Web Experimentation Security Incident

Subscribe

Monitoring - Earlier today, Optimizely identified a security incident in which an unauthorized party exploited a vulnerability in Experimentation and used it to add malicious JavaScript to some customer projects. We've fixed the vulnerability and removed the injected code from affected projects. We've also taken steps to secure affected user accounts and put additional protections in place to prevent unauthorized code from being delivered.

Nov 17, 2026 - 01:02 UTC

About This Site

Welcome to Optimizely’s service dashboard for real-time information and updates on our services. Here you'll find live and historical data on service performance. Please register to receive status update notifications.

We would sincerely appreciate any feedback that you can provide us with, so please do not hesitate to e-mail us and tell us what you think! We reserve the right to unsubscribe any non-customers or partners from notifications.

⊞ Optimizely Support	✔Operational
⊞ Optimizely Public Websites	✔Operational
⊞ Digital Experience Cloud Service - APAC Region	✔Operational

⊞ Digital Experience Cloud Service - EMEA Region	✔Operational
⊞ Digital Experience Cloud Service - NA Region	✔Operational
Digital Experience Cloud Service - Management Portal	✔Operational
⊞ CMS SaaS - APAC Region	✔Operational
⊞ CMS SaaS - EMEA Region	✔Operational
⊞ CMS SaaS - NA Region	✔Operational
⊞ Search and Navigation - APAC Region	✔Operational
⊞ Search and Navigation - EMEA Region	✔Operational
⊞ Search and Navigation - NA Region	✔Operational
Optimizely Graph - APAC Region	✔Operational
Optimizely Graph - EMEA Region	✔Operational
Optimizely Graph - NA Region	✔Operational
Optimizely Graph - UAEN Region	✔Operational
⊞ Campaign (Omnichannel Marketing Solution) - EMEA Region	✔Operational
⊞ Content Recommendations - APAC Region	✔Operational

⊞ Content Recommendations - EMEA Region	✔Operational
⊞ Content Recommendations - NA Region	✔Operational
⊞ Content Recommendations - CAEA Region	✔Operational
⊞ Product Recommendations - EMEA Region - UK	✔Operational
⊞ Product Recommendations - EMEA Region - Sweden	✔Operational
⊞ Product Recommendations - NA Region - US	✔Operational
⊞ Optimizely Connect Platform - APAC Region	✔Operational
⊞ Optimizely Connect Platform - EMEA Region	✔Operational
⊞ Optimizely Connect Platform - NA Region	✔Operational
⊞ Optimizely Data Platform - APAC Region	✔Operational
⊞ Optimizely Data Platform - EMEA Region	✔Operational
⊞ Optimizely Data Platform - NA Region	✔Operational
⊞ Feature Experimentation	✔Operational
⊞ Web Experimentation	✔Operational

⊞ Edge Delivery	✔Operational
⊞ AI Optimization	✔Operational
⊞ Performance Edge	✔Operational
⊞ General	✔Operational
Configured Commerce – APAC Region	✔Operational
Configured Commerce – EMEA Region	✔Operational
Configured Commerce – NA Region	✔Operational
Configured Commerce: Product Information Management (PIM)…	✔Operational
Configured Commerce - Mission Control	✔Operational
⊞ Content Marketing Platform	✔Operational
⊞ Optimizely Opal ?	✔Operational
⊞ Optimizely Analytics	✔Operational

✔ Operational Degraded Performance Partial Outage ✖ Major Outage
Maintenance

Past Incidents

Nov 17, 2026

Partial Outage Affecting Recommendations Tracking and Reporting

Resolved - This incident has been resolved.
Nov 17, 19:41 UTC

Update - For the US region, recommendations continue to be served, and they are being refreshed with the latest data, so quality should return to normal over the course of today. Reports may show incomplete numbers until they finish catching up. For the SE region, we consider this issue to be resolved. We will post another update today regarding the US cluster becoming fully operational.
Nov 17, 13:09 UTC

Monitoring - We have fixed the cause. The data pipeline has now caught up in both regions. Recommendations continue to be served, and they are being refreshed with the latest data, so quality should return to normal over the course of today. Reports may show incomplete numbers until they finish catching up. We will post another update later today.
Nov 17, 09:43 UTC

Identified - We have identified the cause. An infrastructure issue affected the data pipeline for some customer sites. Recommendations were still served, but their quality was reduced and reporting was impacted. We took the necessary actions and the Sweden region has finished processing its backlog. The US region is still catching up.
Nov 17, 06:35 UTC

Update - We are continuing to investigate this issue
Nov 16, 22:08 UTC

Investigating - We are investigating a partial outage affecting Recommendations tracking and reporting for some customer sites; recommendations continue to display, but learning and reporting are currently impacted.
Nov 16, 16:29 UTC

Nov 16, 2026

Configured Commerce - Mission Control service degredation

Resolved - The Mission Control service degradation has been resolved, but two longer-term disruptions remain in place.

