Salesforce Trust Status User Guide

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Salesforce Trust Status

On Salesforce Trust Status, you can find real-time status and forward-looking maintenance information for Sales Cloud, Marketing Cloud, Service Cloud, Community Cloud, Salesforce B2C Commerce, Analytics Cloud, Force.com, and Social Studio at a glance.

Use Salesforce Trust Status to:

- Check for ongoing incidents or maintenance.
- Find timelines for and descriptions of previous incidents and maintenance.
- Subscribe to Trust notifications so that you're automatically notified about the service events related to your instance and services.
- View the current status of your instance and its services.

📝 **Note:** Throughout the doc, as on Salesforce Trust Status, *instance* refers to a logical cluster of software and hardware that hosts a Salesforce customer's data and runs their applications. It might be an instance hosting Core services such as Sales Cloud or Service Cloud, a Commerce Cloud POD, or the logical unit associated with a Marketing Cloud member ID (MID).

# System & Instance Information

Check for Ongoing Incidents

On the Trust Status homepage, you can find the current status of ongoing incidents and instances that are undergoing maintenance.

On the Ongoing Incidents and Ongoing Maintenance tabs, you can find general messages that provide up-to-date summaries of incidents or maintenance. The number that appears on each tab indicates the current number of ongoing incidents and maintenance activities.

ID	SUBJECT	INSTANCES	SERVICES
1638	Marketing Cloud - Impacted	DB47, DB7001, DB7002, ...	Marketing Cloud Login, Marketing Cloud SOAP API
1656	Performance Degradation	AP0, AP4, CS1	Core Service, Marketing Cloud Core Service
1713	Service Disruption	AP1	Core Service

Current Status — ONGOING INCIDENTS / ONGOING MAINTENANCE

See Overall System Status

To see the status of all Salesforce instances, navigate to the [Products page](#).
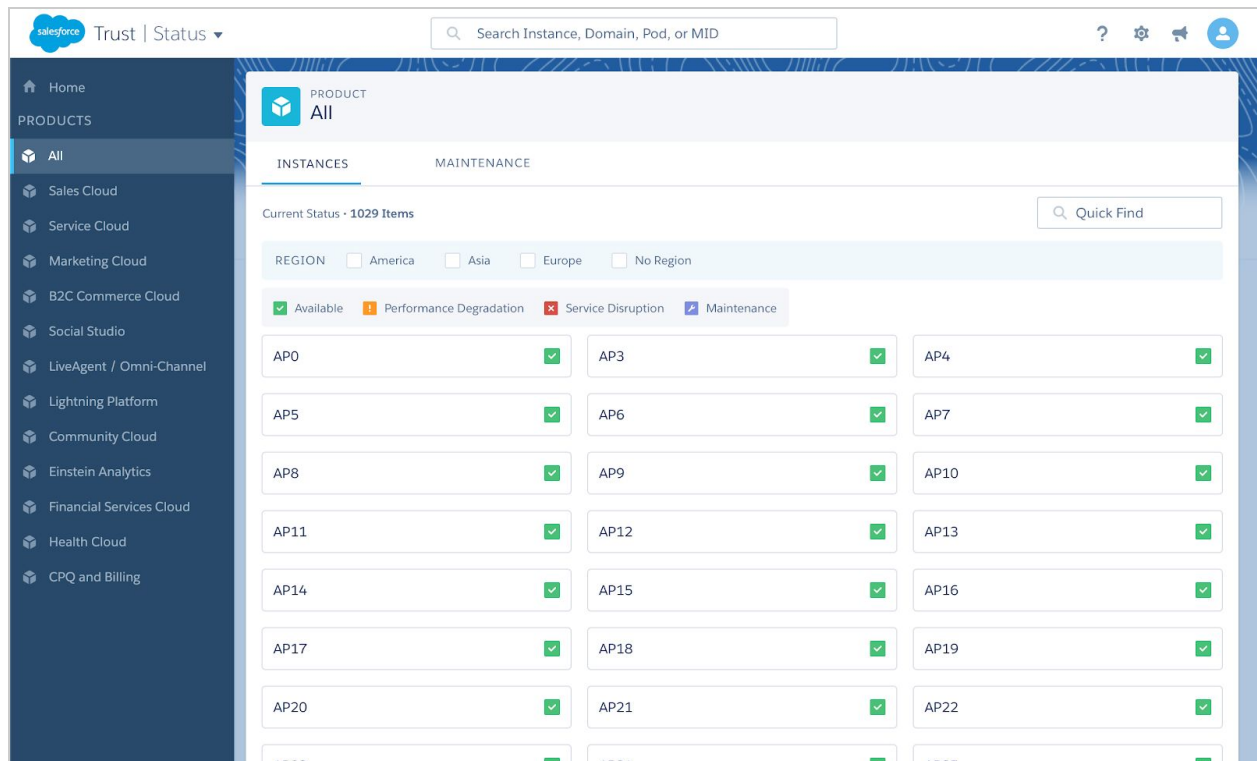

