







### **EcommerceBytes Blog**

News and insight focusing on ecommerce. by Ina Steiner, Editor of EcommerceBytes.com

Fri Feb 22 2013 09:23:58

## **eBay Experiences Search Outage Friday Morning**

By: Ina Steiner

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eBay search was broken on Friday morning according to an email from a reader and users who reported the problem on the eBay discussion boards.

On this thread, a seller described the problem, saying searchers were bringing back zero results. "Trying to search and do research but all searches come back with ZERO results anyone else having this problem or just me?" The users reported that Advanced Search also failed to work.

The problem was reported on this thread at 6:56 am EST, and appeared to be fixed by 8:30 am. It isn't certain when the outage began, but could be close to the all-important 2-hour mark. That's because according to eBay's outage policy, "In the event of a title search outage of one or more hours, eBay automatically credits all associated fees for affected listings

eBay had a similar outage in April. Keep an eye on search today, and let us know if any glitches persist! In the meantime, we've got an inquiry into eBay to see the official duration of the search outage.

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### **Readers Comments**

eBay Experiences Search Outage Friday Morning

by: dans parts 🏖

Fri Feb 22 11:28:09 2013

I had a Buyer email me this morning wanting shipping charges. Told him that they were already there on the Shipping/Payment tab, and he emailed back that he had already tried it, and it told him to check auction details, which is why he emailed. He emailed back later to tell me that the shipping amount is now showing on that page.

Maybe connected to Search outage?

Who knows with all the failing architecture of eBay.

eBay Experiences Search Outage Friday Morning



by: Rexford

Fri Feb 22 11:39:29 2013

I guess the best that we can hope for is that it re-indexes our items so that we are not buried in search. :)

eBay Experiences Search Outage Friday Morning



🌇 by: Sandymenu

Fri Feb 22 14:33:20 2013

Sounds like Mother Nature is to blame this time.

From Minnesota to North Carolina and New England, states brace for winter storm.

A winter storm moved east on Friday after hammering the Great Plains, and more than a dozen states were forecast to be hit in the coming days.

eBay Experiences Search Outage Friday Morning



by: Ming the Merciless

Fri Feb 22 15:45:57 2013

If the search outage lasted two hours or more will the pathological liars at ebay ever admit it?

As I recall, they didn't the last time.

eBay Experiences Search Outage Friday Morning

by: Ibyron &

Sat Feb 23 00:33:59 2013

Frankly Search has been broken since October.

|                  | eBay Experiences Search Outage Friday Morning |
|------------------|---|
| by: gutspiller 🎍 |   |
|                  | Sun Feb 24 16:10:55 2013                      |

Search broken since October?

Complete Ebay has been broken. My sales fell from a cliff at that time and haven't been normal since.

There's a lot more going on on Ebay then only a broken search. Sales went dead with me and a lot of other sellers. This has got nothing to do with the economy and other factor but is all due to Ebay.

| eBay Experiences Search Outage Friday Morning  |
|--|
| by: Jbyron 🎍   |
| Sun Feb 24 16:56:15 2013   |
| @ Gutspiller. You are right. No one is saying what happened in October but my sales are down 58% since then. |

| eBay Experiences Search Outage Friday Morning   |  |  |
|---|--|--|
| by: Just Plain Irritated 🏖  |  |  |
| Sun Feb 24 23:55:41 2013  |  |  |
| Might the broken search have something to do with the free lising special that selected |  |  |

Might the broken search have something to do with the free lising special that selected seller received this week. Is the system so over-loaded that it couldn't handle it?

|             | eBay Experiences Search Outage Friday Morning |
|-------------|---|
| by: Grace 🏖 |   |
|             | Mon Feb 25 00:31:46 2013                      |

We haven't been getting feedback and lost our trs status due to low shipping feedback. I think ebay is holding off on the feedback to prevent increasing the good shipping feedback. Now we will have to pay more.

| eBay Experiences Search Outage Friday Morning |  |  |
|---|--|--|
| by: Bloggo 🏖                                  |  |  |
| Mon Feb 25 03:41:21 2013                      |  |  |
| They ran out of floppy-discs again.           |  |  |

# eBay Experiences Search Outage Friday Morning by: Philip Cohen Mon Feb 25 05:36:37 2013 And they would be the original 8" floppy disks too ...







I find it unthinkable to think that ebay could have a glitch. They have total control of this site. You must have done some thing or ebay may not like what your doing.

Why would ebay cut your search? didn't you know that ebay is a FOR PROFIT COMPANY.

Small seller pay higher fees and they are bring a large number into the site. If they don't sell they won't try to build their business. Don't worry they will turn your search on a little every few days just to give you some hope.

ebay works hard to help small sellers have hope they will move on to the next level.

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|           | Even though you are signed in with the AuctionBytes Blog, you will have to sign in to the EcommerceBytes blog. But you can sign in with your existing AB Verify info. |  |  |  |  |

### **Ecommerce EKG**

| ebay | I have tried for WEEKS to change my preferred form of |
|------|---|
| ebay | Not able to update contact info on seller account.    |

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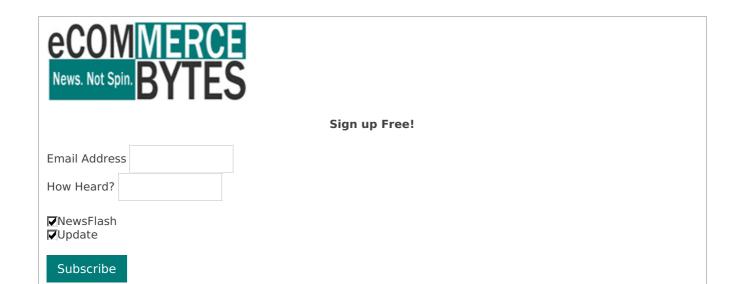
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