Ongoing disruptions:
- Database credentials remain disabled. The “Generate Database Credentials” action in Mission Control will stay disabled. If you need access to a database, use the Database Backup action to download a copy and review it. See the following URL:

https://docs.optimizely.com/configured-commerce/mission-control/database-backup. Log a support ticket with Optimizely Support if additional assistance is needed.

- Build Service v1 will not be fixed. v1 builds and deployments remain non-operational. The v1 build service reached end of life on September 30, 2026, and will not receive a fix. Customers must move to build service v2 to restore builds and deployments. See the following URL for the Build service v2: Upgrade existing instances: https://docs.optimizely.com/configured-commerce/docs/build-service-v2#upgrade-existing-instances

All other Mission Control actions, including build service v2 builds and deployments, are fully operational.

Nov 16, 15:11 UTC

Identified - Efforts remains ongoing to restore full functionality to the service.

- The "Generate Database Credentials" action in Mission Control is not operational and we are looking into remediation
- Configured Commerce Build Service v1 builds and deployments are not operational; customers must move to build service v2 to remediate

All other Mission Control actions, including build service v2 builds and deployments are operational

Nov 13, 21:56 UTC

Investigating - Mission Control and the v1 Build Service are currently experiencing degraded performance due to an ongoing incident. Some Mission Control actions may fail, and all builds/deployments for customers using the v1 build service will fail.

Action required for v1 build service customers
If you are on the v1 build service, you must upgrade to v2 to continue processing builds and deployments. The v1 build service reached end of life on September 30, 2026, so it will not receive a fix for this incident. Upgrading to v2 is the way to restore your builds and deployments. See Build service v2: Upgrade existing instances for steps: https://docs.optimizely.com/configured-commerce/docs/build-service-v2#upgrade-existing-instances

Nov 13, 17:19 UTC

Nov 15, 2026

No incidents reported.

Nov 14, 2026

Optimizely E-Mail Support Outage

Resolved - Microsoft has declared this incident resolved. If you emailed us during this outage, please resubmit your request so we don't miss it. Thank you!
Nov 14, 13:20 UTC

Monitoring - Recovery across the previously affected Microsoft services has remained stable. Due to the severity of impact this incident caused, Microsoft is monitoring for an extended period. We will post updates here as more information becomes available.
Nov 13, 22:12 UTC

Update - Broad recovery and stability is being seen across Microsoft 365 services. Microsoft has addressed the underlying issue and continues to restore service to remaining customers and regions. We will post updates here as more information becomes available.
Nov 13, 18:20 UTC

Update - Recovery continues across affected regions. Some users of the affected Microsoft 365 services may still experience intermittent access issues or delayed email delivery. We will post updates here as more information becomes available.
Nov 13, 13:26 UTC

Identified - Recovery is progressing, with early signs of stabilization. Service capacity remains below normal and service health continues to fluctuate as traffic is gradually restored. We will post updates here as more information becomes available.
Nov 13, 10:02 UTC

Update - The incident remains ongoing at this time. We are continuing to monitor the situation with our vendor very closely.
Nov 13, 01:22 UTC

Investigating - We are aware of a global outage affecting Microsoft 365 services, including email. As a result, support requests sent to Optimizely by email may be delayed or may not be delivered until Microsoft resolves the issue.

Phone and the support portal are not affected and remain fully available. If your request is urgent, please contact us through one of those channels. If you emailed us during this outage, please resubmit your request through the support portal so we don't miss it.

We will post updates here as more information becomes available.
Nov 12, 22:15 UTC

Nov 13, 2026

Slow loading and performance issues in Content Marketing Platform (CMP)

Resolved - The incident has been resolved.

Nov 13, 18:30 UTC

Monitoring - CMP homepage performance has returned to normal. In case you are still facing the issue, please try clearing your browser cache and reload the page. We are continuing to monitor closely and will post a final update once we confirm the issue is fully resolved.

Nov 13, 17:52 UTC

Identified - A GA4 (Google Analytics) slowdown caused slow loading and timeouts for CMP organizations using GA4 due to internal dependencies. Our engineering team is rolling out a fix and will update when service is restored.

Nov 13, 17:34 UTC

Update - We have narrowed down the behavior reported in Optimizely Content Marketing Platform (CMP).

Based on our latest findings, CMP is not failing to load. Instead, the first load of the application may take up to approximately 60 seconds to complete, and a loading screen may appear during that time.

We recommend allowing the page to finish loading rather than refreshing as a temporary workaround.

Our Engineering team is continuing to investigate the cause of the delay and to improve load times. We will share more information as soon as we have them at our disposal. We apologize for any inconvenience caused.

