PIR - Power BI report inaccessible

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Incident/ Problem Reference: INC90702108/PBI72358

Incident Date: 02/04/2025

PIR Date: 08/04/2025

Author: **Sri Balaji Seenu**

Attendees:

Timothy Barrett; Murali Srinivasan; Rishi Deva; Pawankumar Manjunathan; Gaurav Kothari; Katta Reddy; Supriyo Pal; Sohini Mukhopadhyay; Valliammai Ramasamy; Shafir Ahmed; Rehan Siddiqui; Saloni Chowdhury; Sri Balaji Seenu; Naveen Rayner Ernest; Gokula Krishnan.

Technical Owner: ⊕ **Duane Bergh**   ⊕ **Patel, Bijal**

1. Incident Summary :

On the morning of April 3, 2025, at 8:30, Castle Donington colleagues reported that they were unable to refresh their Power BI reports. The Power BI team confirmed the issue and observed that reports were not being generated, which had not been identified proactively. Microsoft Sev-A 2504020050000461 case was raised. Microsoft engineers restarted services and performed other recovery activities, leading to the recovery of services and colleagues being able to access reports at 14:00. The detail of the resolution is expected to be shared along the Root Cause by Microsoft. However, the initial root cause was suspected to be a central issue within Microsoft, specifically affecting the North Europe region with intermittent and slow performance.

Business Impact: The incident impacted multiple business areas including Store Compliance Reports, Foods Analytics Reporting, Stock Integrity & Finance Accounting, and DC Planning Activities. However, the profound impact caused to the business due to the unavailability of the reports was not available. MIM team will initiate an activity to gather all potentially impacted reports and their purpose across portfolios by connecting with the Service Leads. This proactive approach will help assess the deep impact on the business.

2. Incident Chronology :

08:30   Castle Donington colleagues reported they are unable to refresh the Power BI reports

08:37   MS Sev-A 2504020050000461 case has been raised

08:55   We are trying to get the Microsoft Account Manager engaged

09:04   It was identified that it is a central Microsoft issue

09:08   Microsoft incident manager is being engaged

09:10   Store communications have been sent due to the impact to compliance reports

09:13   Microsoft account manager has been contacted and escalated to get us an incident manager

09:23   We are discussing, if we need to investigate in any other layer

09:28   Microsoft has updated that Power BI customers in North Europe Region would have intermittent issues or slow performance.

Microsoft Fabric Support and Status | Microsoft Fabric

Microsoft Fabric, Microsoft Fabric support, Microsoft Fabric status, Microsoft fabric help, What is Microsoft Fabric, Power BI support, Power BI status, Power ...

https://support.fabric.microsoft.com/en-GB/support/

it was as below

Legend: ● Good   ● Information   ● Outage   ⚠ Degraded

	Americas	Europe	Asia/Pacific
Power BI	✓	✓	✓
Data Factory	✓	✓	✓
Data Engineering	✓	✓	✓
Data Science	✓	✓	✓
Data Warehouse	✓	✓	✓
Databases	✓	✓	✓
Real-Time Intelligence	✓	✓	✓
Industry Solutions	✓	✓	✓

and in the awareness, below was mentioned

Awareness

Power BI customers in the North Europe region may experience intermittent issues or slow performance when loading reports. Engineers are investigating the issue and an update will be provided soon.

mitigation actions

09:45   Microsoft updated that it is a central issue, and they continue to work with their product team for further updates

09:50   Microsoft has advised that this issue is affecting multiple customers. As this is totally an externally hosted application impact mitigation is not possible, and we await further updates from Microsoft

09:53   Ramya the Microsoft account manager has joined the bridge and advised that this issue is related to an issue in the N Europe region - intermittent and slow performance when loading reports. She advised that the engineer would join our call, but there isn't much that she will be able to do apart from provide an update into the central investigation

09:59   It was agreed that we would reconvene the incident call by 11:00.

11:00   The call was reconvened.

11:08   The Microsoft engineer updating us has advised: Our Product Group is still working on it and they haven't provide the ETA yet, but I will let you know as soon as I have any update

11:15   Barrett, Timothy has advised that we do not pay Microsoft for a resilient failover solution to West Europe as we only pay for one region, and we are hosted on North Europe.

