

Cloud News: W251

The Pressure cooker in the Cloud Operations when Major Services are down

Natarajan Shankar, 02/28/2017

Approximately 10AM PT today: Amazon's S3 web-based storage service is experiencing widespread issues, leading to service that's either partially or fully broken on websites, apps and devices upon which it relies. (The outage has affected Netflix, Nest, Quora, Giphy, Instagram, IMDb, American Airlines, Imgur, and Slack...)

<https://techcrunch.com/2017/02/28/amazon-aws-s3-outage-is-breaking-things-for-a-lot-of-websites-and-apps/>

Update (11:57 AM PT): AWS says it believes they now "understand root cause" of the S3 issues, and are "working hard at repairing." It has not shared specifics of that cause.

Update (12:15 PM PT): Network intelligence software provider **ThousandEyes** notes that all the packet loss for the ongoing issue appears to be happening in the Ashburn, VA area.

Update (12:54 PM PT): AWS says it's seeing "recovery for S3 object retrievals, listing and deletions" which means you're probably seeing avatars and other visual assets come back in some spots. The company also says it expects further improvements to error rates within the next hour.

Update (1:20 PM PT): S3 is now fully recovered in terms of the retrieval, listing and deletion of existing objects, according to the AWS status page, and it's now working on restoring normal operation for the addition of new items to S3-based storage.

Update (2:10 PM PT): AWS says that it's now fully recovered in terms of resolving the error rates it was seeing, and S3 service is now "operating normally."

For end users like us: Checking Cloud Status

<https://cloudharmony.com/status>

1. Select “Show Availability for 1 Week”
2. Scroll down to “Storage” section.
3. Sort by 7 day availability by clicking the column header twice
4. Our two favorites, Softlayer and S3 make the list today!

Running tests to check latency from your local test point

1. Double click on S3 or go to
<https://cloudharmony.com/speedtest-for-softlayer:cloudlayer> or
<https://cloudharmony.com/speedtest-for-aws:s3>
2. Click on “Network Test” (Just above where the vendor list starts)
3. Mouse over the whisker plots to see Latency measurements