From that page, you can search by instance. From a specific product cloud's page, you can filter by region.

See an Instance's Status

From the [Products page](#), you can see whether an instance is available, has a performance degradation or service disruption, or is undergoing maintenance. To see the status of the instance's services, click its name.

Performance degradations and service disruptions impact multiple customers and are at least 5 minutes in length.

Instance status is visually indicated by one of the following keys.
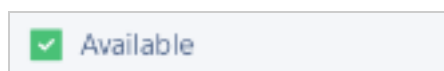
The instance and the services running on the instance are available.

The instance is available, but one or more services running on the instance are not at optimal performance.
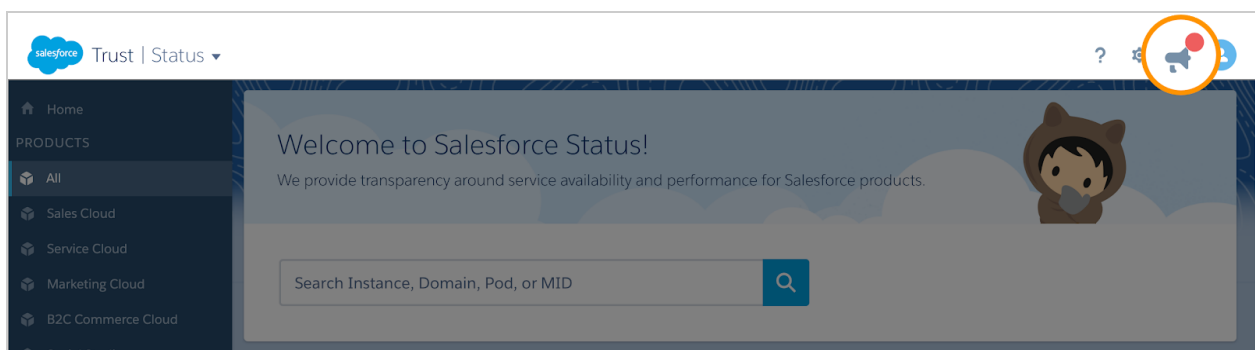

The instance is unavailable.

The instance is undergoing maintenance.

See General Messages

General Messages are general announcements that communicate important information to customers about a product, service, or feature that is cross cloud in nature, limited to a specific subset of customers on multiple instances, or not limited to a specific instance (for example, an issue with Salesforce Help or Communities). They can also address external issues (for example, with a network provider) that might affect Salesforce customers' ability to access their Salesforce service but are not in Salesforce's control.

To see your general messages, which you're notified of by a red dot that appears on the megaphone icon in the top-right corner, click that megaphone or navigate directly to the General Messages page.

From the page, you can see general messages from the past 90 days.

Check for Maintenance Activity

On the Maintenance tab, you can find information about instances that underwent maintenance in the past 33 days or have maintenance scheduled in the next 12 months.

To see information for specific maintenance activity:

1. Click a time frame (for example, Past 33 Days) to expand it.

2. In the expanded view, click the maintenance ID for the maintenance activity.

You see the maintenance information.

To find maintenance information about a specific instance, enter its name in the Quick Find box.

Service Information

After you select your Salesforce product from the Products menu and click your Salesforce instance, you can access valuable status information from each of its three tabs.

