

Server status: All servers at Newbase are operational.

- **Ongoing incidents**

- No active incidents

- **Planned Maintenance**

- There is a scheduled maintenance for Production Tomcat on 08-Nov-2025 in the following interval: 22:00 - 01:00 (GMT+2). Workload will restart and downtime can be expected.

- **Updates**

- Updates are often performed in the morning between 5:00 and 6:00 AM or Sunday morning, resulting in a short interruption of about 2 minutes. 10-15 minutes before this interruption, a message prompts the user to save their work, and 3, 2, and 1 minute before the restart. Updates can be seen in our release notes page ([Dutch](#) and [English](#)) .

- **Previous incidents (last 30 days)**

- **Oct 22, 2025 - 07:10AM (CEST) restart outage**

- Time: Started at 07:10 (CEST)
- Resolved Oct 22, 2025 - 07:12 (CEST)
- Reported on Oct 22, 2025 - 07:00 (CEST)
- Cluster(s) Impacted: all
- Problem definition:
 - Needed restart for extra logging
- This was a planned restart.

- **Oct 20, 2025 - 08:20AM (CEST) restart outage**

- Time: Started at 08:20 (CEST)
- Resolved Oct 20, 2025 - 08:23 (CEST)
- Reported on Oct 20, 2025 - 08:00 (CEST)
- Cluster(s) Impacted: all
- Problem definition:
 - Duplicate to invoice was not possible.
 - Patch module was not accessible
- Plan of action / solution:
 - Added in the test plan extra duplicate functionality.
 - Added in the test plan to access the patch module too.
- This was an incident.

- **SCS-1447 - Sep 17, 2025 - 05:30AM (CEST) Critical outage**

- Time: Started at night
- Resolved Sep 17, 2025 - 06:20AM (CEST)

- iii. Reported on Sep 17, 2025 - 05:30AM
- iv. Cluster(s) Impacted: all
- v. Problem definition:
 - Users could not log in to the Newbase environment.
- vi. Plan of action / solution:
 - This ticket documents a blocker bug where a production rebuild failed, causing server downtime due to incorrect AWS credentials in a secret.
 - The rebuild failed because the Docker image push to Amazon ECR was denied with a 403 Forbidden error.
 - Root cause: the secret key for AWS access was misnamed "ID" instead of the expected "IAM_ACCESS_KEY."
 - This misnaming prevented credential renewal, causing the image push failure and server downtime.
 - Cloud provider Servoy identified and fixed the secret key issue.
 - Newbase confirmed the system works again after the fix.
 - This was an incident.