

The Updated Big List of Articles on the Amazon Outage

Monday, May 2, 2011 at 9:25AM

Todd Hoff in amazon



Since [The Big List Of Articles On The Amazon Outage](#) was published we've had a few updates that people might not have seen. Amazon of course released their [Summary of the Amazon EC2 and Amazon RDS Service Disruption in the US East Region](#). Netflix shared their [Lessons Learned from the AWS Outage](#) as did Heroku ([How Heroku Survived the Amazon Outage](#)), Smug Mug ([How SmugMug survived the Amazonpocalypse](#)), and SimpleGeo ([How SimpleGeo Stayed Up During the AWS Downtime](#)).

The curious thing from my perspective is the general lack of response to Amazon's explanation. I expected more discussion. There's been almost none that I've seen. My guess is very few people understand what Amazon was talking about enough to comment whereas almost everyone feels qualified to talk about the event itself.

Lesson for crisis handlers: deep dive post-mortems that are timely, long, honestish, and highly technical are the most effective means of staunching the downward spiral of media attention.

Amazon's Explanation of What Happened

[Summary of the Amazon EC2 and Amazon RDS Service Disruption in the US East Region](#)

[Hackers News thread on AWS Service Disruption Post Mortem](#)

[Quite Funny Commentary on the Summary](#)

[AWS outage follow-up: if you wanted details, you got details!](#) by RightScale

[Amazon's Own Post Mortem](#) by Jeff Darcy

Experiences from Specific Companies, Both Good and Bad

[Lessons Netflix Learned from the AWS Outage](#) by several Netflixians on the Netflix Tech Blog

[How Heroku Survived the Amazon Outage](#) on the Heroku status page

[How SimpleGeo Stayed Up During the AWS Downtime](#) by Mike Malone

[How SmugMug survived the Amazonpocalypse](#) by Don MacAskill ([Hacker News](#) discussion)

[How Bizo survived the Great AWS Outage of 2011 relatively unscathed...](#) by Someone at Bizo

[Joe Stump's explanation](#) of how SimpleGeo survived

[How Netflix Survived the Outage](#)

[Why Twilio Wasn't Affected by Today's AWS Issues](#) on Twilio

Engineering's Blog ([Hacker News](#) thread)

[On reddit's outage](#)

[What caused the Quora problems/outage in April 2011?](#)

[Availability, redundancy, failover and data backups at LearnBoost](#)

[How our small startup survived the Amazon EC2 Cloud-pocalypse](#) from mobile app developer

[Recovering from Amazon cloud outage](#) by Drew Engelson of PBS.

- PBS was affected for a while primarily because we do use EBS-backed RDS databases. Despite being spread across multiple availability-zones, we weren't easily able to launch new resources ANYWHERE in the East region since everyone else was trying to do the same. I ended up pushing the RDS stuff out West for the time being. [From Comment](#)

Amazon Web Services Discussion Forum

A fascinating peek into the experiences of people who were dealing with the outage while they were experiencing it. Great real-time social archeology in action.

[Amazon Web Services Discussion Forum](#)

[Cost-effective backup plan from now on?](#)

[Life of our patients is at stake - I am desperately asking you to contact](#)

[Why did the EBS, RDS, Cloudformation, Cloudwatch and Beanstalk all fail?](#)

[Moved all resources off of AWS](#)

[Any success stories?](#)

[Is the mass exodus from East going to cause demand problems in the West?](#)

Finally back online after about 71 hours
Amazon EC2 features vs windows azure
Aren't Availability Zones supposed to be "insulated from failures"?
What a lot of people aren't realizing about the downtime:
ELB CNAME
Availability Zones were used in a misleading manner
Tip: How to recover your instance
Crying in Forum Gets Results, Silver-level AWS Premium Support Doesn't
Well-worth reading: "design for failure" cloud deployment strategy
New best practice
Don't bother with Premium Support
Best practices for multi-region redundancy
"Postmortum"
Learning from this case
Amazon, still no instructions what to do?
Anyone else prepared for an all-nighter?
Is Jeff Bezos going to give a public statement?
Rackspace, GoGrid, StormonDemand and Others
Jeff Barr, Werner Vogels and other AWS persons - where have you been???
After you guys fix EBS do I have to do anything on my side?
Need Help!!! Lives of people and billions in revenue are at risk now!!!
I've Got A Suspicion
Farewell EC2, Farewell

There were also many many instances of support and help in the log.

