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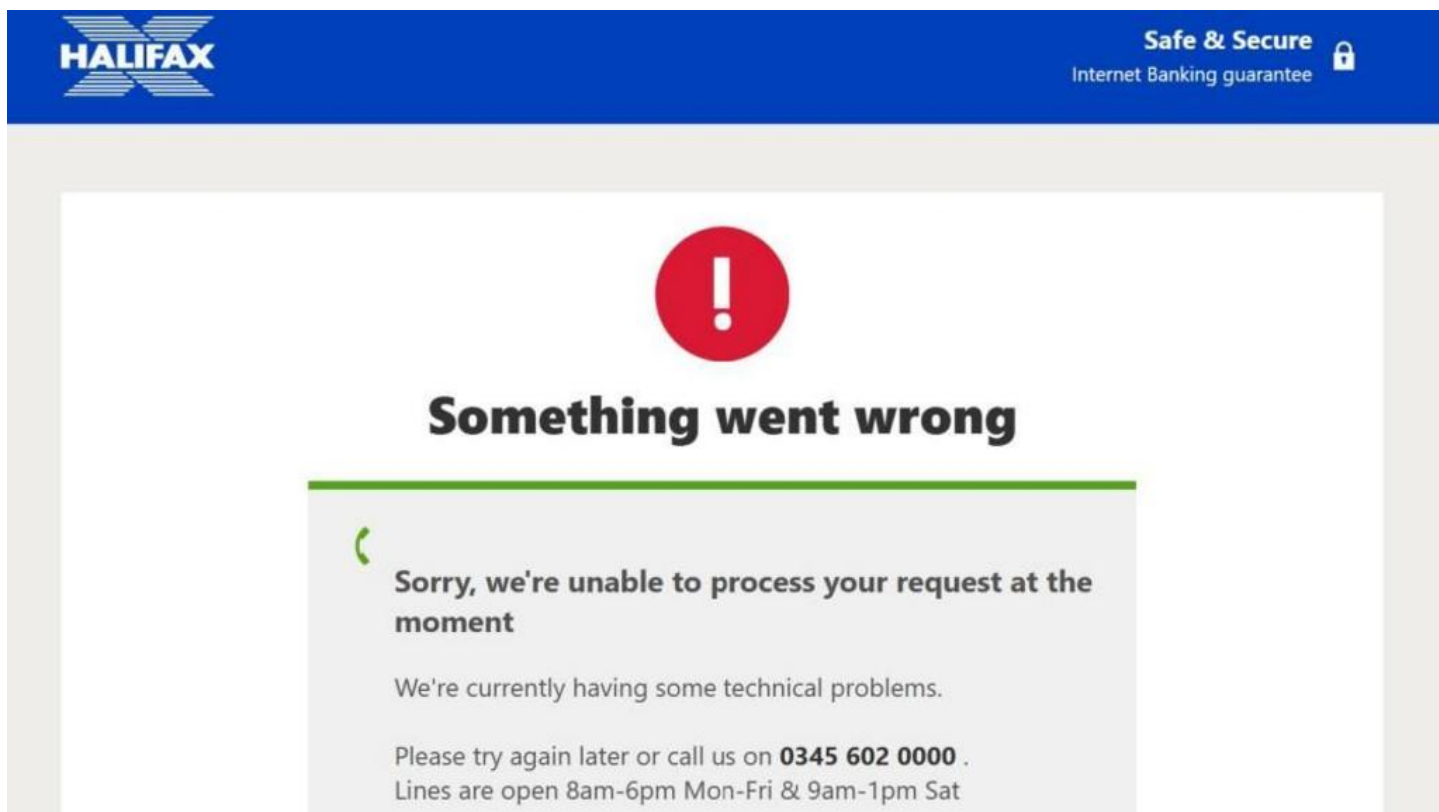


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Tech



LIVE 74,220 viewing Updated 11 minutes ago

Amazon services showing 'signs of recovery' after Snapchat and banks among sites hit by major outage

Summary

Many of the **world's biggest websites and apps** are down due to an outage affecting Amazon Web Services

Snapchat, Duolingo, Zoom and Roblox have all been impacted, as well as customers of **banks including Lloyds and Halifax** - **here's what else has been hit**

Amazon Web Services (AWS) is Amazon's cloud computing division, and its infrastructure underpins millions of large companies' websites and platforms

AWS says it is now **"seeing significant signs of recovery"** and most requests should now be succeeding

How have you been affected? **Get in touch**

Live Reporting

Edited by Nathan Williams and Jamie Whitehead, with technology reporters Tom Gerken and Liv McMahon

07:37

Why has a set of servers in Virginia caused such problems globally?