11:20   Ramya (Microsoft Customer Success Account Manager) joined the call and said the issue is still being investigated. They understand the issue and recovery actions are underway. She advised that she cannot communicate the details of the issue or what the recovery is as she is not allowed to as part of her role. The issue is only isolated to Power BI. Ramya advised that there is no ETA on the mitigation, and it could be that this recover action does not work and further investigations may be needed.

This is the normal level of update we get from Microsoft during incidents- which for us (M&S) isn't that helpful but Ramya was quite firm in her resolve to say this is the maximum level of detail she can provide.

We will reconvene at 12:30 to get another update from Microsoft.

12:28   The call was reconvened

12:29   The Microsoft Power BI engineer Catarina has said that they have restarted some services as well as other activities which she cannot elaborate on. She did state that services will start recovering, Catarina has requested that we use a colleague to assist with traces which we are now doing on the call.

14:00   Microsoft has advised that their mitigation actions have been successful and all our affected colleagues except one have confirmed this.

14:33   Microsoft has advised that their mitigation actions have been successful. We have asked our colleagues to check and all except one are successfully able to access the reports. We have agreed to monitor the issue to see if any residual impact remains.

Next Update 10:00 03/04 unless significant updates arise.

03/04

09:30   Following the mitigation put in place by Microsoft, all user reports could be opened and refreshed. No additional issues have been raised since mitigation.

3. Incident Resolution

According to the incident chronology, Microsoft Engineer has restarted several services, but the specifics of the fix implemented to restore services have not been shared. It has been confirmed that the Power BI team and the Platform team are also awaiting details from Microsoft Vendor on the incident resolution.

4. Root Cause

We are awaiting detailed root cause and recovery updates from Microsoft. Once the vendor shares the root cause details, we will schedule a follow-up call to discuss the findings and address any identified gaps.

From Microsoft on April 3, 2025 12:15 PM

"The first priority for our engineering team is to mitigate the impact of the issue. We have requested a Root Cause Analysis (RCA) from the Product Group (PG), which is currently conducting their internal investigations. While we share the same importance for the cause to be investigated, please be aware that the post-mortem analysis can be complex, taken several weeks. Rest assured, we will keep monitoring the progress of the RCA and will reach out to you with updates as soon as we have them."

5. Findings

5.1. Observability –

The Power BI application was accessible; however, the reports displayed "Loading your report" with no data available for viewing, as shown in the screenshot below. The Scheduled reports were also affected with the same error "Loading your report".

We need to explore options to set up alerts for reports not loading and investigate the connection issues with Microsoft Power BI. This will be addressed after receiving the detailed root cause analysis from Microsoft.
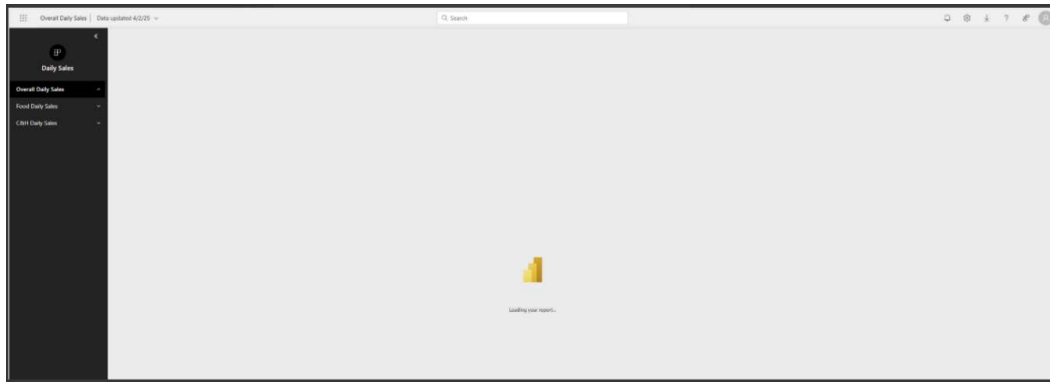
5.2. Technical Challenges -

The Impacted services is SaaS we do not have visibility in to how the issue and what caused the issue, as we are completely dependent on Microsoft Vendor for Investigation on the Root Cause.

Based on feedback from the Microsoft Engineer, Microsoft Power BI is hosted in the North Europe region, which was also acknowledged by the Power BI team. The engineer also advised that there is no resilient failover solution to other regions.