- **Current Status**–Whether the instance is available, or experiencing a performance degradation or a service disruption
- **History**–Status information from the most recent 33 days
- **Maintenance**–Recent and upcoming maintenance activity, with maintenance start times indicated

See a Service's Current Status

On the Current Status tab for your Salesforce instance, you can find the status for its:

- Core Service, which represents the overall status of the services supporting its operations
- Other services (for example, Search)
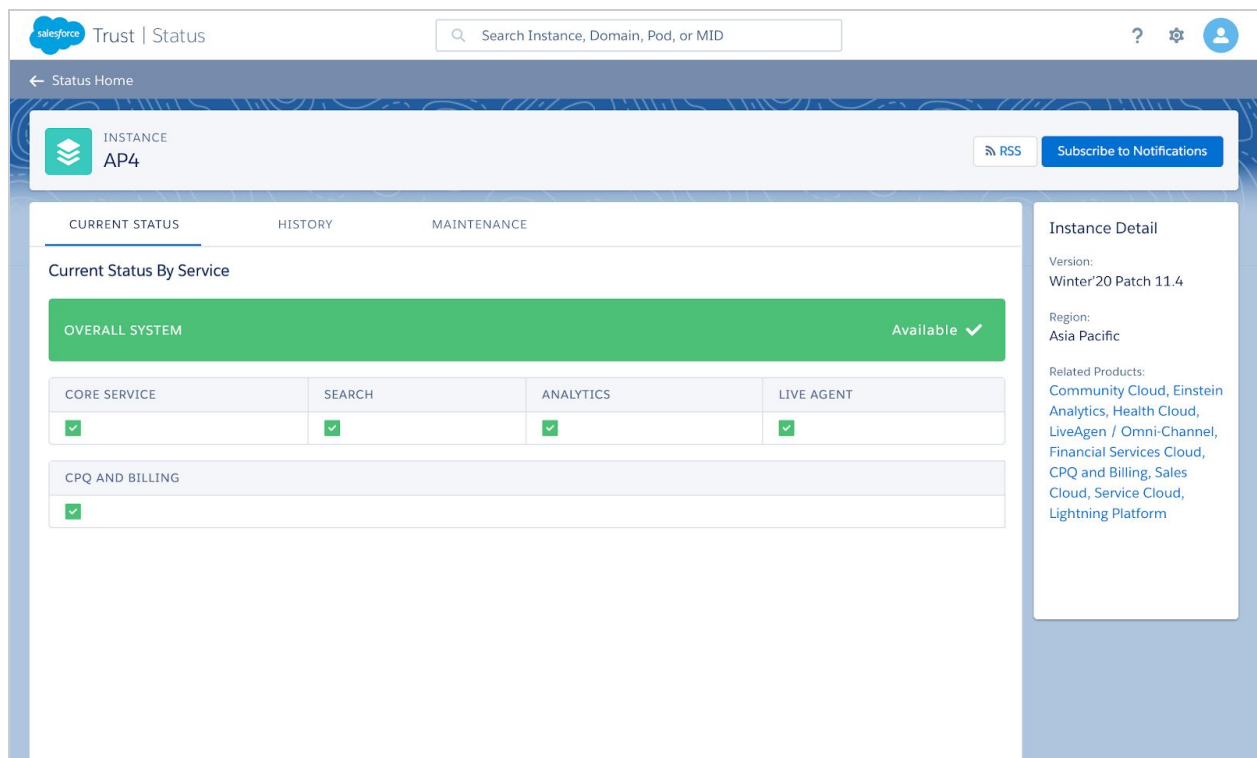
At any given point in time, a service's status is indicated by one of these icons.

Available
The services running on the instance are available.

Performance Degradation
The service is available but not running at optimal performance.

Service Disruption
The service is unavailable.

Service Status Thresholds

What qualifies as a performance degradation or service disruption varies by service.

Salesforce Services

(that is, services branded as Sales Cloud, Service Cloud, Community Cloud, Chatter, Force.com, Site.com, and Database.com, along with Financial Services Cloud, Health Cloud, IoT Explorer, Einstein Analytics, Salesforce Quote-to-Cash, and Work.com)

Service Name	⚠ Performance Degradation	✖ Service Disruption
Core Service	Average page response times are more than 500 milliseconds for more than 5 consecutive minutes.	• Users cannot log in. • Average page response times for the application are more than 60 seconds for more than 5 consecutive minutes.
Live Agent		• Users cannot log in to Live Agent. • Active users cannot start a new Live Agent chat.
Search		• Search indexing is delayed by more than 15 minutes. • Search response times are more than 3 seconds for more than 5 consecutive minutes.
Analytics	Query response times across dashboards are timing out for more than 10 consecutive minutes.	• Users cannot log in to Analytics. • Active users cannot upload or process data.

