Cloud Hosting / Services Maintenance Schedule

Maintenance

This document serves as a detailed guide to the deployment and maintenance processes for FileWave's array of services. Our aim is to clearly present the methods and strategies employed to deploy and sustain the optimal functioning of our services. It encompasses a range of topics from maintenance schedules and procedures to deployment guidelines, providing our customers with a clear understanding of how we ensure the efficiency and reliability of our services in their diverse technological environments.

Regular Weekly Maintenance Period

This section outlines the standard weekly maintenance schedule relevant to our routine operations. It is essential to recognize that this schedule exclusively pertains to regular maintenance activities and does not encompass FileWave Version Upgrades, Incident Responses, or any additional maintenance intervals that may be communicated separately.

Region Name	Region ID	Weekday	Local Time	CET	CEST
US East (N. Virginia)	us-east-1	Tuesday	UTC 07:00 - 09:00	8:00 - 10:00	09:00 - 11:00
Europe (Frankfurt)	eu-central-1	Wednesday	CET/CEST 21:00 - 23:00	21:00 - 23:00	21:00 - 23:00
Asia Pacific (Singapore)	ap-southeast-1	Thursday	SGT 21:00 - 23:00	14:00 - 16:00	15:00 - 17:00
Asia Pacific (Tokyo)	ap-northeast-1	Thursday	JST 21:00 - 23:00	13:00 - 15:00	14:00 - 16:00
Asia Pacific (Mumbai)	ap-south-1	Thursday	IST 21:00 - 23:00	16:30 - 18:30	17:30 - 19:30

Special Maintenance Period

In our commitment to transparency and minimizing operational impact, we proactively notify customers about impending special maintenance periods. Notifications are typically issued at least one week in advance, accompanied by details of the anticipated duration of downtime for each service. The execution of these maintenance activities adheres to the specific time frames detailed in the accompanying table, ensuring clarity and predictability for our customers.

Region Name	Region ID	Local Time	CET	CEST
US East (N. Virginia)	us-east-1	UTC 05:00 - 10:00	06:00 - 11:00	07:00 - 12:00
Europe (Frankfurt)	eu-central-1	CET/CEST 21:00 - 06:00	21:00 - 06:00	21:00 - 06:00
Asia Pacific (Singapore)	ap-southeast-1	SGT 21:00 - 06:00	14:00 - 23:00	15:00 - 00:00
Asia Pacific (Tokyo)	ap-northeast-1	JST 21:00 - 06:00	14:00 - 22:00	15:00 - 23:00
Asia Pacific (Mumbai)	ap-south-1	IST 21:00 - 06:00	16:30 - 01:30	17:30 - 02:30

Emergency Maintenance

During emergency maintenance scenarios, our primary objective is the rapid resolution of the issue at hand. We commit to informing our customers about such emergencies at the earliest opportunity, with the timing of communication being carefully calibrated according to the incident's severity. This approach ensures that our focus remains firmly on swift resolution, while still keeping our customers duly informed as the situation progresses.

Deployment Guidelines

FileWave Server

- Major/Minor Version Upgrades: These upgrades are to be scheduled during the Special Maintenance Period. Customers will be notified one week in advance of the scheduled upgrade.
- Patch Version Upgrades: Depending on the severity of the fix, these upgrades should be scheduled either during the Special Maintenance Period or announced as Emergency Maintenance. Notification to customers will be given as soon as possible.

Infrastructure

- Non-Emergency Changes Causing FileWave Server Downtime: These are to be scheduled within the Regular Weekly Maintenance Period. No separate communication will be issued for these changes.
- Emergency Changes Causing FileWave Server Downtime: These changes can be scheduled at any time, with notifications to customers provided as soon as possible.
- Changes Not causing FileWave Server Downtime: These can be scheduled at any time and do not require prior communication with customers.

Related Content

- [Cloud Hosting Product Information](#)