Shiona McCallum
Technology reporter

Today's outage stemmed from Amazon's US-EAST-1 region in Virginia, on the East Coast of the US.

This is the tech giant's original and largest location for its web services, and there are a lot of data centres there.

It is known to many as a critical centre for the global internet and is the default region for many users.

But because of its age, size and amount of on-demand capacity, it is prone to outages.

This also highlights the huge challenge with so many businesses

depending on single cloud computing regions from single cloud computing providers.

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07:30

National Rail website and app affected by outage

Emer Moreau

Money and Work reporter

Some rail users may have noticed that the National Rail website and app have been affected by the outage today.

The Rail Delivery group says: "Due to technical issues with our infrastructure provider this morning, the National Rail website and app have intermittently been impacted by slower speeds and difficulty loading."

Passengers can find real-time information on National Rail's [X account](#), or go to train operator websites for ticket information and journey planning.

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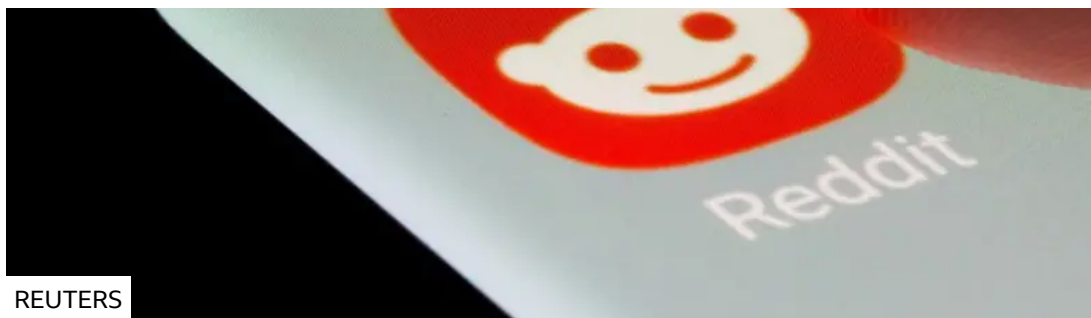
07:22

Reddit facing problems as other services recover

Liv McMahon

Technology reporter





REUTERS

As many other sites appear to be recovering from the Amazon Web Services issues, Reddit is curiously seeing a spike in reports of problems from users.

Downdetector saw more than 5,000 reports shortly after 11:00 BST – when other sites started getting fixed - with most flagging problems affecting its app.

According to Reddit’s service status page, the company’s infrastructure is currently experiencing “degraded performance”.

"We're experiencing an elevated level of errors and are currently looking into the issue," **it says**.

Some trying to visit the platform’s subreddits have been met with a notice saying it is experiencing “too many requests”.

Quite why Reddit is seeing problems now when other platforms are being fixed is unclear. It is unknown if this is linked to the Amazon outage, or if it is unrelated.

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07:11 **BREAKING**

Lloyds says banking services coming back online

Emer Moreau
Business reporter

Lloyds Banking Group - which includes Halifax and Bank of Scotland – says its services are now coming back online.

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07:09

Amazon Web Services says underlying issue fixed - but it's not over yet

Tom Gerken

Technology reporter

In its latest update, Amazon Web Services says it has fixed the issue that caused the problem, and most services should now be working properly - however there will still be issues as they bring everything up to speed.

Meanwhile other services could take a while to resolve because there will have been requests made before and during the outage on local devices that now need to get sent and processed.

Imagine lots of people trying to send messages - suddenly they all get sent at once, which causes a delay while the system processes them.

Amazon also says there's an issue with launching what it calls "new EC2 instances" - in effect these are virtual computers hosted on the tech firm's servers, complete with their own hard drive space and operating systems.

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07:03

Mass internet outages are becoming a growing problem

**Joe Tidy**

Cyber correspondent

There have been several mass internet service outages in the past five years where problems with one company have had huge knock-on effects.

Most of the time these issues are resolved in a few hours as engineers

scramble to reverse mistakes or fix things on the fly.

