Agvance Status

Last Modified on 10/03/2025 9:01 am CDT

Details

October 01, 2025

RESOLVED Heartland Payment Processing

10/01/2025 3:24pm - 5:12pm – We were aware of Heartland payment processing issues for both Grower360 and SKY Payments.

What Happened

On Wednesday, October 1st, SSI was alerted that some companies were receiving errors while processing payments via Heartland, and, at times, the payments seemed to be posting after an error was given.

Resolution

As our Development team investigated the payment processing issue, it was determined the root cause was an API server experiencing performance problems. A full reboot of the production API was done to address the performance issue.

After addressing this issue, Heartland payment processing appeared to be processing as expected again.

Additionally, as the Development team was investigating, some changes to payment processing were identified and implemented to prevent duplicate payment issues in the future should we experience poor API server performance again.

Next Steps for Any Company Processing Payments Via Heartland

It is important to review and **reconcile all Heartland payments** for October 1st. It is highly possible there are payments which were posted multiple times or incomplete payment postings - posting in one application (Heartland and/or Agvance) but not the other. We recommend a thorough reconciliation of Heartland payments between Agvance and Heartland to verify all payments received from Heartland are recorded correctly. The Heartland Portal and Payment Register from Agvance should be compared.

Please **contact Support** with any questions or for help resolving these issues. Thank you for your patience and understanding!

August 25, 2025

RESOLVED Agvance SKY

08/25/2025 5:11am - 9:30am – We were aware of an issue opening SKY that has since been resolved.

What Happened

On August 25, 2025, at approximately 5:11am CT, Agvance SKY experienced a disruption due to an internal network configuration issue caused by a recent maintenance update which prevented our applications from connecting properly. This issue led to service interruptions, including difficulties logging in and accessing certain features.

Resolution

Our engineering team identified the issue and reconfigured to the correct network segments. All services were fully restored around 9:30am CT, and we have conducted extensive testing to confirm reliability.

Next Steps

To prevent future occurrences, we have enhanced our network configuration processes and will be adding monitoring to catch potential issues early. Additionally, we are planning a scheduled maintenance this week to deploy a new replica instance, which will further improve performance and resilience. We will share details of this maintenance in advance to ensure minimal impact.

August 04-05, 2025

RESOLVED Agvance Mapping

08/05/2025 1:15pm – Bing Imagery is now displaying in Agvance Mapping as expected. Thank you for your patience as we worked to resolve this issue.

08/04/2025 10:45pm – We are aware of an issue with Bing Imagery not displaying in Agvance Mapping and are currently working to address this issue.

June 11, 2025

RESOLVED CRM Server

06/11/2025 2:50pm - 4:00pm – We were previously experiencing technical difficulties with with the CRM server. This has since been resolved and CRM is working as expected.

June 05, 2025

RESOLVED Apply App Login

06/05/2025 9:02am - 10:46am – We were previously experiencing technical difficulties with logging into the Apply app. The fix was deployed and the new version of the app (3.9.19) was made available in the Apple App Store and Google Play Store.

December 27-28, 2023

RESOLVED SKY Mapping Outage

12/28/2023 – The fix has been deployed and the updates are working as expected.

12/27/2023 9:00pm – SKY Mapping has a planned outage this evening December 27th beginning at 9:00 p.m and will last approximately one hour. This outage is to fix the SKY Grower Summary (Timeout issue when more than one page), SKY Field Record Notebook (Time out error), and the Split Screen Compare (when using the Ctrl key with harvest data that is not complete).

We will provide updates as they become available. Thank you for your patience.

November 07-08, 2023

RESOLVED TeamSupport

11/08/2023 – TeamSupport is currently working as expected. There may be a delay in support calls. Thank you for your patience.

11/07/2023 2:59pm – TeamSupport, our call ticketing system, currently has an outage. This could result in support call delays. Thank you for your patience.

November 01-02, 2023

RESOLVED SKY Mapping

11/02/2023 8:38am – The *Layers* tab in SKY Mapping is now working as expected. Work is still being done regarding the Org Level changer displaying other customers when a customer is selected.

