

## NEWS

## Salesforce.com hit with outage

The software-as-a-service vendor is blaming a storage issue for the problem



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Salesforce.com experienced system problems in a number of regions on Thursday, starting at 3:34 a.m. PDT, according to an [online status page](#).

The problem began in Salesforce.com's NA2 instance in North America, according to a notice on the page. A subsequent note blamed a "fault" in Salesforce.com's storage tier for the issue and said it was preventing customers from accessing the service.

"The Team is working with our storage vendor to resolve the issue as soon as possible," Salesforce.com said in an update at 6 a.m. PDT. "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."

In another update at 7:34 a.m. PDT, Salesforce.com reported that teams were "working to isolate a performance degradation issue on the NA3 & EU0 instances," with the latter meaning that European users were also affected.

The NA3 problems have been resolved, according to a notice at 8:13 a.m. PDT. The EU0 zone is also now working normally, Salesforce.com said at 9 a.m. PDT.

Late morning Pacific time, the company updated its status to say that all of the outage issues had been resolved and said via Twitter that it would provide more information on the cause later Thursday.

Users took to Twitter to complain about the system problems.

"Joining the throngs of EDT @salesforce admins tearing their hair out over the NA2 outage this morning," one wrote.

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