Experts have long pointed to the growing reliance on a small number of internet giants being a factor as more eggs are placed in fewer baskets - when one big company has a glitch, much of modern life and business comes to a standstill.

Here are some recent examples of mass outages and what caused them:

- **July 2024:** A dodgy piece of code in CrowdStrike cyber security software was automatically installed in computer systems causing them to break down and display a "blue screen of death" error message. Some 8.5 million computers were rendered temporarily useless, knocking many internet services offline
- **October 2021:** A "configuration error" brought down Facebook, Instagram and WhatsApp for nearly six hours. Other sites, including X, were also disrupted due to the surge of new visits to their apps
- **June 2021:** Amazon, Reddit, Twitch, GitHub, Shopify, Spotify, and several news sites were down for around an hour after a previously unknown bug was triggered accidentally by a customer at cloud computing service provider Fastly
- **December 2020:** Gmail, YouTube, Google Drive and other Google services went down simultaneously for around 90 minutes after the company said it encountered an "internal storage quota issue"

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06:46

Here's what we know so far

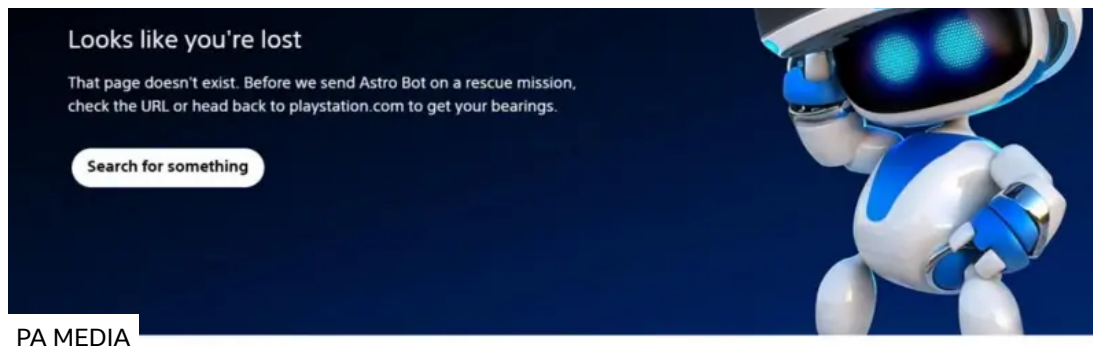
Liv McMahon

Technology reporter

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Error 404





PA MEDIA

| There's been reports of problems with the PlayStation Network

As we've been reporting, many of the world's biggest websites and apps are down due to an outage affecting Amazon Web Services. If you're just joining us, here's a recap of what we know so far:

- Hundreds of websites and apps were knocked offline this morning after an issue at Amazon Web Services in the US
- The cloud computing giant powers services for a huge number of platforms, including Snapchat, Roblox and Lloyds Bank
- Downtdetector, used by many to flag problems with online services, says it has seen more than four million reports from users globally, across more than 500 companies
- At around 10:30 BST, Amazon said it was seeing “significant signs of recovery” and, in further updates, said “global services and features” were also recovering
- While this is true of many platforms, some appear to still be experiencing problems – or fresh issues, in the case of Reddit
- We don't know the full details of what has caused a number of critical AWS services to fall offline this morning, but Amazon says it “appears to be related to DNS resolution” related to the way firms access its web servers

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06:32

Problem could be related to Domain Name System - but what is that?

Liv McMahon

Technology reporter

We don't know the full details of what has caused a number of critical Amazon Web Services to fall offline this morning and may not for some time.

But Amazon said in one of its updates earlier that the issue "appears to be related to DNS resolution of the DynamoDB API endpoint in US-EAST-1".

DNS, which stands for Domain Name System, is often likened to a phone book for the internet.

It effectively translates the website names people use into IP address numeric equivalents that can be read and understood by computers.

This process basically underpins the way we use the internet, and disruptions to it can leave web browsers unable to locate the content they are looking for.

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06:20 BREAKING

Amazon Web Services says most of its services are recovering

We've just seen this latest statement from Amazon Web Services: "We continue to observe recovery across most of the affected AWS Services.

"We can confirm global services and features that rely on US-EAST-1 have also recovered.

"We continue to work towards full resolution and will provide updates as we have more information to share."