There is an existing minor risk (1584970835) related to the Power BI that is already accepted by the data portfolio leadership, for the service running in a single region. It has been agreed that this risk needs to be reviewed with ⊕ Andrew Neilson , to realign the risk level based on recent findings and to decide on the ownership of the Power BI application.

5.3. MIM involvement & impact assessment -

MIM was engaged at 8:38, after the CD colleagues experienced Power BI report issues at 8:30. Service Leads from all impacted portfolios were promptly involved, and the impact was assessed.

To fully understand the extent of the impact in case Power BI reports are unavailable, MIM team will initiate an activity to gather all potentially impacted reports across portfolios by connecting with the Service Leads. This proactive approach will help assess the actual impact if Power BI-related issues reoccur. This in turn will assist in engaging and communicating with the right stakeholders.

5.4. Incident handling/ stakeholder management –

There were challenges in engaging the Microsoft engineers and the Microsoft Customer Success Account Manager during the call. It has been agreed that 👤 Siddiqui, Rehan will connect with Ramya and Vendor Management, the Microsoft Customer Success Account Manager, to understand the SLA for Microsoft to join the MIM.

There were no other concerns in managing the incident, as all the required stakeholders, including the data operation managers and data engineers, were actively involved and supportive throughout the incident.

5.5. Business Communication –

There was a delay in sending the initial communication, which was sent at 9:20, due to a lack of clarity on the actual business impact. However, the initiative to gather potential impacts in the event of Power BI unavailability will assist in sending timely communications in the future. Additionally, the 11 AM update was delayed due to oversight.

5.6. Supplier Engagement –

There was a delay in Microsoft Vendor engagement by an hour. We are awaiting clarification regarding the delay from the Success factor Account Manager.

Mitigation Actions:

	Action	Owner	Due Date	Remarks	Action Category
1	Detailed root cause and information regarding the delayed resolution are yet to be shared by Microsoft	⊕ Supriyo Pal ⊕ Barrett, Timothy Ramya Vadivel	Fri, Apr 18, 2025	Power BI is part of the O365 bundle (SaaS) and needs clarification from Microsoft vendor.	Solution & Recovery
2	Microsoft Vendor needs to clarify if Power BI Uptime is dependent on Availability Zone's Uptime.	⊕ Supriyo Pal ⊕ Barrett, Timothy	Fri, Apr 18, 2025	Power BI is part of the O365 bundle (SaaS) and needs clarification from Microsoft vendor.	Problem Identification & Alerting
3	It was confirmed that the issue was identified only after the colleagues reported and there is no proactive monitoring to check the reports availability in the Power BI tool we need to Implement of Proactive monitoring after discussion with Vendor.	⊕ Supriyo Pal	Fri, Apr 18, 2025	It was confirmed at this given point of time we do not have a monitoring to check the connectivity between Power BI application and the Data Source. Need suggestions from the Microsoft Vendor.	Problem Identification & Alerting
4	As a proactive Impact assessment measure for future incidents, we are reaching out to all service leads to understand the potential impact on their operations if Power BI is unavailable.	All Service Leads Siddiqui, Rehan	Tue, Apr 15, 2025	Rehan to send mail to all service leads to have the clarity on potential business impact	Impact assessment

5	To understand the delay in supplier engagement we have reached out to Ramya Vadivel - Microsoft Customer success account manager	Siddiqui, Rehan	Tue, Apr 15, 2025	Rehan to send mail to Ramya to understand the gap.	Supplier Engagement
6	Risk #1584970835 - review must be initiated to realign the risk level based on recent findings	Barrett, Timothy	Fri, Apr 18, 2025	The Risk review discussion must be initiated with Andrew Neilson	Impact assessment
7	Vendor management team to Clarify the agreed Turnaround time for sharing the Root Cause and engagement in Incident Call as per contract.	Arun Narayanan	Wed, Apr 16, 2025	We will discuss this with the vendor management team to identify any deviations from the contractual obligations.	Supplier Engagement
8	Vendor management team to review and discuss with Microsoft Vendor on the Process alignment to publish the Root Cause.	Arun Narayanan	Wed, Apr 16, 2025	Vendor Management will discuss and evaluate the feasibility of aligning the vendor to the M&S process if any deviations are identified.	Supplier Engagement

Please refer to 🗎 Major_ Significant and Key Incident Tracker v1.0.xlsx **for progress updates on Mitigations**

<Mandatory participants: Put it in the meeting invite. >

Technical Details and Useful Documents:

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