Marketing Cloud

Service Name	⚠ Performance Degradation	✖ Service Disruption
Marketing Cloud Core Service	Average application response time is more than 30 seconds for more than 5 consecutive minutes.	• Users cannot access the application. • Average page response times for the application are more than 60 seconds for more than 5 consecutive minutes.

Service Name	Performance Degradation	Service Disruption
Marketing Cloud Login		• Users cannot log in. • Average login response times to the application are more than 60 seconds for more than 5 consecutive minutes.
Marketing Cloud REST API		Users cannot access the API.
Marketing Cloud SOAP API		Users cannot access the API.

B2C Commerce

Service Name	⚠ Performance Degradation	✖ Service Disruption
B2C Core	• Average page response times are more than 500 milliseconds for more than 5 consecutive minutes. • API response times are more than 300 milliseconds.	• End users cannot access the customer's commerce site. • Average page response times for active users are more than 3 seconds for more than 5 consecutive minutes. • Users cannot access the OCAPIs.
Cart Service	• Average cart page response times are more than 500 milliseconds for more than 5 consecutive minutes. • API response times are more than 300 milliseconds.	• End users cannot add items to their carts. • Users cannot access the cart API.
Account Manager	Average account manager page response times are more than 500 milliseconds for more than 5 consecutive minutes.	Business users cannot log in.
eCDN		Content is delivered directly from the customer's commerce site, not that site's CDN.

Social Studio

Service Name	⚠ Performance Degradation	❌ Service Disruption
Social Studio	• Average API response times to the application are more than 5 seconds for more than 15 consecutive minutes. • Managed Account Content ingestion latency is more than 15 minutes. • Twitter Broad Listening Content latency is more than 30 minutes.	• Users cannot log in. • Average API response times to the application are more than 10 seconds for more than 15 consecutive minutes.
Analysis Dashboard	• Average API response times to the application are more than 5 seconds for more than 15 consecutive minutes. • Managed Account Content ingestion latency is more than 15 minutes. • Twitter Broad Listening Content latency is more than 30 minutes.	• Users cannot log in. • Average API response times to the application are more than 10 seconds for more than 15 consecutive minutes.
Social Hub	• Posts sent to Salesforce are experiencing delays of more than 10 minutes. • Average API response times to the application are more than 5 seconds for more than 15 consecutive minutes. • Managed Account Content ingestion latency is more than 15 minutes. • Twitter Broad Listening Content latency is more than 30 minutes.	• Posts sent to Salesforce are delayed more than 20 minutes. • Average API response times to the application are more than 10 seconds for more than 15 consecutive minutes.
Social Studio API	Average response times within the application are more than 5 seconds for more than 15 consecutive minutes.	• Users cannot access the API. • Average API response times to the application are more than 10 seconds for more than 15 consecutive minutes.

| Command Center	• Average API response times to the application are more than 5 seconds for more than 15 consecutive minutes. • Managed Account Content ingestion latency is more than 15 minutes. • Twitter Broad Listening Content latency is more than 30 minutes.	• Users cannot log in. • Average API response times to the application are more than 10 seconds for more than 15 consecutive minutes.

See a Service's Status History

On your instance's History tab, you can find a timeline of each service's status and the duration of each service incident or maintenance event.

To:
- **Set the duration displayed at any given time**, click **7 Days**, **3 Days**, or **24 Hours**.
- **Jump to a specific date**, use the calendar.
- **Jump to the current date**, click **Now**.
- **Advance or backtrack through the timeline**, click its **<** or **>** arrow.

