



14

Nov
2013

Salesforce Goes Down in North America and Europe

Posted by **iwgcr**

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A system update that went awry appears to be the cause of a failure that took Salesforce.com down across much of North America and most of Europe. In some cases, the outage lasted for as long as three hours.

Salesforce acknowledged the outage on its System Status page, which shows that seven out of 17 instances in North America were affected, as were two out of four in the Europe, Middle East and Africa region. Two instances in the Asia Pacific region were unaffected.

According to a Salesforce statement, the problem began at a little before 9 pm ET on November 14th 2013. User have reported having trouble signing on.

The company said the preliminary findings point to planned maintenance on networking equipment that clearly didn't go as planned.

Salesforce issued a statement, referring specifically to its NA2 instance in North America, but the message was the same across all the others:

"Time: 11/15/13 01:51 AM UTC

Detail: On November 15, 2013 the salesforce.com Technology Team resolved a service disruption affecting the NA2 instance.

The problem began at 01:51 UTC and was resolved by 04:51 UTC. During this time, customers may have experienced an inability to access or intermittent errors to Salesforce application.

Root Cause: The salesforce.com Team is investigating the root cause of this issue. The preliminary findings point it to planned maintenance in the network tier."

Date	Service	Duration	Critical Data Lost
2013-11-14	Salesforce	3 hours	no

Resources:

<http://allthingsd.com/20131115/salesforce-went-down-for-about-three-hours-today-in-north-america-and-europe/>

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