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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2020

Spotify

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

Microsoft Teams

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

2021

Shopify

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

Fortinet

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.

Google Voice

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

2022

Spotify

9 hours of downtime, with no podcasts being accessible.

Tailscale.com

An expired certificate caused a 90 minute outage.

2024

Microsoft Azure

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

Microsoft Teams

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

Outlook

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

GitHub

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

Cisco *(Twice in 2023)*

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

2023

Starlink

Several hours of downtime with global media coverage.

Bank of England

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

ServiceNow

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

Real Debrid

An expired certificate caused a 45 minute service outage.

2025

Google Chromecast

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.

Microsoft

Various Microsoft 365 and Azure management portals were affected worldwide.

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.

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