Amazon Web Services is behind today's outage across a vast number of websites and apps - **but its services are not used by lots of other major websites.**

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06:04

Call later if it's not urgent, UK tax authority HMRC says

HMRC confirms that some of its customers have been impacted by the Amazon Web Services outage - and warns that its helplines are busy.

A spokesperson says: "We're aware that customers are having problems accessing our online services, as part of global issues affecting Amazon Web Services. We're working urgently with them on this matter.

"Our phonelines are currently busy as a result, so for anything that isn't urgent we recommend calling at a later time."

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06:01

Payzone and Amazon Click and Collect affected, Post Office says



Emma Simpson
Business correspondent

I've just tried to return an Amazon parcel at my local Post Office, but it couldn't be processed.

The Post Office tells me Amazon Click and Collect and Drop Off services are being impacted across the branch network.

It also says the Amazon Web Services (AWS) issue is affecting customers who are trying to top up their pre-payment cards for gas and electricity via Payzone devices.

As a reminder, **AWS says it's now seeing "significant signs of recovery"**.

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05:53 **BREAKING**

'We are sorry about this': Lloyds confirms banking outage

Tom Gerken

Technology reporter

Lloyds has now confirmed the outage impacting it and its subsidiaries Halifax and Bank of Scotland are related to today's Amazon Web Services issues.

"You may have seen reports of issues with Amazon Web Services affecting a number of websites and apps across the UK today," it said in a post on X.

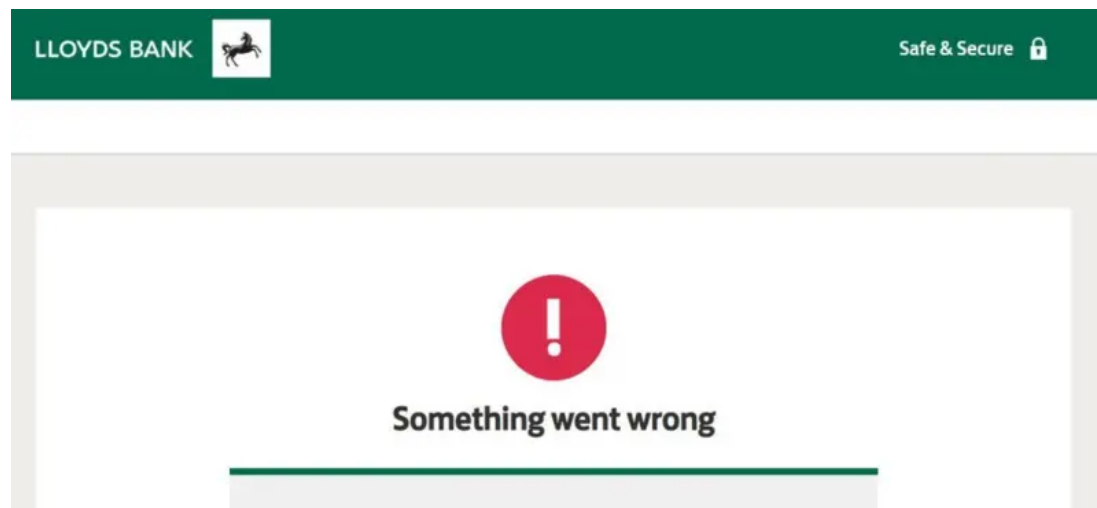
"We know this is impacting some of our services right now. We're sorry about this. Please bear with us as we investigate this."

It has drawn frustration from some, including University of Bath IT Professor James Davenport, who said it was "worrying" to see UK banks impacted.

He said banks should be "confining their usage" to the UK or Europe - rather than relying on services that are running out of the US.

People on social media continue to report that the outage has led to their cards being declined - something the BBC has not been able to independently verify.

Lloyds has been approached for comment.



PA MEDIA

Sorry, we're unable to process your request at the moment

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05:39 **BREAKING**

We are seeing significant signs of recovery - Amazon Web Services

Amazon Web Services, the cloud company behind the outage, has just released a statement saying: "We are seeing significant signs of recovery.

"Most requests should now be succeeding.

"We continue to work through a backlog of queued requests. We will continue to provide additional information," it reports on its website.

As a reminder, Amazon Web Services (AWS) powers the infrastructure behind millions of websites and apps.

