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BLOG POST

Microsoft Office 365 hits pothole

BARB DARROW | FEB 1, 2013 - 8:08 AM CST

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It's Microsoft's turn to have a bad day at the office. On Friday morning, Microsoft Office 365 users reported the cloud-based service is down in part or as a whole over the past few hours, according to the [Office 365 community forum](#). The timing may be due to the broad launch of Office 2013 and Office 365 Home Premium just three days ago, according to [ZDnet blogger Ed Bott](#) in a tweet.

I suspect the Office 365 outage is related to making the "new" Office 365 plans available to current subscribers.

— Ed Bott (@edbott) [February 1, 2013](#)

More here from [Neowin.net](#) and [Engadget](#) and [ZDnet](#).

Microsoft® Office 365

This snafu — which appears to be resolved — comes a few weeks after a [Hotmail and Outlook outage](#). Microsoft resolved that issue in a day, although judging from [comments](#) on *GigaOM*'s January 8 post, the problems persisted for some users.

This has been a bad week for a lot of online services, with both [Twitter](#) and [Amazon.com](#) (no not AWS — Amazon.com) experiencing glitches yesterday. But Microsoft faces unique issues as it tries to move more of its productivity applications revenue over to a subscription-based SaaS model without denting its juggernaut on-premises Office business. The growing popularity of Google Apps makes this a particularly pressing issue for Microsoft.

RT @mvanhorenbeeck All in all, the [#Office365](#) issues got solved relatively quickly. <- Indeed. One hour or so?

— Dave Stork (@dmstork) [February 1, 2013](#)

~~Microsoft has been contacted for a comment. Story will be updated when they get back.~~

Update: According to a statement emailed by a company spokesman:

“Some Microsoft services experienced a short-term issue as a result of a networking adjustment. We worked quickly to roll back the adjustments made and all services are now restored to normal.”

This story was updated at 11:00 a.m. PDT with Microsoft comment.



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3 Responses to “Microsoft Office 365 hits pothole”



1.

— Gary

[March 14, 2013](#)

Warning about Office 365 Service Upgrades: <http://community.office365.com/en-us/forums/156/t/148092.aspx>

2.



— reviewstercom

February 2, 2013

does this show the reliability of using the cloud? Or just a roadblock to make it more reliable in the future?

3.



— Nhick

February 1, 2013

I love my office 2010 but this one looks very tempting though... thanks for the heads up..

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