



[Web Server Down Temporarily \[RESOLVED 3-03\]](#)

Category : [Announcements](#)

Published by Alicia Stella on Feb-16-2014

We're currently experiencing an unplanned web outage while upgrading our servers. We're very sorry for the trouble, but web-based products will not be able to access the database during this time.

Will keep you posted on progress here and through [in-world group](#)

RESOLVED: All items should be running now. See updates below:

UPDATE 3/03 The system may go down for brief moments around midnight PST each night this week. Also, some system emails are down temporarily. Please report any other bugs, errors, or unusual behavior to Alicia Stella in-world.

UPDATE 2/28 5:22PM PST The visitor tracker should now be running and your objects should work after being reset. Over the next few days the server may go down again for brief periods while we work on it. If you purchased the Visitor Tracker within the last two weeks and it's not connecting to database anymore you should IM Alicia Stella in-world for a new object version.

UPDATE 2/26 11:55AM PST Still working on restoring service to the visitor tracker. I apologize for the delay.

UPDATE 2/23 8:20PM PST Sorry but Visitor Tracker must remain offline for now until the server is running more smoothly. It could be a day or two more, but hopefully sooner. Stay tuned here for updates.

UPDATE 2/23 7:00PM PST The Tipping Server and Plugins should now be working. You will need to reset your servers in-world.

UPDATE 2/23 6:40PM PST The following products should now be working again: Raffle Systems, Group Info Board, GiveAway System, Delivery Server, and Camper Server. You may need to reset the objects in-world, but they should be able to connect to web again.

UPDATE 2/23 6:20PM PST Web Tools site back up. If you registered within last 4 days you may need to re-register. Registrations and logins are open now. Products should start coming back online soon.

UPDATE 2/21 System should come back online within 72 hours. Some products may come back online before others.

UPDATE 2/20 Web Tools registrations are currently down. Do not make any changes



to any web tools products on web at this time.