

## **Marketing Cloud Service Outage Alert - March 9** <sup>[1]</sup>



March 1, 2017 by [Kim Egan](#) <sup>[2]</sup>

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The CU eComm team has been working with our vendor to resolve issues that have affected significant portions of users – whether in sending, saving or tracking emails. eComm will execute a large-scale platform change next week that will require downtime during business hours.

**Beginning at 10 a.m. on Thursday, March 9, eComm users will be unable to log in and send emails through Marketing Cloud. The service outage will take place on March 9, but has the possibility to extend through March 10 – 12.** Tracking data (opens, clicks, etc.) for any emails sent prior to 10 am March 9, will not be sent to Salesforce. A manual import will take place the week of March 20.

We are fully aware of the potential disruptions to work processes. Teams from CU and Marketing Cloud will work concurrently. The effort could only be scheduled during business hours to achieve the level of collaboration needed for this major platform change. Our goal is to bring the service back to the level at which it should be performing. We are providing this advance notice so you can plan accordingly.

eComm users will receive two reminders next week. During the Marketing Cloud downtime, please visit the [eComm website](#) <sup>[3]</sup> for updates. eComm Specialist will send email alerts to users as well. We regret the inconvenience this may cause, but we plan to provide a more stable and functional tool as a result.

**Please contact your [eComm Specialist](#) <sup>[4]</sup> with questions.**

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