

Outage Documentation – Cloudflare Related Incident

Date & Time of Incident

Insert Date / Time Here

Location / Affected Users

Retail sites and users reported inability to access websites and SaaS apps. Issue traced through network path analysis (traceroute) → response stopped at Cloudflare.

Summary of the Issue

Users reported connectivity issues to multiple cloud-hosted applications. Traceroute results showed traffic halting at Cloudflare's network edge, indicating the outage was external. Cloudflare, acting as a CDN and security proxy, was preventing requests from reaching the origin servers.

Technical Details

- Traceroute Results: traffic stopped at Cloudflare IP space. - Impact: SaaS applications on Cloudflare were inaccessible. - Root Cause: Outage within Cloudflare's edge/CDN services or upstream routing issue.

Actions Taken

- Ran traceroute to isolate point of failure. - Verified internal network equipment operational. - Confirmed non-Cloudflare sites unaffected. - Communicated findings to leadership.

Resolution

Service restored once Cloudflare's network stabilized. No internal equipment changes required.

Prevention / Recommendations

- Monitor Cloudflare status page and ISP notifications. - Evaluate multi-CDN redundancy for critical SaaS apps. - Document traceroute procedures for future outages.

Key Takeaway:

This outage was not caused by our internal infrastructure but by Cloudflare's edge network disruption. Fast identification via traceroute minimized wasted troubleshooting time internally.

