketing Cloud customer, we are notifying you that we will be performing maintenance on the database that Member ID 7205519 resides on during the following window: 8:00am – 2:00pm US Eastern Time on 08/12/2017. During this maintenance, our Technology team will be installing new storage arrays, and customers will experience a 5- to 10-minute service interruption of their synchronous API activities, imports, exports, email sending, Journey processing, and mobile sending. The Marketing Cloud Trust site, <https://trust.marketingcloud.com/> ^[3], will be updated when the maintenance begins and completes. This maintenance is Phase 1 of our Marketing Cloud Infrastructure Upgrade initiative, which you previously received notice of in May 2017. Throughout this initiative, the infrastructure supporting Email Studio and Mobile Studio will be upgraded with new software and hardware components that are designed to improve reliability and increase your organization's capacity for growth using Marketing Cloud.

If you have questions about this maintenance update, please reach out to Kate via TaskRay or [submit a help ticket](#). ^[4]

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Yes

Source URL: <https://www.cu.edu/blog/set/marketing-cloud-maintenance-update>

Links

^[1] <https://www.cu.edu/blog/set/marketing-cloud-maintenance-update>

^[2] <https://www.cu.edu/blog/set/author/292> ^[3] <https://trust.marketingcloud.com/>

^[4] <https://www.cu.edu/ecomm/help>