

Status and release notes

DOCUMENT	VERSION	STATUS
SB-GD-144	1.0, October 2026	Public. Checked against the product, October 2026

Who this is for

Admins and users who want to check whether SynapBridge is up, get email updates about incidents, and read what changed in each release.

Before you start

- The public status page needs no account.
- Release notes are public and need no account.
- This document describes what the pages show today. It does not set response-time or release-schedule commitments.

The status page

The public status board is at <https://status.synapbridge.com>. The page at <https://app.synapbridge.com/status> reads the same automated checks: visitors who are not signed in see a public status panel, and signed-in users see the richer view described below.

What is checked

Automated checks run every minute. The board covers these components:

- Web application
- Tenant state API
- SCIM provisioning
- Tenant state storage
- Desktop auto-update
- Stripe webhook receiver

Other parts of the platform have no component of their own on this page. A component in good standing here does not show that every feature works.

Overall states

The board shows one of three overall states:

- **All systems operational.** Every component is passing its check.
- **Partial degradation.** A non-core component is failing its check.
- **Major outage in progress.** At least one core component is failing. Core components are the web application, the tenant state API and tenant state storage.

The board refreshes itself every 30 seconds. If it cannot reach the status feed, it says so instead of showing a state.

History

The board shows an uptime grid for the last 90 days. History older than 90 days is removed.

Incidents inside the app

Signed-in users see a richer status view at app.synapbridge.com/status, where it is turned on for the environment. It has incident history, per-service uptime and a monthly report. Incidents carry one of four severities: informational, minor, major or critical.

Subscribe to updates

Use the subscribe form on the status board to get email when an incident is declared or resolved.

- 1 Enter your email address and select Subscribe.
- 2 Open the confirmation email from AWS Notifications and select the link in it.
- 3 You are added to the list only after you confirm. You can unsubscribe from any notification.

Email is the only subscription method. There is no RSS feed and no webhook subscription for status.

Release notes

Release notes are at <https://app.synapbridge.com/changelog>. In the app, open the user menu and choose What's new under Help.

- The page lists each release with its version and date, newest first.
- You can search the notes and load older entries.
- Notes cover the SaaS product only.

How releases are numbered

Versions follow Semantic Versioning in the form MAJOR.MINOR.PATCH, for example 2.233.33.

- MAJOR changes are breaking changes.
- MINOR changes add features.
- PATCH changes are fixes.

Each release is tagged and recorded in the changelog, which follows the Keep a Changelog format. Entries are short bullet lists. Some are marked "Internal" when the change is not visible to users.

Limits and notes

Note The pages show current behavior. They do not promise update intervals, incident response times or release dates.

- There is no severity filter, RSS feed or email subscription for release notes.
- Releases are not on a fixed calendar. Check What's new for the latest.
- A passing status check does not mean every feature is working for every workspace.