{* THE CHANNEL *}

Office 365 and Dynamics CRM Online users suffer outages

'They should call it Office 364, really'

Thu 18 Aug 2011 // 09:08 UTC   8 💬

Paul Kunert   BIO   EMAIL   TWITTER   ➦ SHARE

Microsoft Office 365 and Dynamics CRM Online customers stateside suffered a major outage yesterday for more than five hours.

The issues first emerged at about 11am Pacific Daylight Time (7pm BST), with users in the US and Canada complaining on Twitter that they could not access email while administrators were unable to manage or provision accounts in Office 365 – the first time the service has gone down since launch in late June.

Acknowledgement of the downtime came from the vendor some 30 minutes later, with Redmond stating that "networking issues" were affecting some services hosted in one North American data centre.

"We worked to isolate the issue and we are beginning to see service

restoration. We continue to investigate the root cause of this issue," said Steve Gerri, GM of the Global Foundation Services at Microsoft, in a statement.

Mail services were restored more than five hours later and neither EMEA or Asia Pacific were hit, said an apologetic Microsoft on Twitter.

The Business Productivity Online Suite (BPOS) – the forerunner to Office 365 – suffered several outages during the summer and customers had hoped to banish those problems into history by migrating to Office 365.

Microsoft has a financially backed service level agreements (SLAs) to compensate customers for downtime. It previously acknowledged that outages are inevitable, but this did not stop some users from taking to the social media platform to air their views.

@Artin, an engineer and advertising strategist at Quantera Software, said: "They [Microsoft] should call it Office 364 to account for the downtime," and in another tweet added, "Good time to crab a coffee, calm down and review the SLA."

Self-appointed tech guru at Sterling Technology Solutions, Armin Ghazi, said the timing of the outage was unfortunate as it coincided with moving a client onto Office 365.

"Don't mind outages, as long as there's communication ... Timetable? Reason? Will incoming emails bounce? ... Something tells me I won't have answers to these questions until the service is back up, at which point they're useless.

The timing of the updates was criticised by some users, who claimed Google kept users better informed in times of crashes.

SharePoint developer Raymond Mitchell tweeted: "It doesn't do any good to show service health if you don't update it." ®

Sponsored: Webcast: Ransomware has gone nuclear

Tips and corrections   8 Comments

MORE   Microsoft   Bpos   Outage   Office 365

SHARE

// KEEP READING

Microsoft blocked TSO Host's email IPs from Hotmail, Outlook inboxes and no one seems to care

Apart from the poor sods paying for the service, that is

Microsoft admits: Yes, miscreants leafed through some Hotmail, MSN, Outlook inboxes after support rep pwned

Email contents exposed for unlucky punters

Microsoft sues coronavirus phishing spammers to seize their domains amid web app attacks against Office 354.5

A very busy six months for Redmond's Digital Crimes Unit

They grow up so fast: Spam magnet Hotmail turned 22 today

Go on. Log in one more time. Just for posterity

Canary-build Microsoft browser blocks Microsoft extension from inflicting Microsoft search engine

Virtue is its own reward

Microsoft 365 Business to gain more Azure Active Directory toys... oh, and it's called Microsoft 365 Business Premium (from 21 April)

Because this Office branding shake-up isn't confusing at all

// TECH RESOURCES

Driving Immediate Value with a Cloud SIEM

A natively cloud SIEM is purpose-built to get your team up and running quicker than ever before

Phishing Campaign Targets Multiple U.S., International Government Procurement Services

Anomali researchers have identified a credential harvesting campaign.

Unlocking the Cloud-Native Data Layer

Being able to exceed customer expectations is essential to a successful business.

SANS Institute: Cloud Security Survey Results

How do you close visibility gaps, integrate conflicting datasets from different providers and adjust your current incident response strategies to respond to cloud-specific threats?

ABOUT US

- Who we are
- Under the hood
- Contact us
- Advertise with us
- Seeking sysadmin!

MORE CONTENT

SITUATION PUBLISHING

SITUATION PUBLISHING

The Register - Independent news and views for the tech community. Part of Situation Publishing

SIGN UP TO OUR WEEKLY NEWSLETTER

Your Work Email Address

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

SUBSCRIBE