

# Certificate outages impact everyone

According to Security Magazine, nearly three-quarters (72%) of organizations have suffered at least one certificate-related outage in the past year, with 67% experiencing outages monthly and 45% weekly. Certificate outages happen when digital certificates expire or become invalid, causing security and operational issues. Certificate Lifecycle Management (CLM) prevents this by ensuring certificates are always up-to-date. By automating CLM, Sectigo helps organizations prevent certificate outages, ensuring business continuity, security, and customer trust. Here is a list of recent outages that have made the headlines:

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## Spotify



**2020**

286 million active users with up to 10 million customers impacted for the 30 minute outage.

## Shopify



**2021**

Direct revenue loss due to reduced new customers acquisition and increased customer support time costs.

## Xero



More than 3.95 million subscribers impacted, with over 1000 third-party apps integrated. Staff from companies who use Xero not paid that month.

## Spotify



**2022**

9 hours of downtime, with no podcasts being accessible.

**2020**

## Microsoft Teams



Over 20 million daily users impacted, with many changing to competitor Slack.

## Fortinet



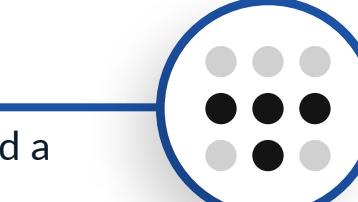
Direct revenue loss due to reduced new customers acquisition and increased customer support time costs.

## Google Voice



Over 4 hours of downtime with customers not able to use services or products.

## Tailscale.com



An expired certificate caused a 90 minute outage.

## Microsoft Teams



A few minutes of downtime resulted in several hours of disruptions, with many users swapping to competitor platforms.

## GitHub



Intruders gained unauthorized access to some of GitHub's code repositories and stole code signing certificates for GitHub's Desktop and Atom applications.

## Starlink



Several hours of downtime with global media coverage.

**2024**



## Microsoft Azure

Certificate mismanagement resulted in service disruptions across the USA, impacting businesses relying on Microsoft's cloud infrastructure.

## Outlook



Although there was only a few minutes of downtime, users experienced several hours of disruptions before services resumed to regular.

## Cisco (Twice in 2023)



Over 20,000 customers impacted with cloud, data storage, e-commerce tools, and other services disrupted.

**2023**

## Real Debrid



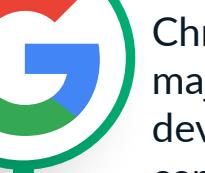
An expired certificate caused a 45 minute service outage.

## Bank of England



A critical payments system crashed due to an expired certificate, causing a 90 minute outage to CHAPS and retail settlement.

**2025**



Chromecast devices experienced a major service disruption rendering the devices unusable due to an expired certificate that was issued in 2015 with 10-year validity.

## Starlink



An expired ground certificate caused a global blackout affected 60,000 customers. This happened in 2023 as well.

## League of Legends



Players were unable to login for hours due to Riot forgetting to renew the client's SSL certificate. This also happened 10 years ago.

**2022**

## ServiceNow



Widespread customer frustration resulted after a root certificate error disrupted services for over 600 organizations.

**2021**

## Microsoft



Various Microsoft 365 and Azure management portals were affected worldwide.

**2020**

**2023**

**2024**

**2025**

**2026**