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05:34

More than 500 companies facing issues, says Downtdetector

Liv McMahon

Technology reporter

Downtdetector, the platform outage monitor owned by Ookla, has told the BBC it has seen more than four million reports of issues globally just this morning – more than double the 1.8m reports it sees on a full weekday normally.

"At 06:56 UTC (02:56 AM EDT) users started reporting issues with AWS, in particular with the US East 1 region," it said.

"As of 09:50 AM BST (08:50 UTC) over 500 companies across all of our

...is of course Amazon (AWS cloud), over 300 companies, across all of our 66 sites, are reporting issues."

The company said this includes more than 400,000 reports in the UK alone in the two hours since the outage began.

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05:29

Not all of the internet is down... just some of it

Liv McMahon

Technology reporter

While platforms including Snapchat, HMRC and Roblox are experiencing issues this morning, it's important to note that not all websites and apps are having problems.

Google services, for instance, which run on the company's own cloud computing platform, appear to be stable.

Some may also have a range of different cloud providers or services in place to fall back on in case one has problems.

Meta platforms including Facebook and Instagram, which experienced their own historic blackout in 2021, also seem to be running as normal.

Elon Musk has chimed in to say that his own social media platform, X, is unaffected.

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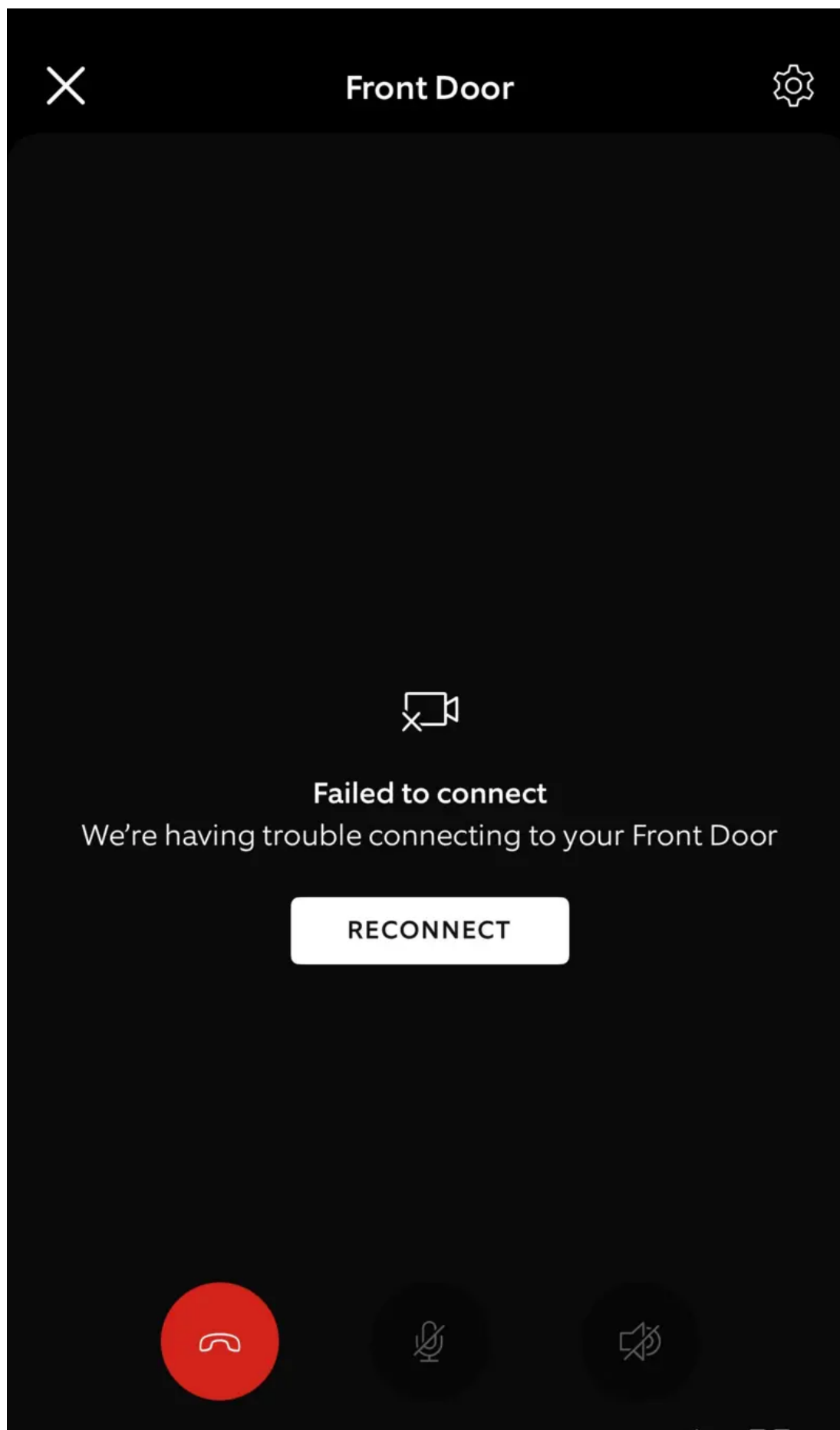
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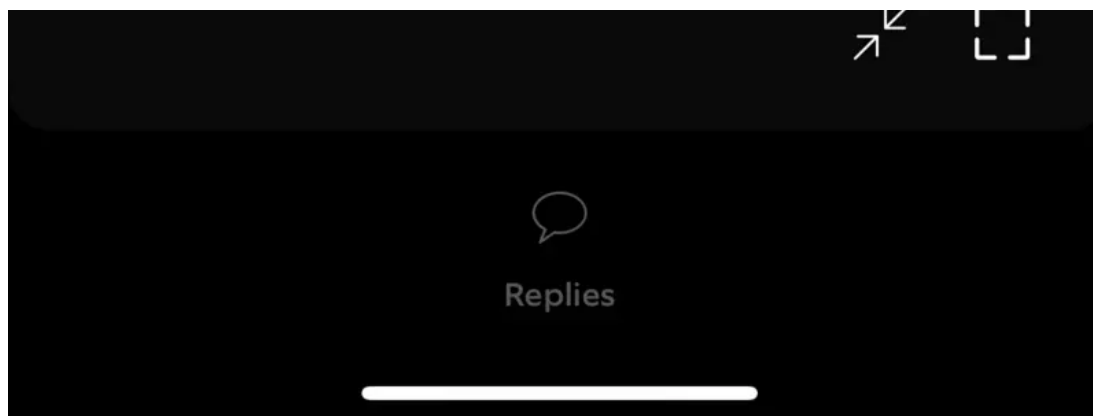
Ring doorbells also experiencing problems

