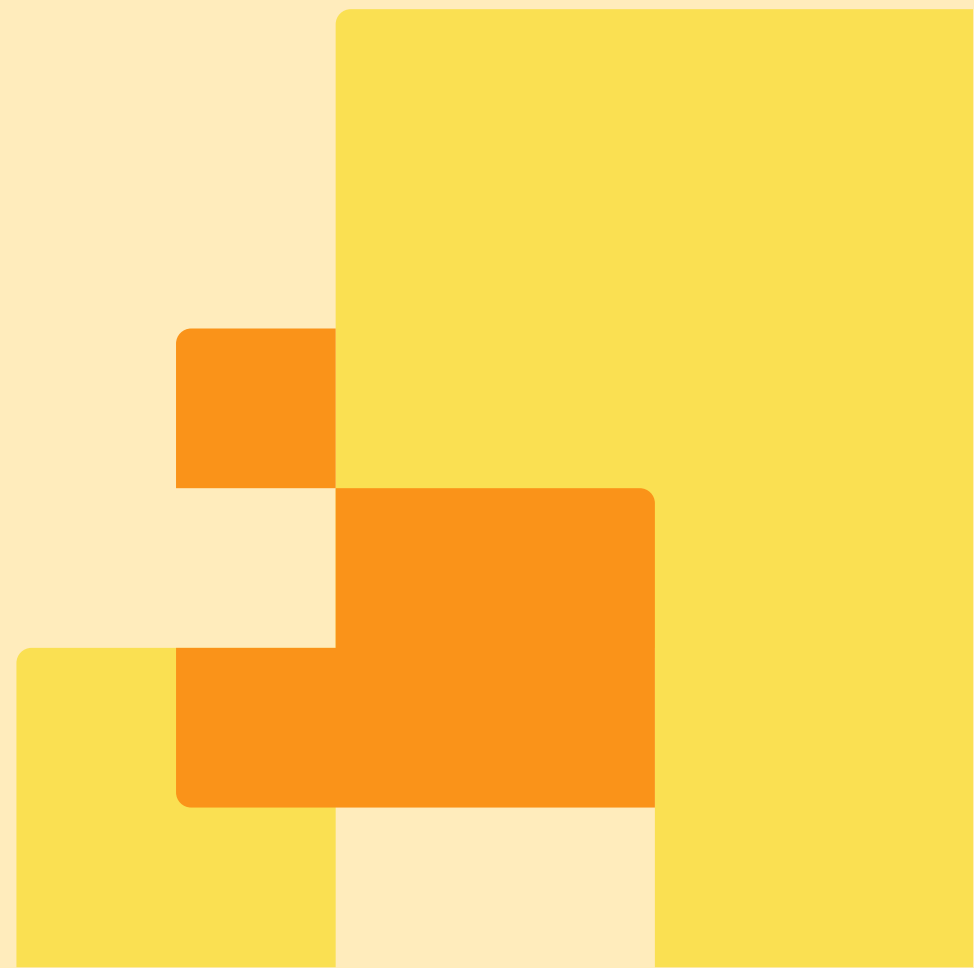


Unavailability of the API services



Availability of the API services - Introduction



The environments (test and production) are not always up and running due to:

- **installations,**
- **updates,**
- **other events.**

When an environment is not available this will result in **errors in the API services.**

Further in this document you will find an **overview** detailing **when the environments are unavailable.**

Please keep in mind:

- **Check the availability before contacting api support.**
- **On the test-environment unexpected down time may occur.**
 - In case of an issue on test-environment, please try again at a later moment before contacting api support.

Unavailability – August 2024

Date	Description	Environment
Thu 08/08/2024	Downtime between 20h-22h	Production
Sat 10/08/2024	Downtime between 12h-19h	Production
Wed 14/08/2024	Possible downtime between 20h-22h	Production
Wed 21/08/2024	Possible downtime between 18h-24h	Test
Thu 22/08/2024	Possible downtime between 21h-01h	Test
Thu 29/08/2024	Possible downtime between 21h-01h	Production

Unavailability – September 2024

Date	Description	Environment
Fri 06/09/2024 – Mon 09/09/2024	release 2024/3 (Sep 24) - R48 (2 Day Release) Downtime from 06/09 17h till 09/09 07h	Production
Thu 12/09/2024	Downtime between 20h-22h	Production
Sat 14/09/2024	Downtime between 12h-19h	Production
Wed 18/09/2024	Possible downtime between 20h-22h	Production
Thu 19/09/2024	Possible downtime between 21h-01h	Test
Thu 26/09/2024	Possible downtime between 21h-01h	Production

Unavailability – October 2024

Date	Description	Environment
Thu 10/10/2024	Downtime between 20h-22h	Production
Sat 12/10/2024	Downtime between 12h-19h	Production
Wed 16/10/2024	Possible downtime between 20h-22h	Production
Thu 24/10/2024	Possible downtime between 21h-01h	Test
Thu 31/10/2024	Possible downtime between 21h-01h	Production

Unavailability – November 2024

Date	Description	Environment
Sat 09/11/2024	Downtime between 12h-19h	Production
Thu 14/11/2024	Possible downtime between 20h-22h	Production
Fri 15/11/2024 – Mon 18/11/2024	release 2024/4 (Nov 24) - R49 (2 Day Release) Downtime from 15/11 17h till 18/11 07h	Production
Wed 20/11/2024	Possible downtime between 20h-22h	Production
Thu 21/11/2024	Possible downtime between 21h-01h	Test
Thu 28/11/2024	Possible downtime between 21h-01h	Production

Unavailability – December 2024

Date	Description	Environment
Thu 12/12/2024	Downtime between 20h-22h	Production
Sat 14/12/2024	Downtime between 12h-19h	Production
Wed 18/12/2024	Possible downtime between 20h-22h	Production
Thu 19/12/2024	Possible downtime between 21h-01h	Test
Thu 26/12/2024	Possible downtime between 21h-01h	Production

Upcoming months

For the following months, this document will be supplemented at a later date.

In case of questions, please get in touch with our api support team via api@baloise.be