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eBay Finally Back Up after All Day Outages

By Ina Steiner

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It's been a hellish day for eBay sellers - and for eBay - after a routine weekly maintenance session turned into an outage followed by technical glitches all day. eBay said it would extend some protections to sellers who were impacted by the problems, and said it sincerely regretted that it did not live up to some of the high expectations its community had for its platform.



The problems were reminiscent of eBay's famous June 1999 outage that lasted nearly 24 hours, though in today's case, it was not a full-day hard-outage.

eBay spokesperson Ryan Moore told EcommerceBytes in an email at 5:50 pm EST that several eBay sites and customer service platforms around the world experienced intermittent outages between 11:45 pm (PST) on August 22nd to 6:00 am (PST) on August 23rd.

"This was the result of technical issues that occurred during scheduled

THIS was the result of technical issues that occurred during scheduled maintenance. We've resolved the core technical issues and all eBay sites and customer service functions are up and running again with near 100% functionality."

However, reports came in all day from sellers who were unable to list, revise listings, print shipping labels. Given the extent of the problems following the 6:00 am time (9:00 am EST) referenced by Moore, we asked if eBay was trying to downplay the time period in which users were experiencing technical issues.

He replied, "I can't speak to individual seller cases, but I can tell you that our teams have been working around the world to resolve this issue and we are now at 100% functionality. We will soon be reaching out to affected sellers about applicable credits. We are sorry for any inconvenience to our customers."

A sprinkling of comments posted about the problems throughout the day on the blog:

"12:12pm eastern, still unable to list items or view sales data on past sales."

"Still problems at 1:46 pm central time 8-23-13 (12:46 EST)," one eBay seller wrote on the EcommerceBytes Blog. "Can not log into discussion boards can not revise items and very glitchy on sending and receiving messages. printing labels is a nightmare."

"eBay was up and running but is down again as of 1:15 PM Eastern Daylight time in US. This does not feel like a maintenance issue."

"As of 11:30 am PT (2:30 EST), still having problems listing. Getting : "This feature is temporarily unavailable" message."

"2:50 EST and still LOTS of trouble in ebay land.... Cannot revise listings, create new ones, and get sporadic feature not available and page cannot be displayed error messages for various functions..."

At several points throughout the day, sellers reported that eBay Stores were inaccessible - "Every store I check, including mine, I get: Http/1.1 Service Unavailable," a reader told EcommerceBytes, and users reported having difficulty accessing discussion boards.

Moore said eBay was working to put safeguards in place to prevent the issue from happening again, and said that at no point during this incident was any personal information at risk.

In Moore's email and on a statement on its [announcement board](#), eBay said, "To the extent sellers were impacted by this, they should know that they are covered by the protections in our [site outage policy](#)."

Updated Friday evening with additional response from eBay spokesperson Ryan Moore.

Comment on the EcommerceBytes Blog.

About the author:

Ina Steiner is co-founder and Editor of EcommerceBytes and has been reporting on ecommerce since 1999. She's a widely cited authority on marketplace selling and is author of "Turn eBay Data Into Dollars" (McGraw-Hill 2006). Her blog was featured in the book, "Blogging Heroes" (Wiley 2008). Follow her on Twitter at @ecommercebytes and send news tips to ina@ecommercebytes.com.

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