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Feb  
2013

## salesforce.com NA8 outage

Posted by [iwgcr](#)[Like 0](#)

On February 1 2013 a series of service disruption and *performance degradation* issues affecting the NA8 instance from 15:16 UTC to 20:44 UTC.

According the salesforce.com Technology Team:

The problem was caused by an unexpected fault within the application that caused threads to be blocked when writing log data. This caused a backlog of threads, which in turn exhausted available memory on the NA8 application tier. As memory resources were consumed, the application tier became unable to respond to customer requests. The application tier was restarted, to return memory utilization to expected levels and restore normal Salesforce application performance.



Date	Service	Duration	Critical Data Lost
2013-02-01	Salesforce	5,5 hours	no

Tags: [Memory](#) , [Salesforce](#) , [Software bug](#)

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