13 Disruptions in 7 Days. None Blamed on a Cyberattack.[22]

Updates, maintenance, a backup test and software bugs: here is what really happened, in plain English, with a source for every fact.

Official cause given | Downstream of another outage | Cause not disclosed (no attack reported) | Times Eastern. Reporting as of Nov. 17; causes may be updated.

DATE	WHO AND WHEN	WHAT HAPPENED	ROOT CAUSE (OFFICIAL)	STATUS
Nov 11	**AWS Tokyo** 9:46 AM to 3:31 PM ET (overnight in Tokyo)[1]	New EC2 servers failed to launch or connect, mostly in one zone. Servers already running kept working.[1]	An internal system that passes along network setting changes fell behind.[1]	AWS: Networking Delay
Nov 12-13	**Microsoft 365** Nov 12, 11:20 AM to Nov 13, 11:10 AM ET[3]	Outlook email was hit hardest. Microsoft published a detailed account of what went wrong.[2,3]	A hidden bug from a July update, triggered by extra traffic from a routine Teams failover while about 14% of gateway servers were already out.[2,3,4]	Microsoft: Not Cyber
Nov 12-13	**Claude M365 Connector** Nov 12, 11:03 AM to Nov 13, 11:40 AM ET[5]	Claude's Outlook and Microsoft 365 tools were waiting on Microsoft. When Microsoft recovered, so did they.[5]	The Microsoft 365 service incident above.[5]	Downstream of Microsoft
Nov 13	**Claude** Friday morning, resolved by 10:38 AM ET[5]	Separate sign-in and error issues on claude.ai, the API and Claude Code. Anthropic deployed fixes.[5,6]	Not publicly disclosed. Anthropic did not link it to Microsoft.[6]	Cause Not Disclosed
Nov 13-14	**Workday** Friday afternoon to 11 AM ET Saturday[8]	A backup safety drill went sideways. Workday placed systems into maintenance and restored service Saturday.[7,8]	During a weekly disaster recovery check, backup-site services connected to live production databases.[7,8]	Workday: Not Cyber
Nov 13	**FAA** About 3:30 PM to 8:15 PM ET[9]	Safety first: the FAA paused flights out of an abundance of caution, then resumed once systems were stable.[9]	A flood of network traffic. Early findings point to a radar site in Texas and a radio site in Arkansas, where a new router was being installed. Investigation ongoing.[9,10,11]	Zero Evidence of Cyber
Nov 15	**AWS US-EAST-1** 6:05 AM to 9:21 AM ET[12]	Sign-in trouble for IAM Identity Center and some load balancers. Engineers were engaged within 5 minutes.[12]	Not published by AWS.[12]	Cause Not Disclosed
Nov 16	**JPMorgan Chase** From about 10 AM ET, fixed Monday evening[14]	Some transactions ran slow, but customers could still reach their accounts and funds.[13]	A software bug in Chase's on-premises hardware systems.[13]	Chase: Not Cyber
Nov 16	**United Airlines** About 4 PM to 6 PM ET[15]	Some departures waited at the gate. Flights already in the air were not affected.[15]	A technology issue that blocked final aircraft weight figures, per the pilots' union. Full cause not published.[15,16]	United: No Sign of Cyber
Nov 17	**Apple** From about 11:45 AM ET[18]	iCloud sign-in and other services slowed. Many systems were back up the same day.[17,18]	An internal update, according to Apple.[17]	Apple: Not Cyber
Nov 17	**NSA** Times not disclosed[19]	Some internal systems degraded. Mission-critical capabilities stayed fully operational.[19]	Temporary degradation during scheduled routine maintenance.[19]	NSA: Routine Maintenance
Nov 17	**Gmail** Reports peaked around noon ET[20]	Users reported mail trouble. Google said it saw no evidence of a broad Gmail disruption.[20]	No root cause or broad outage established.[20]	No Broad Outage Found
Nov 17	**Charles Schwab** Working again around 10:38 AM ET[21]	A brief webpage loading issue. Trading stayed available and the mobile app worked.[21]	Not publicly identified.[21]	Cause Not Disclosed

The Good News

Most outages are ordinary technical hiccups: an update, a test, a busy server. Every provider here found the problem, fixed it and told customers what they knew. Problems in one vendor can ripple into the tools that depend on it, which is why planning matters more than panic.

Your Business Is Ready When You Have

- A second way to communicate when email is down
- Backups you have actually tested
- A simple written downtime plan
- A map of the vendors your work depends on

SOURCES (EACH NUMBER ABOVE MATCHES THE FACT IT SUPPORTS)

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