IBM Cloud Terminates ClearDB Service – Database Recovery

August 28th, 2018 | Written by Troy Mitchell

Categorized: Informational Update

On July 31st, IBM announced their deprecation of ClearDB's DBaaS Service on IBM Cloud and stated that the service would be retired on August 31, 2018. The following blog from IBM urged customers to delete their ClearDB DBaaS Service instances and directed customers to reach out to the support team at ClearDB for assistance.

IBM Blog: Action Required Service Update: https://www.ibm.com/blogs/bluemix/2018/07/third-party-service-deprecation-cleardb-dbaas-service/

If you did not receive the above notification from IBM or were unable to take the necessary actions by August 31st, 2018 to avoid an interrupt of service, you may have an immediate need to recover your database. As a courtesy to our customers we have decided to retain a copy of all databases until November 29th, 2018. **On November 30th, 2018 all backed up databases will be permanently deleted.** To obtain access to your database, please contact our customer support team at http://w2.cleardb.net/support/. It is important that you provide the name of your database and if known, your subscription ID. Once submitted, our customer support team will contact you to verify ownership and provide next steps.

We will do our best to provide timely support on all database recovery requests and hope that once we've restored your database you'll consider ClearDB's proven MySQLaaS solution for your ongoing DBaaS needs.

ABOUT CLEARDB

ClearDB is an enterprise-class DBaaS provider offering MySQL as a service in the world's largest public clouds. When you subscribe to ClearDB you embrace a faster, stronger, safer and more reliable way to get data to your MySQL applications, no matter where you are in the world. With a global architecture, scheduled backups, advanced security, always on monitoring, easy management APIs, and 24/7 customer support, we give you all that you need to leverage the benefits of a single or multi-cloud solution.

ClearDB creates multi-master with optional multi-replica MySQL configurations in regions throughout the world to provide your applications with a fully redundant solution that can service outages, network failures, and even natural disasters. You choose how much computing power and storage you need, we set it all up so that you have a secure, powerful and reliable MySQL database that best serves your needs. For more information, visit www.cleardb.com