

European cable cut may impact transoceanic routes



Service Degradation

Posted on: Wed, 19 Oct 2022 20:31:15 UTC

Resolved on: Thu, 20 Oct 2022 18:58:01 UTC

Start Time: Wed, 19 Oct 2022 20:08:40 UTC

End Time: Thu, 20 Oct 2022 18:58:01 UTC

What has happened?

We are aware of a major cable cut in the South of France that has impacted major cables with connectivity to Asia, Europe, US and potentially other parts of the world. As a result of the cable cut, customers may see packet loss and or latency for websites and applications which traverse these impacted paths.

What is Zscaler doing?

Zscaler has made routing adjustments where possible to route around the problem but in certain cases we see the reverse path from the Application/Content providers which is under the control of the Application/Content Providers still traverses the impacted paths.

What can you do?

Zscaler is working with the content providers to have them influence their portion of the path. If you experience slowness with specific applications, especially applications hosted overseas, please contact the application provider and refer them to this trust post.

At this time, based on the information we have, the local authorities are investigating and repair crews are on scene but can not access the site until police complete their evidence collection.

There is currently no estimated time to repair available

We will provide an update as additional information becomes available.

Zscaler Incident# INC-000000047

Update - Wed, 19 Oct 2022 23:01:23 UTC

The following links have been identified as being cut. We have received an update that one of the links has been fixed, currently we are not able to confirm which link.

Marseille-Lyon : Team on site repair on hold due to Police intervention for investigation.

Marseille-Milano : Cable Cut Confirmed by Fiber Testing – searching of cut point in progress.

Marseille-Barcelona : Cable Cut Confirmed by Fiber Testing – searching of cut point in progress.

Update - Thu, 20 Oct 2022 01:03:15 UTC

The Zscaler Operations team have confirmed that one of the links has been fixed and we have observed a drop in packet loss and latency for some destinations. We will continue to monitor and update on any changes to the situation.

Update - Thu, 20 Oct 2022 18:58:01 UTC

This incident has been resolved. Please contact Zscaler Support if you have additional questions.

Any Questions? Leave us feedback: trust-feedback@zscaler.com

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