Confluence News

Recent Confluence outages

Confluence was briefly unavailable on Friday afternoon, June 23rd, between 1:54 pm and 2:06 pm and again on Monday, June 26th between 10:44 am and 10:55 am. We are investigating the cause of these outages with Atlassian the makers of Confluence.

Confluence planned maintenance, early morning, Sunday, July 9th completed

Confluence was unavailable between 6 am and 9:05 am Eastern Daylight Time on Sunday, July 9th for planned maintenance.

Early morning restart of Confluence, June 23rd

In order to correct a misconfiguration in Confluence which could result in additional outages like that which occurred on Tuesday, June 13th between 11:01 and 11:12 am, we will be restarting Confluence on Friday morning, June 23rd, between 6 am and 7 am Eastern Standard Time. While Confluence restarts, it will be unavailable for use for about ten minutes.

Confluence restart, early Friday morning, March 10th, 6 am

Beginning at 6 am Eastern Standard Time on Friday, March 10th, Confluence will be briefly unavailable while we restart it to incorporate to configuration changes as part of standard maintenance. We expect the outage to last less than ten minutes.

Confluence seems sluggish? Early January through mid-February 2017

We are investigating reports of slow response times when using Confluence. So far we have determined that average page-response times doubled around January 7th from 0.5 seconds to one second for reasons which have not yet been determined. You can report specific incidents of slow performance to the address confluence@cornell.edu. Please include your name and NetID, the date and time, and which pages and actions you were taking at the time you saw the unexpectedly slow performance.

Confluence outages, Wednesday evening and Thursday afternoon, August 17th and 18th

On Wednesday evening, August 17th, Confluence was unavailable unexpectedly between 10:52 pm and 11:45 pm Eastern Standard Time. Again on Thursday afternoon, August 18th, Confluence was unavailable unexpectedly between 2:32 pm and 2:54 pm. We are investigating these outages to determine the cause and a solution.

Chrome, editing pages shows only a portion of edit screen, April 14th

Newly updated Chrome browsers may exhibit a problem when editing some Confluence pages. While the edit screen opens, the content which displays is limited to a narrow window towards the top of the screen which is a little more than an inch high with a large area of empty white space beneath the "Save" button. This makes editing a page extremely difficult. Atlassian, the maker of Confluence, is aware of this bug and has a work-around. If you are a space administrator, under Space tools > Look and Feel > Stylesheet > enter the following text:

```javascript
#content.edit {
  display: table-cell;
}
```

and save. Close the browser and reopen the page. Editing should now have returned to normal. We believe that as of 11 am on Friday, April 15th, we have fixed this problem for all spaces. Please report any problems of this kind to us by email at confluence@cornell.edu.

Confluence maintenance, early morning, Wednesday, April 6th

Confluence was unavailable Wednesday morning, April 6th between 5:30 am and 6:40 am Eastern Standard Time while we installed a patched version of the Oracle database driver to solve the problem described in the paragraph below.

Some pages showing system error and not page content

We received a report on April 4th that some pages, perhaps those with viewing and editing restrictions, are showing an error "Oops - an error has occurred" followed by many lines of technical details instead of the page contents. The cause of this error appears to be a bug in the version of the Oracle database driver we have installed. We expect to install a fixed version of the driver between 5 am and 7 am one morning this week, a process which requires stopping Confluence for a few minutes and then restarting.

Confluence maintenance, early morning, Sunday, March 27

The Confluence wiki was unavailable between 6 am and 8:18 am for planned maintenance on Sunday morning, March 27th while we updated the
underlying database from Oracle 11.2 to 12c.

**Confluence outage, Sunday, August 2nd**

Confluence was unavailable from 6 am to 6:30 am on Sunday morning, August 2nd, while we upgraded the wiki to version 5.8.6.

**Confluence outage early morning, Wednesday, July 15th**

Confluence will be unavailable beginning at 6 am Eastern Standard Time on Wednesday, July 15th, for up to half an hour while we install a few improvements to the underlying server.

