

## Salesforce.com hit with outage, cites fault in storage tier

Salesforce's technology team said that the instance was hit with a "fault in our storage tier." The company is working with its storage vendor to resolve the issue.



By [Larry Dignan](#) for [Between the Lines](#) | June 28, 2012 -- 08:51 GMT (01:51 PDT) | Topic: [CXO](#)

Salesforce.com was hit with an outage on Thursday due to a fault in its storage tier. In addition, Salesforce is seeing performance degradation in North America and Europe.

According to complaints on Twitter, Salesforce's outage lasted as long as 7 hours. However, [Salesforce's dashboard](#) indicates that the outage in its NA2 instance started at 3:34 a.m. PDT ~~and is continuing~~. Update: Salesforce.com said it has resolved the issue and will post a detailed explanation.



Salesforce's technology team said that the instance was hit with a "fault in our storage tier." The company worked with its storage vendor to resolve the issue. The company also resolved its performance issues in Europe and North America.

The upshot, however, is that customers couldn't get to the Salesforce application. Here's a look at the status reports via Salesforce's dashboard. Salesforce has since updated that the problems were resolved.

7:34 am PDT : NA3 & EU0 Performance Degradation

The salesforce.com Technology Team is working to isolate a performance degradation issue on the NA3 & EU0 instances. Please check the status of [trust.salesforce.com](#) frequently for updates regarding this issue.

6:00 am PDT : NA2 Service Disruption - Update 4 The salesforce.com Technology Team continues to work on resolving the service availability issue on the NA2 instance. The problem is related to a fault in our storage tier. At this time customers will not be able to access the Salesforce application. The Team is working with our storage vendor to resolve the issue as soon as possible. Please check the status of [trust.salesforce.com](#) frequently for updates regarding this issue. We thank you for your continued business and patience during this situation.

4:54 am PDT : NA2 Service Disruption - Update 3 The salesforce.com Technology Team has isolated the cause of the service availability issue on the NA2 instance. The problem is related to a fault in our storage tier. At this time customers will not be able to access the Salesforce application. The Team is working with our storage vendor to resolve the issue as soon as possible. Please check the status of [trust.salesforce.com](#) frequently for updates regarding this issue. We thank you for your continued

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4:26 am PDT : NA2 Service Disruption - Update 2 The salesforce.com Technology Team continues to work on isolating the service availability issue on the NA2 instance. At this time customers may receive errors while attempting to access the Salesforce application. Please check the status of trust.salesforce.com frequently for updates regarding this issue.

4:00 am PDT : NA2 Service Disruption - Update 1 The salesforce.com Technology Team continues to work on isolating the service availability issue on the NA2 instance. At this time customers may receive errors while attempting to access the Salesforce application. Please check the status of trust.salesforce.com frequently for updates regarding this issue.

3:34 am PDT : NA2 Service Disruption The salesforce.com Technology Team is working to isolate a Service Disruption issue on the NA2 instance. Please check the status of trust.salesforce.com frequently for updates regarding this issue.

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