

Microsoft Office 365 suffers global outage - blueAPACHE

Canonical: <https://www.blueapache.com/blog/microsoft-office-365-suffers-global-outage>

Details:

May 31, 2017

Thousands of Microsoft Office 365 users are currently experiencing issues due to a global outage. Australia appears to be one of the worst hit countries with many users having trouble sending and receiving emails and logging into their Outlook accounts.

This issue has been caused by a global outage within Microsoft Office 365 designated as incident EX103663.

Microsoft has acknowledged the issue and is working towards resolution but there is no clear indication of when it is likely to be fixed. Until such time, users may be unable to connect to their mailbox from Outlook, Outlook web, mobile devices or other protocols.

We are monitoring the situation and will continue to provide updates.

Update: Microsoft have confirmed that the issue has now been resolved and services restored. The root cause was identified as a code issue in a regularly scheduled deployment.

If you continue to experience any issue, please contact your account manager .

What happened during the Microsoft Office 365 outage described on your blog?

Thousands of Microsoft Office 365 users experienced issues due to a global outage, with Australia appearing to be one of the worst hit countries. Many users had trouble sending and receiving emails and logging into their Outlook accounts.

What was the designated incident number for this Microsoft Office 365 outage?

The issue was caused by a global outage within Microsoft Office 365 designated as incident EX103663.

What services were affected by the outage?

Users may have been unable to connect to their mailbox from Outlook, Outlook web, mobile devices, or other protocols.

Did Microsoft acknowledge the outage, and was there an estimated fix time?

Microsoft acknowledged the issue and was working towards a resolution, but there was no clear indication of when it was likely to be fixed at the time of the initial report.

Was the Microsoft Office 365 outage eventually resolved?

Yes. An update on the blog confirmed that Microsoft resolved the issue and restored services.

What was the root cause of the outage according to Microsoft?

The root cause was identified as a code issue in a regularly scheduled deployment.

What did you do while the outage was ongoing?

We monitored the situation and continued to provide updates to readers.

What should someone do if they continue experiencing issues related to this outage?

The blog advises affected users to contact their account manager if they continue to experience any issues.