**Server move complete, July 12th**

Confluence was unavailable between 6 am and 9 am Eastern Standard Time on Sunday, July 12th while we performed scheduled maintenance to move the contents and database to a new server at Amazon Web Services. Confluence is now running more than three times faster than it was before July 12th. Please report any problems and questions to confluence@cornell.edu.

**FIXED: Adding an image or attachment results in "HTTP Error"**

On Wednesday, April 1st, we find that uploading a file or image to a Confluence page does not function. At the point of file upload, the error "HTTP Error" appears. We are seeking assistance from Atlassian, the maker of Confluence to solve this issue. This problem was caused by a long-running re-indexing process, run in order to solve other problems and lasted for one day.

**FIXED: Creating a Meeting Notes page fails**

On Wednesday, April 1st, we find that creating a new page based on the Meeting Notes blueprint does not succeed. Clicking the "Create" button does not create the page. We are seeking assistance from Atlassian, the maker of Confluence to solve this issue. This problem was caused by a long-running re-indexing process, run in order to solve other problems and lasted for one day.

**FIXED: New blog entries do not appear inside blog macro box**

We have receive a report that while a new Confluence blog entry creates correctly, the blog content does not appear in the box on the Confluence page which displays new blog entries. This box is displayed by means of the blog macro. This problem was caused by a long-running re-indexing process, run in order to solve other problems and lasted for one day.

**FIXED: Inline files not displaying**

After stopping and restarting Confluence on Tuesday, March 31st at 9 pm and clearing the application caches, most but not all examples of this problem resolved.

We have received a confirmed report that since Sunday's update, inline files (PDF, Microsoft Office files) are not displaying with an error "There was a problem converting this attachment. Please create an issue at [jira.atlassian.com](http://jira.atlassian.com)". It is the viewfile macro which provides this functionality. As a work-around, you can use the new Files option to insert the same file as described in these instructions, [https://confluence.cornell.edu/x/ioR4Eg](https://confluence.cornell.edu/x/ioR4Eg). We are seeking assistance from Atlassian, the maker of Confluence to solve this issue.

**FIXED: Some pages do not display showing a "System Error"**

We have received a confirmed report that some Confluence pages are not displaying, giving an error "Oops - an error has occurred. System Error". The further details of the error under the heading "Cause" mention "java.lang.RuntimeException: Error rendering template for decorator root". Until we have solved this problem, please look at the copy of your content, last updated in late February, on the Confluence test system by replacing "confluence.cornell.edu" in the web page address with "confluence-test.cit.cornell.edu".

**Confluence updated to version 5.7.1 on Sunday, March 29th**

We updated Confluence from version 5.6.6 to version 5.7.1 between 4:25 am and 6:15 am on Sunday, March 29th. This update provides us with the ability this summer to replace the six-year-old databases which store Confluence content.

**Change to appearance of dashboard**

On March 22nd at 7 am, we turned off the ThemeBuilder add-on. Add-ons to Confluence are extra pieces of code which provide features beyond those available from Atlassian, the maker of the Confluence wiki. Add-ons may result in additional annual charges and in some cases are difficult to support. The presence of ThemeBuilder caused a six-month delay in our ability to upgrade to Confluence 5 and more recently lead to a month-long licensing error in the footer of most pages. Since use of this add-on dropped off dramatically after the Confluence upgrade in January, we have taken this opportunity to retire the ThemeBuilder add-on. As a substitute, space administrators can now adjust the look and feel of their spaces using stylesheets instead. This page, the dashboard, had been using the ThemeBuilder add-on to include the graphics of Ezra Cornell and the clock tower at the top of the page. Since March 22nd, the pictures are no longer present.