The Amazon Web Services outage is causing problems across dozens of websites and apps, including Ring doorbells.

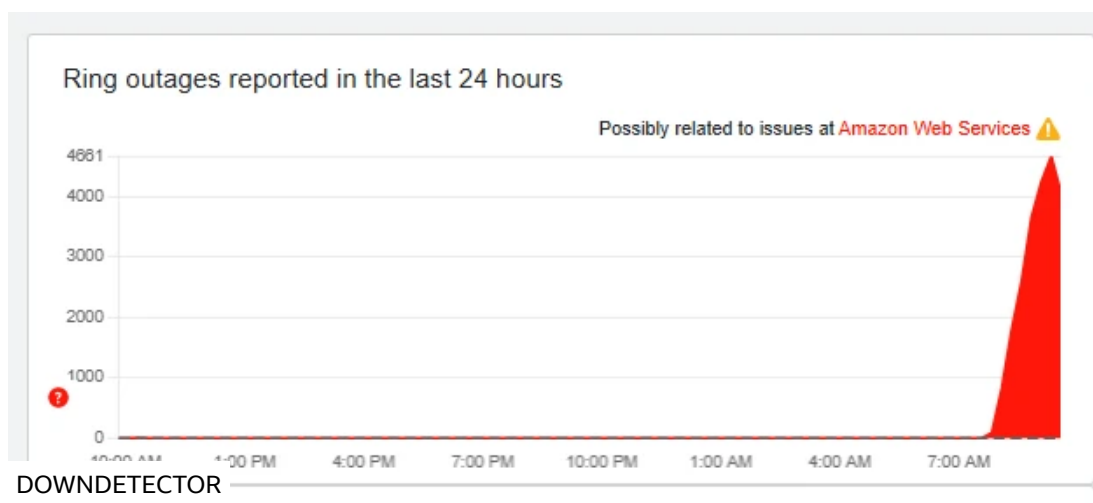
Some users report seeing a "failed to connect" sign when they open the live view...

live view.