Nov 13, 16:29 UTC

Update - We are continuing to investigate this issue.

Nov 13, 16:03 UTC

Investigating - We are investigating reports that the Optimizely Content Marketing Platform (CMP) is loading slowly or failing to load for some customers.

Affected users may see a loading screen that does not finish, or pages that take much longer than usual to open. The issue is intermittent: pages may load, then slow down again when refreshed.

Our Engineering team has reproduced the issue and is investigating the cause. We will post an update as soon as we learn more.

We apologize for the disruption to your work.
Nov 13, 16:02 UTC

Nov 12, 2026

Nov 11, 2026

No incidents reported.

Nov 10, 2026

Optimizely Graph in EMEA - Intermittent performance issues

Resolved - This incident has been resolved.
Nov 10, 00:41 UTC

Monitoring - Service has been restored for Optimizely Graph in EMEA. Our team is closely monitoring to ensure it remains stable and prevent any further degradation.
Nov 9, 23:36 UTC

Investigating - Optimizely Graph in EMEA returned to a degraded state following the recovery we reported earlier. Our team is actively investigating. We once again apologize for the confusion and appreciate the cooperation. We will have an update again soon.
Nov 9, 23:02 UTC

Monitoring - Optimizely Graph in EMEA has recovered. We are continuing to monitor and will post a final update.
Nov 9, 22:20 UTC

Identified - Correction to our previous update: service is still degraded. Optimizely Graph in EMEA region is continuing to experience intermittent performance issues, and our team is actively working on a fix. We apologize for the confusion. We will have an update again soon.
Nov 9, 22:06 UTC

Update - We are continuing to monitor for any further issues.
Nov 9, 21:38 UTC

Monitoring - A fix has been implemented and we are monitoring the results.
Nov 9, 21:35 UTC

Identified - We have observed Intermittent performance issues for Optimizely Graph in EMEA region and are working on mitigations. Further updates will come. Thank you for your patience.
Nov 9, 20:24 UTC

Nov 9, 2026

Optimizely Graph in EMEA - Intermittent performance issues

Resolved - This incident has been resolved.
Nov 9, 16:43 UTC

Monitoring - A fix has been implemented and we are monitoring the results.
Nov 9, 15:33 UTC

Investigating - We have observed Intermittent performance issues for Optimizely Graph in EMEA region and are working on mitigations. Further updates will come. Thank you for your patience.
Nov 9, 14:55 UTC

B2B Environment down, not accessible - Multiple environments affected

Resolved - This incident has been resolved.
Nov 9, 11:27 UTC

Update - We are continuing to monitor for any further issues.
Nov 9, 10:19 UTC

Monitoring - A fix has been implemented and we are monitoring the results.
Nov 9, 10:19 UTC

Identified - The issue has been identified and a fix is being implemented. Thank you for your patience!
Nov 9, 10:00 UTC

Investigating - We are currently investigating this issue.
Nov 9, 09:57 UTC

Nov 8, 2026

No incidents reported.

Nov 7, 2026

No incidents reported.

Nov 6, 2026

Optimizely Digital Experience Platform (DXP) - TLS 1.0 and 1.1 Deprecation for Apex Domain Redirects

Completed - The scheduled maintenance has been completed.
Nov 6, 09:00 UTC

In progress - Scheduled maintenance is currently in progress. We will provide updates as necessary.
Oct 29, 08:00 UTC

Scheduled - Schedule:
* Date range: October 29, 2026 - November 6, 2026
* Daily window: 8:00 UTC - 12:00 UTC

Between October 29, 2026 and November 6, 2026, we will be performing scheduled maintenance to enhance our TLS security configuration. During this period, maintenance will be conducted daily between 8:00 UTC and 12:00 UTC.
As part of this update, we will be disabling TLS 1.0 and TLS 1.1 on our apex domain redirect service in batches. Following this change, only TLS 1.2 and newer protocol versions will be supported.

Who is affected?
This change only affects customers whose clients connect to apex domain redirects using the deprecated TLS 1.0 or 1.1 protocols. Modern browsers and standard HTTP clients already use TLS 1.2 or later and will continue to function without interruption.

Action required:
Customers with integrations or monitoring tools connecting to apex domains over HTTPS should verify if these clients support TLS 1.2 or newer. Most modern tools already meet this requirement.

We apologize for any inconvenience this may cause, and appreciate your collaboration during this transition as we continue to improve our services. Please don't hesitate to contact the Optimizely Support Team (support@optimizely.com) for additional assistance or questions.
Oct 14, 13:08 UTC

Nov 5, 2026

No incidents reported.

Nov 4, 2026

No incidents reported.

Nov 3, 2026

No incidents reported.

← Incident History

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