In Summary

[Amazon EC2 outage: summary and lessons learned](#) by RightScale

[AWS outage timeline & downtimes by recovery strategy](#) by Eric Kidd

[The Aftermath of Amazon's Cloud Outage](#) by Rich Miller

Taking Sides: It's the Customer's Fault

[So Your AWS-based Application is Down? Don't Blame Amazon](#) by The Storage Architect

[The Cloud is not a Silver Bullet](#) by Joe Stump ([Hacker News](#) thread)

[The AWS Outage: The Cloud's Shining Moment](#) by George Reese ([Hacker News](#) discussion)

[Failing to Plan is Planning to Fail](#) by Ted Theodoropoulos

[Get a life and build redundancy/resiliency in your apps](#) on the Cloud Computing group

Taking Sides: It's Amazon's Fault

[Stop Blaming the Customers - the Fault is on Amazon Web Services](#) by Klint Finley

[AWS is down: Why the sky is falling](#) by Justin Santa Barbara ([Hacker News](#) thread)

[Amazon Web Services are down - Huge Hacker News thread](#)

[The EC2/EBS outage: What Amazon didn't tell you](#) by Jeremy Gaddis

Lessons Learned and Other Insight Articles

[Amazon's EBS outage](#) by Robin Harris of StorageMojo
[People Using Amazon Cloud: Get Some Cheap Insurance At Least](#) by Bob Warfield
[Basic scalability principles to avert downtime](#) by Ronald Bradford
[Amazon crash reveals 'cloud' computing actually based on data centers](#) by Kevin Fogarty
[Seven lessons to learn from Amazon's outage](#) By Phil Wainewright
[The Cloud and Outages : Five Key Lessons](#) by Patrick Baillie (Cloud Computing Group discussion)
[Some thoughts on outages](#) by Till Klampaekel
[Amazon.com's real problem isn't the outage, it's the communication](#) by Keith Smith
[How to work around Amazon EC2 outages](#) by James Cohen (Hacker News thread)
[Today's EC2 / EBS Outage: Lessons learned](#) on Agile Sysadmin
[Amazon EC2 has gone down -what would a preferred hosting platform be?](#) on Focus
[Single Points of Failure](#) by Mat
[Coping with Cloud Downtime with Puppet](#)
[Amazon Outage Concerns Are Overblown](#) by Tim Crawford
[Where There Are Clouds, It Sometimes Rains](#) by Clay Loveless
[Availability, redundancy, failover and data backups at LearnBoost](#) by Guillermo Rauch
[Cloud hosting vs colocation](#) by Chris Chandler (Hacker News thread)
[Amazon's EC2 & EBS outage](#) by Arnon Rotem-Gal-Oz
[Complex Systems Have Complex Failures. That's Cloud](#)

[Computing](#) by Greg Ferro

[Amazon Web Services, Hosting in the Cloud and Configuration Management](#) by Ian Chilton

[Lessons learned from deploying a production database in EC2](#) by Grig Gheorghiu of Agile Testing

[Bezos on Amazon](#) as a technology and invention company by John Gruber on Daring Fireball.

[On Importance of Planning for Failure](#) by Dmitriy Samovskiy

Vendor's Vent

[Amazon Outage Proves Value of Riak's Vision](#) by Basho

[Magical Block Store: When Abstractions Fail Us](#) by Mark Joyent ([Hacker News](#) discussion)

[On Cascading Failures and Amazon's Elastic Block Store](#) by Jason

[An unofficial EC2 outage postmortem - the sky is not falling](#) from CloudHarmony

[Cloudfail: Lessons Learned from AWS Outage](#) by Jyoti Bansal

Article originally appeared on High Scalability (<http://highscalability.com/>).

See website for complete article licensing information.