The screenshot below from Downtdetector shows a large spike in the number of users experiencing problems accessing Ring in the last few hours:



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05:17

Are these web outages becoming more frequent?

Liv McMahon

Technology reporter

Outages affecting web platforms and services are nothing new - barely a week goes by without something going down that many people rely on for vital web services, such as Wi-Fi and internet banking.

Multiple sites going down in one single outage are somewhat less common – but something experts say are becoming more frequent

common – but something experts say are becoming more frequent because many platforms use the same provider for their services.

Amazon Web Services, for instance, is a huge provider for cloud computing services. So, when it has any issues, these can ripple across the vast number of sites that rely on it.

In the past, we've seen different kinds of providers such as content delivery networks **like Fastly** knock multiple services including gov.uk offline at once.

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05:12 **BREAKING**

We have identified a potential root cause - Amazon Web Services

We've just had an update from Amazon Web Services, which says: "We have identified a potential root cause for error rates for the DynamoDB APIs in the US-EAST-1 Region."

"We are working on multiple parallel paths to accelerate recovery."

As a reminder, **Amazon Web Services (AWS)** is Amazon's cloud computing division, and its infrastructure underpins millions of large companies' websites and platforms.

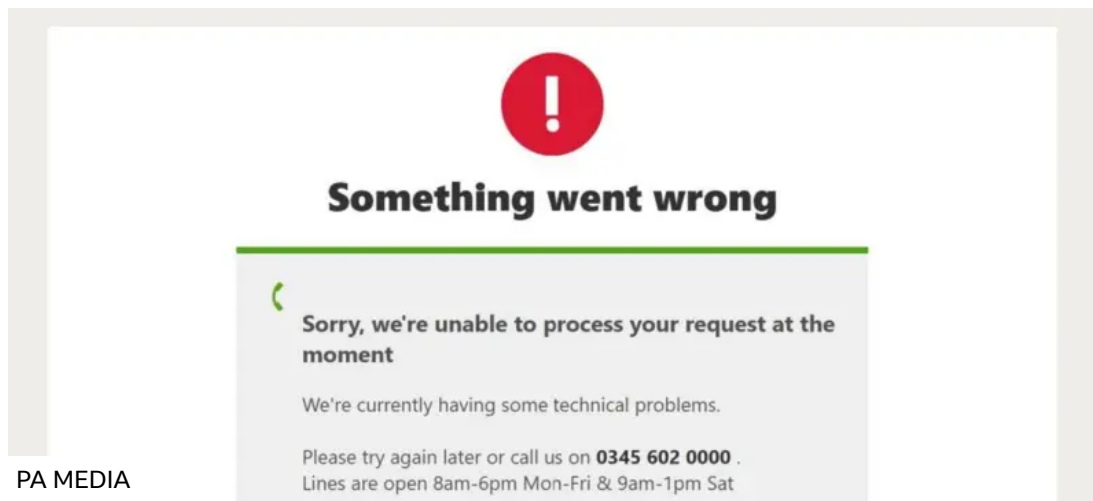
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05:04

Thousands report bank outages, with some saying cards declined

Tom Gerken
Technology reporter





As we said a little earlier, there are now reports that customers of several banks are also facing issues.

Lloyds, as well as its subsidiaries Halifax and Bank of Scotland, are all facing thousands of reports of outages, according to Downdetector.

People have reported being unable to log in to their online and mobile banking apps, and there are also reports on social media that some people have had card payments declined – although the BBC has not been able to independently verify this.

It is also not known whether this is linked to the Amazon Web Services outage, or a separate issue.

Lloyds has been approached for comment.

Share

04:55

Huge number of apps and sites named in outage

Tom Gerken

Technology reporter

It's hard to say just how many apps have been knocked out by this, but suffice to say it isn't a short list - at least according to Downdetector, a site where people report outages:

- Snapchat

- Zoom
- Roblox
- Clash Royale
- My Fitness Pal
- Life360
- Clash of Clans
- Fortnite
- Canva
- Wordle
- Signal
- Coinbase
- Duolingo
- Slack
- Smartsheet
- PokemonGo
- Epic Games
- PlayStation Network
- Peloton
- Rocket League... the list goes on and on

Even the website for the UK's tax authority HMRC is named as not working properly - and when we tested it, it displayed an error message.

Of course, remember these are just reports. It is possible that many of these platforms may be working well for some but not others.

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