**SERVICE ALERT**

Prepared Nov 17, 2026, 2:06 PM PST

# Apple Outage

**Status: Recovering / monitoring**

Started Nov 17, 2026, 8:30 AM PST · Ongoing for 5 hours 37 minutes · No restoration time given by Apple yet

## SUMMARY

Apple had an outage on November 17 affecting iCloud sign-in, the App Store, Apple Music, Apple Pay and some support and activation services, and Apple retail stores were also hit for a time. Apple says an internal update caused it, not an attack, and most systems are back. If you cannot sign in, wait and try again later rather than resetting your Apple Account; we will send an update when Apple confirms full recovery.

Affected: iCloud (Account & Sign In), iCloud Web Apps, App Store, App Store Connect, Apple Music, AppleCare on Device, Apple Pay, Apple retail stores, Apple Business, Apple School Manager

## LATEST NEWS

Apple says an internal update caused the November 17 outages and that they were not a cyber attack. Most systems are back, but iCloud sign-in was still listed with issues in the afternoon, and Apple has not confirmed full restoration.

Apple says: “Apple says many systems are back after an internal update caused some outages, and it is working to bring the remaining systems online as soon as possible.”

Source: https://www.cbsnews.com/news/apple-outage-icloud-apple-pay-services/

## WHAT YOU NEED TO DO

Wait and retry sign-in later; do not reset your Apple Account. Nothing else for now.

## WHAT BIS COMPUTER SOLUTIONS, INC. IS DOING

We are watching Apple's System Status page and will send an update when Apple reports a change. We are checking managed devices for sign-in problems.

## IS THIS A HACK?

**No — this is not a hack or cyberattack.**

Apple says this was not a cyber attack; it was caused by an internal update.

## ROOT CAUSE

Apple says an internal update caused some outages on November 17. Apple has not said what the update changed. A Bloomberg source says internal sign-in and VPN systems were also hit; Apple has not confirmed this.

## LAST 3 UPDATES

**Nov 17, 2026, 1:05 PM PST**

New since the last check: Apple's retail stores, Apple's internal sign-in systems (reported, unconfirmed), iCloud Web Apps and Schoolwork, and Apple's statement that it has not said what the update changed.

**Nov 17, 2026, 12:03 PM PST**

Apple now says an internal update caused the November 17 outage and ruled out a cyber attack, and some services are back, but the remaining iCloud and App Store Connect problems are not confirmed fixed.

**Nov 17, 2026, 11:01 AM PST**

Apple is having a service outage on November 17, 2026, mainly affecting iCloud sign-in, the App Store and Apple Music, with cause not yet disclosed.

**Questions? Contact BIS Computer Solutions, Inc.**

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