

FYI: Slowness of support.mozilla.org over the last few days

Dear Community,

You may have been experiencing a slowness on the support site in the last few days. Mozilla has been running some test to make sure of the [reliability](#) of the sites in the mozilla.org domain and the support team have been also doing some testing to make sure that the [redirect urls](#) are properly in place.

Two teams have increased the waiting time to get to the site. This increase in traffic has caused the site to load slower, as the amount of requests it is getting has increased in a short time period. If you are curious, it is much like a DDOS attack where the server gets flooded with requests, increasing the amount of time it takes for the load balancer to complete an individual request. When the queue of requests increases like this, the line gets longer. More on that here: [What is a DDOS attack?](#)

Luckily for support.mozilla.org, there is a [load balancer](#) that shows you that the request is being processed. (In most ideal reports that we received) It should resolve today.

Thank you for your patience. If you notice this continuing to happen this week, please speak up and we will look into it.