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Certificate outages impact everyone

Around 81% of companies have experienced a certificate-related outage in the past two years. 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's is a list of recent outages that have made the headlines:



2018

O₂
124 million+ customers had data stolen or compromised.

Ericsson
Approximately 40% of the worlds mobile traffic is carried through Ericsson.



Cisco
Complete loss of services for customers with over 39 million users globally.

Pokemon GO
Customers without use for approximately half an hour.



Conservatives
Breach of website visitors' data.

LinkedIn
Several hours of downtime with global media coverage.



2019



US government departments
- Department of Justice, Court of Appeals, and NASA
Many of the websites housed sensitive government payment portals and remote access services.

2021

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



2020



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

Spotify
9 hours of downtime, with no podcasts being accessible.



2022



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



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.



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



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

2023



Starlink
Several hours of downtime with global media coverage.



Spotify
The ability to link Spotify to the Clock app was down for months, with large volume of customer complaints.



Cisco (Twice in 2023)
Over 20,000 customers impacted with cloud, data storage, e-commerce tools, and other services disrupted.



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



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



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



Real Debrid
Users were unable to use the tool or connect the tool with supported services or add-ons.