**FIXED: Copying a page results in a system error**

We have received two confirmed reports this week that copying a Confluence page results in a long system error. We are seeking assistance from Atlassian, the maker of Confluence, for this issue. Meanwhile, if you would like to copy a Confluence page: edit the original page, create a new Confluence page in another browser tab/window, and copy and paste the contents of the original page to make a copy.
**Fixed: Confluence dashboard not showing images at the top of the screen**

On Thursday, March 5, the Confluence dashboard is not displaying the images which are customarily at the top of the screen. This too is due to a failure of the component of Confluence which manages the licenses for add-on features. The images are produced by the Adaptavist ThemeBuilder add-on. This error was fixed on Friday, March 6th at 6:15 am by installing an older version of the Universal Plug-in Manager.

**Fixed: Gliffy Error**

On Thursday, March 5, the Gliffy add-on to Confluence which creates diagrams and other illustrations is not functioning due to a failure of the component of Confluence which manages the licenses for add-on features. Pages which contain Gliffy diagrams currently show the error "Unknown macro: ‘gliffy’.

This error was fixed on Friday, March 6th at 6:15 am by installing an older version of the Universal Plug-in Manager.

**"Secure Connection Failed" error when saving edits or uploading attachments**

Some users of version 36 of Firefox released on February 24th see the error "Secure Connection Failed" when saving edits to Confluence pages or making other changes to content such as uploading attachments and images. While we investigate and solve this problem, you will find that using another browser such as Chrome, Safari, Internet Explorer or a different version of Firefox will not exhibit this problem.

**February 2015**

**Brief outage, Sunday, February 22nd at 6 am and possible slow performance Sunday morning**

On Sunday morning, February 22nd, at 6 am Eastern Standard Time, we expect to restart Confluence. The wiki will be unavailable for about ten minutes. The server will then reindex all content, a process which could result in slightly slower performance for a few hours after the 6 am restart.

**Licensing error in Confluence page footer (fixed on February 17th)**

Adaptavist, the maker of the ThemeBuilder add-on to Confluence, has confirmed that a bug which they hope to solve soon is causing the text "LICENSING ERROR - An error has occurred with your license that may impact the usability of this application, please contact us" to appear at the bottom on many Confluence pages. Adaptavist confirms that this error does not cause any performance problems with the Confluence wiki.

**January 2015**

**Confluence upgraded**

Confluence was upgraded from version 4.3.7 to version 5.6.5 on Sunday, January 18th and again on Friday, January 21st to version 5.6.6.

**August 2014**

**Hiding components of Confluence pages**

Since the upgrade, there is a new macro called "HideElements" which allows you to hide parts of a page such as the "Added by..." line at the top, or the "Likes" or "Comments" features. Read more about how to use it.

**Tuesday, August 5th, 2014**

**Wednesday, August 6th, 5 am to 5:30 am maintenance**

Confluence will be unavailable on Wednesday morning, August 6th, between 5 am and 5:30 am while we add more memory.
Logging into Confluence from Mobile Devices

We received three or four reports that it was no longer possible to log in to Confluence from a mobile device after the Sunday, July 20th upgrade. The log in screen on a mobile device did not provide a method to successfully log in with a Cornell netID and password. On Thursday, July 24th at 4 pm, we made a change that solved this issue.

Brief outage at 6 am

Confluence will be unavailable for up to an hour beginning at 6 am on Thursday, July 24th, while we apply patches to the Oracle database that stores Confluence content. Today there are more than 177,000 Confluence pages in 2,893 spaces. We perform updates to Confluence weekdays between 5 and 7 am or Sundays between 6 am and noon.

FIXED: Some pages not loading

On Monday, July 21st, we received five or six reports of Confluence pages which did not display after the upgrade, timing out after 120 seconds with an error. On Tuesday morning, July 22nd, at 6 am, we made a change that solved this issue.

July 2014 upgrade complete

We upgraded Confluence from version 3.5.16 to version 4.3.7 on Sunday, July 20th.

There are a number of new features now available.

If you use Confluence macros, additional pieces of code that extend the standard Confluence capabilities, you might like to review our list of macros which no longer function and will display an error after the upgrade. We have replacements for some of these macros. Also have a look at our list of new macros.