11/01/2023 9:04am – SKY Mapping is currently experiencing technical difficulties where fields could be doubled up on the *Layers* tab. With the Org Level changers, when a customer is selected, other customers will still be displayed.

October 27, 2023

RESOLVED SKY Mapping

7:20am - 7:47am – We were previously experiencing technical difficulties with SKY Mapping. This has been addressed and is being monitored. Thank you for your patience.

September 29, 2023

RESOLVED SKY Mapping

8:48am - 11:05am – Sky Mapping was previously experiencing technical difficulties. The following were affected:

- Adding fields
- Modifying field boundaries

- Using the Cadastral layers on the *Layers* tab (i.e. Counties/Townships/Sections)
- Viewing the Soil Type Layers
- Zooming to fields (if any Cadastral layers are turned on)

August 10, 2023

RESOLVED GoTo Outage

4:00pm - 4:20pm – We are experiencing issues with GoTo, our phone system. This could result in support call delays. We will provide updates as they become available.

June 19, 2023

RESOLVED Adding SKY and Grower360 Users

10:00am - 11:18am – We are experiencing issues adding Grower360 and SKY users.

June 13, 2023

RESOLVED AWS Technical Difficulties

1:59pm – Amazon Web Services (AWS) is experiencing technical difficulties that could impact your use of Agvance SKY including applications. We will provide updates as we receive them. Thank you for your patience during this time.

2:34pm – AWS has identified the root cause. Thank you for your patience.

May 31, 2023

RESOLVED SKY Mapping Mobile App

5/31 8:17am - 6/2 11:31am – The Sky Mapping mobile application has been approved and is available on the App Store for download. The current version is 3.10.02.

Important Note: If a user has previously downloaded the corrupted version "4" (located at the bottom left of the login page), they will have to manually download the new version from the App Store.

Thank you for your patience.

April 11, 2023

RESOLVED Agvance SKY Connectivity Issue

10:20am -10:30am – We recently experienced technical difficulties with Agvance SKY. This issue has since been resolved. Thank you for your patience.

March 31, 2023

RESOLVED API Outage

Due to some recent updates to AWS environments, the Agvance APIs are currently unavailable. This is affecting the ability for transactions to be uploaded to Grower360 and to email invoices, etc. Credentials for Legacy Mapping soil type service are also not available.

We will provide updates as they are available. Thank you for your patience!

March 15, 2023

RESOLVED SMS & Multi-Factor Authentication

Due to some recent US mobile carrier regulation changes, we are experiencing some technical difficulties regarding SMS and Multi-Factor Authentication in SKY and SKY Apps (Apply, Inform, Warehouse, and Contain). If currently logged in, SKY should function as expected until logging out.

- Those with Multi-Factor Authentication enabled with SMS will not be able to log into SKY
- New Multi-Factor Authentication cannot be set up using SMS

We will provide updates as they are available. Thank you for your patience!

February 16, 2023

RESOLVED SKY Analytics

Overnight we experienced an issue causing users to lose licenses. This has been addressed and is being monitored. Please reach out to Support if you are still having issues.

December 16, 2022

RESOLVED SKY Mapping

9:30am - 1:00pm – Some users were unable to edit fields in SKY Mapping.

October 12, 2022

RESOLVED Customer

8:00am - 3:10pm – Some users were unable to access SKY Customer.

September 10, 2022

RESOLVED Agvance Scheduled Maintenance Complete.

August 09, 2022

RESOLVED SKY Mapping

2:00pm - 2:33pm – SKY Mapping was experiencing technical difficulties.

July 05, 2022

RESOLVED Tableau Server

7:35am - 8:00am – Customer data will be missing only July 4th data until tonight's data refresh due to a temporary connection issue that has been resolved. Thank you for your patience.

June 01, 2022

RESOLVED Agvance SKY Connectivity Issue

9:05am - 9:52am – We previously experienced connectivity issues and slowness with hosted servers and Agvance SKY. This issue has since been resolved. Thank you for your patience.