

# Amazon apologizes for outage that sidelined Netflix

January 1 2013

---



Amazon on Monday said it was sorry for a Web Services mishap that put online film streaming service Netflix out of commission on Christmas Eve.

Amazon on Monday said it was sorry for a Web Services mishap that put online film streaming service Netflix out of commission on Christmas Eve.

"We want to apologize," Amazon said in a message posted at its website.

"We know how critical our services are to our customers' businesses, and we know this disruption came at an inopportune time for some of our customers."

Amazon.com attributed the outage to a mistake by one of its developers that caused a problem with load balancers at data centers the company uses to provide "web services" to clients such as Netflix.

The "event" lasted from early Christmas Eve in California into Christmas morning, according to Seattle, Washington-based Amazon.

More than 27 million Netflix members in the Americas may have been unable to access shows or films online due to the problem at Amazon Web Services, which rents out [computing power](#) in [datacenters](#) in the Internet "cloud."

No problems were reported with viewing offerings at Amazon's rival online film service.

In a message fired off on Twitter, Netflix referred to the outage as "terrible timing." [Netflix](#) noted that users in Europe were not affected.

"We will do everything we can to learn from this event," Amazon said in its message.

(c) 2013 AFP

Citation: Amazon apologizes for outage that sidelined Netflix (2013, January 1) retrieved 26 April 2024 from <https://phys.org/news/2013-01-amazon-outage-sidelined-netflix.html>

This document is subject to copyright. Apart from any fair dealing for the purpose of private study or research, no part may be reproduced without the written permission. The content is provided for information purposes only.