

Slower content previews.

Resolved

Between 11:47 AM and 12:50 PM PDT, users may have experienced slowness with Content Preview on recently uploaded content. The issue has been confirmed as resolved.

Posted 6 years ago. Oct 20, 2014 - 15:05 PDT

Monitoring

As of 12:50pm PDT the issue with slower content preview is resolved. We will continue to monitor.

Posted 6 years ago. Oct 20, 2014 - 12:50 PDT

Investigating

As of 11:47AM PDT, some customers may be experiencing slower content previews on recently uploaded content. We're currently investigating.

Posted 6 years ago. Oct 20, 2014 - 11:47 PDT

This incident affected: Box Platform / API (Content Preview).

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If you are experiencing a real-time issue with one of our services that is not described above, [please notify us immediately](#).

Please upgrade to a [supported browser](#) to get a reCAPTCHA challenge.

 [Read about Box's Continuity Plan during COVID-19](#)

[Why is this happening to me?](#)