Learn About an Incident or Maintenance

On your instance's Current Status tab or History tab, when you see an incident or maintenance event, you can click it to get the latest-available update about it. When you do, you see the event's start and end times, any impacted services, and details about how the event progressed.
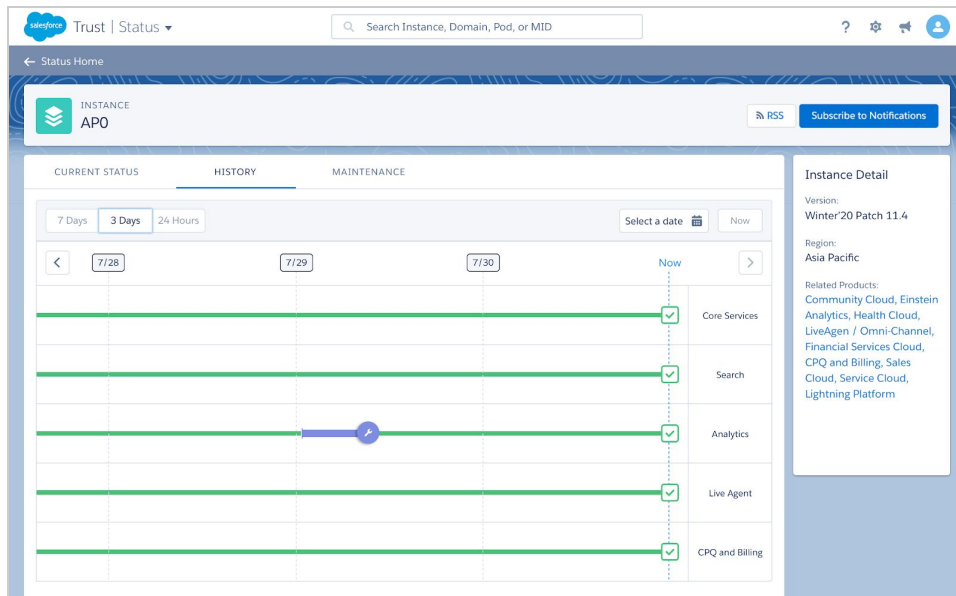
See a Service's Recent & Upcoming Maintenance

On your instance's Maintenance tab, you can find the instance's maintenance windows from the past 33 days and the maintenance windows scheduled for it in the next 12 months. To learn more about a specific maintenance window, click its time frame, and then click its ID. You see which services have been or might be affected, the maintenance window's start times, and more.

Get Automatically Notified About Service Events

Subscribe to Trust notifications, which you can configure based on instance and type of service activity (for example, incident or maintenance).

Settings

Supported Browsers

We support the latest versions of most major browsers. For an up-to-date list of supported browsers and versions, see Supported Browsers for Lightning Experience in Salesforce Help.

Display Language

Salesforce Trust provides system information in 11 different languages. To change your display language, click ⚙ in the top-right corner of the page, the 🌐 , and then the language you want to use.
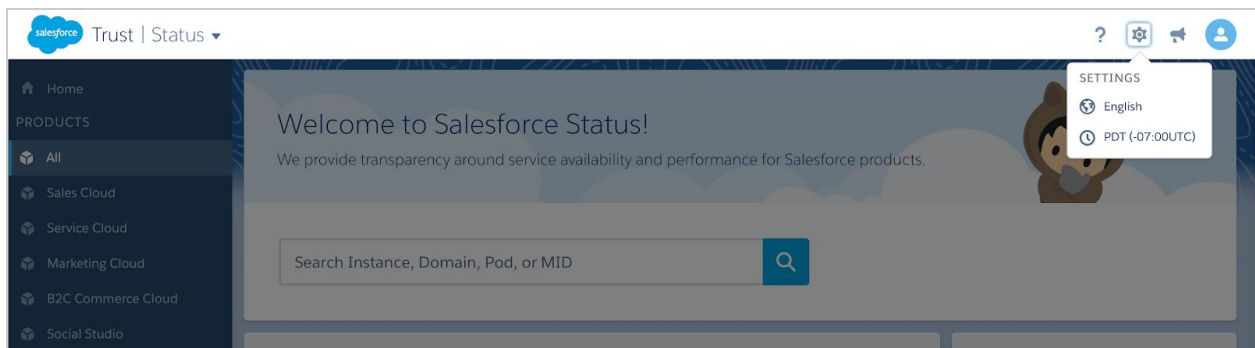
Time Zone

To change the time zone:

1. Click ⚙ in the top-right corner of the page, and then click 🕐 .

2. Click **Use My Local Timezone**–which is based on your device's location, if its location is enabled–or select a specific time zone.
3. Click **Submit**.

⊗ **Important:** Clearing your site cookies or cache resets your Trust Status settings, including time zone. When your settings are reset, your time zone is reset based on your device's location, if its location is enabled.

Share Feedback About the Trust Site

Click **?** in the top-right corner of the page, click **Feedback**, and then complete and submit the form. You can also join the Trust conversation with fellow Salesforce users in the [Salesforce Infrastructure Trailblazer Community group](#).