

# Hotmail outage explained and fixed

By Andrew Lyle  @ayle5back 12:39 EST · **HOT!**

Windows Live Hotmail received a [massive issue](#) one week ago, a crisis that left thousands of messages in their inbox, except a "welcome to Hotmail" default email. After numerous reports, the Windows Live team acknowledged the issue and posted an [update about the issue](#).

On December 30, 2010, reports began to flood the Internet that users had a blank inbox. According to the Windows Live team blog, the team always tests new accounts with test scripts to help test for performance and find issues. When issues are discovered, they are fixed and corrected. When these accounts have extinguished their use, they are deleted.

However, due to a bug in the system, a number of real accounts were accidentally deleted. Microsoft quickly diagnosed the issue and corrected it. By January 5, 2011, 16,035 users had received their inbox back and by January 5, 2011, the remaining 17,355 users had received their inbox back. In total, 100% of the users affected by the issue had been corrected.

The strange thing about this issue, is that it's similar to a story we ran [back in October](#) about a user named Harnaman, who logged into his inbox one day and found it to be empty. According to the user, he never did recover those lost emails.

The Hotmail team went on to say they have learned from the issue and took precautions to ensure an issue like this never occurs again.

[MICROSOFT](#)
[WINDOWS LIVE](#)
[HOTMAIL](#)
[EMAIL](#)
[INBOX](#)


For more news like this, follow us on Twitter @neowin

## NEXT ARTICLE

Playing games with your pee...?

## PREVIOUS ARTICLE

Some users claiming Kinect is causing red ring of death

## RELATED STORIES

[Lenovo ThinkPad L13 Yoga review: Just right for a budget ThinkPad](#)

11 hours ago

[SIGN UP](#)

[NEWS](#)
[FEATURES](#)
[FORUMS](#)
[STORE](#)
[MORE](#)


Microsoft Weekly: Xbox games, new data types, and improved reliability

12 hours ago

Dell Latitude 7310 unboxing and first impressions

13 hours ago

Postbox 7.0.23

Jul 11, 2020

Show Comments

## DEALS

The Ultimate Artificial Intelligence Scientist Certification Bundle

~~\$799.00~~ **\$34.99**

96% off

Whizlabs Online Certifications: Lifetime Membership

~~\$4,499.00~~ **\$129.99**

97% off

The 2020 Master Microsoft Excel & Power BI Certification Bundle

~~\$1,592.00~~ **\$34.99**

98% off

Online Training & Certification: Customer Experience 101

~~\$599.00~~ **\$59.00**

90% off

Earworms MBT Language Learning Bundle Vol. 1-3

~~\$40.00~~ **\$14.99**

63% off



**REVIEW**

**RECAP: ING VIDEO**

**Wondershare PDFElement 10.0.0.1207 (64-bit) for Mac** is a powerful PDF software that can help you create, edit, and convert PDF files. It is a reliable and convertible tool for your business and personal use.

DMCA TERMS OF USE PRIVACY

© Since 2000 Neowin LLC.

All trademarks mentioned are the property of their respective owners.



