

Agvance Status

Last Modified on 12/28/2023 8:30 am CST

Details

December 27-28, 2023

Resolved SKY Mapping Outage

12/28/23 The fix has been deployed and the updates are working as expected.

12/27/23 9:00 p.m. Sky Mapping has a planned outage this evening December 27th beginning at 9:00 p.m and will last approximately one hour. This outage is to fix the SKY Grower Summary (Timeout issue when more than one page) , SKY Field Record Notebook (Time out error), and the Split Screen Compare (when using the Ctrl key with harvest data that is not complete).

We will provide updates as they become available. Thank you for your patience.

November 07-08, 2023

TeamSupport

11/08/23 TeamSupport is currently working as expected. There may be a delay in support calls. Thank you for your patience.

11/07/23 2:59 p.m. TeamSupport, our call ticketing system, currently has an outage. This could result in support call delays. Thank you for your patience.

November 01-02, 2023

Resolved SKY Mapping

11/02/23 8:38 a.m. The *Layers* tab in SKY Mapping is now working as expected. Work is still being done regarding the Org Level changer displaying other customers when a customer is selected.

11/1/23 9:04 a.m. SKY Mapping is currently experiencing technical difficulties where fields could be doubled up on the *Layers* tab. With the Org Level changers, when a customer is selected, other customers will still be displayed.

October 27, 2023

Resolved SKY Mapping

7:20 - 7:47 a.m.

We were previously experiencing technical difficulties with SKY Mapping. This has been addressed and is being monitored. Thank you for your patience.

September 29, 2023

RESOLVED SKY Mapping

8:48 - 11:05 a.m.

Sky Mapping was previously experiencing technical difficulties. The following were affected:

- Adding fields
- Modifying field boundaries
- Using the Cadastral layers on the *Layers* tab (i.e. Counties/Townships/Sections)
- Viewing the Soil Type Layers
- Zooming to fields (if any Cadastral layers are turned on)

August 10, 2023

RESOLVED GoTo Outage

4:00 - 4:20 p.m. We are experiencing issues with GoTo, our phone system. This could result in support call delays. We will provide updates as they become available.

June 19, 2023

RESOLVED Adding SKY and Grower360 Users

10:00 - 11:18 a.m. We are experiencing issues adding Grower360 and SKY users.

June 13, 2023

RESOLVED AWS Technical Difficulties

1:59 p.m. Amazon Web Services (AWS) is experiencing technical difficulties that could impact your use of Agvance SKY including applications. We will provide updates as we receive them. Thank you for your patience during this time.

2:34 p.m. AWS has identified the root cause. Thank you for your patience.

May 31, 2023

RESOLVED SKY Mapping Mobile App

5/31 8:17 a.m. - 6/2 11:31 a.m. The Sky Mapping mobile application has been approved and is available on the App Store for download. The current version is "3.10.02."

Important Note: If a user has previously downloaded the corrupted version "4" (located at the bottom left of the

login page), they will have to manually download the new version from the App Store.

Thank you for your patience.

April 11, 2023

RESOLVED Agvance SKY Connectivity Issue

10:20 a.m. -10:30 a.m. We recently experienced technical difficulties with Agvance SKY. This issue has since been resolved. Thank you for your patience.

March 31, 2023

RESOLVED API Outage

Due to some recent updates to AWS environments, the Agvance APIs are currently unavailable. This is affecting the ability for transactions to be uploaded to Grower360 and to email invoices, etc. Credentials for Legacy Mapping soil type service are also not available.

We will provide updates as they are available. Thank you for your patience!

March 15, 2023

RESOLVED SMS & Multi-Factor Authentication

Due to some recent US mobile carrier regulation changes, we are experiencing some technical difficulties regarding SMS and Multi-Factor Authentication in SKY and SKY Apps (Apply, Inform, Warehouse, and Contain). If currently logged in, SKY should function as expected until logging out.

- Those with Multi-Factor Authentication enabled with SMS will not be able to log into SKY
- New Multi-Factor Authentication cannot be set up using SMS

We will provide updates as they are available. Thank you for your patience!

February 16, 2023

RESOLVED SKY Analytics

Overnight we experienced an issue causing users to lose licenses. This has been addressed and is being monitored. Please reach out to Support if you are still having issues.

December 16, 2022

RESOLVED SKY Mapping

9:30am - 1:00pm - Some users were unable to edit fields in SKY Mapping.

October 12, 2022

RESOLVED Customer

8:00am - 3:10pm – Some users were unable to access SKY Customer.

September 10, 2022

RESOLVED Agvance Scheduled Maintenance Complete.

August 09, 2022

RESOLVED SKY Mapping

2:00pm - 2:33pm – SKY Mapping was experiencing technical difficulties.

July 05, 2022

RESOLVED Tableau Server

7:35 - 8:00am – Customer data will be missing only July 4th data until tonight's data refresh due to a temporary connection issue that has been resolved. Thank you for your patience.

June 01, 2022

RESOLVED Agvance SKY Connectivity Issue

9:05 - 9:52am – We previously experienced connectivity issues and slowness with hosted servers and Agvance SKY. This issue has since been resolved. Thank you for your patience.