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23

Jul
2013

Salesforce EU0 (EMEA) : a -3 day- unexpected DNS fault

Posted by **iwgcr**

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From 18:00 on July 20, 2013 UTC to 05:16 UTC on July 22, 2013 a subset of customers on the EU0 instance have experienced brief and intermittent periods where they would receive errors while accessing the Salesforce application.

According the salesforce.com Technology Team:

The problem was isolated an unexpected fault impacting DNS resolution for a single domain within our datacenter. The DNS provider was engaged and assisted to quickly isolate and resolve the issue.



Date	Service	Duration	Critical Data Lost
2013-07-20	Salesforce	40 hours	no

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