### February 16, 2010

## Hotmail back up after Tuesday outage

Posted: 06:03 PM ET

Access to Hotmail and several other Microsoft services was restored Tuesday afternoon after a server outage made it impossible for many users to sign in and access their e-mail.

The Windows Live ID service, which includes the free Hotmail service, instant messaging and new Xbox Live accounts, went down at about 12:30 p.m. ET, according to a Microsoft statement.

The problem was fixed in about an hour, Microsoft said, although customers were locked out for a while afterward

Arthur De Haan, a Windows Live spokesman, said a server failed, increasing the load on other servers. A new server was brought into rotation, but it took a while to resolve the logjam of attempted sign-ins and to redistribute that load among the working servers, he said.

"As with all incidents like this, we will fully investigate the cause and will take steps to prevent this from happening again," De Haan wrote on the official **Inside Windows Live** blog. "We're very sorry for the inconvenience this may have caused you, our customers and partners."

Hotmail is one of the two most popular e-mail services in the world, along with Yahoo! Google's Gmail is third.

Posted by: Doug Gross -- CNN.com producer Filed under: computers • consumer tech • e-mail • Microsoft Corp. • technology

#### The Secret Diary of Steve Jobs : Hotmail poops out of Tuesday

February 17th, 2010 12:39 am ET

[...] poops out on Tuesday Hotmail, or Windows Live Mail, or whatever they're calling it lately- went down today about 12:30pm ET. A rep said, "A server failed." Posted by Brinke at 8:39 pm [...]

### Flag this comment

### Pete4

February 17th, 2010 11:16 am ET

The spammers of the world will be so glad. Who uses Hotmail?

### Flag this comment

### Ola Daniels

February 17th, 2010 1:30 pm ET

It happens....microsoft is forgiven....

### Flag this comment

### Christopher Cacace

February 17th, 2010 1:35 pm ET

Why is this news? Websites go down all the time. I know Hotmail is a big one, but it was fixed within the hour. Is this story really beneficial to anyone? It's not like people "inconvenienced" by not being able to check their email for an hour have been furiously checking news sites for a reason why.

### Flag this comment

### Jay

February 17th, 2010 2:17 pm ET Why does this happen

# Flag this comment

## maggie

February 17th, 2010 3:22 pm ET

I do, Pete4, and usually without any problems. Spammers can find you anywhere. I get more spam at work than I do on my home email.

### Flag this comment

### Dave

February 24th, 2010 7:16 pm ET

Hotmail is the absolute worst place to have a free e-mail address. You would be far better off to get an e-mail address from your internet provider.

### Flag this comment

### Mike

July 15th, 2010 10:50 pm ET

It may have been down for a little while, but here it is, 15th July 2010 and it"s STILL DOWN!. Not only that, but most/all? of the Executives, hiding their faces in shame – won't accept calls from customers.

This so-called "free" email is costing me a fortune!

I havn't been able to access my mail for over two days. Six or seven support departments in Microsoft were unable to find any resolution to the problems. No one ever acknowledged that there was a problem. Seems that it's all my fault – Sorry folks §

# **About this blog**

SUBSCRIBE

Are you a gadgethead? Do you spend hours a day online? Or are you just curious about how technology impacts your life? In this digital age, it's increasingly important to be fluent, or at least familiar, with the big tech trends. From gadgets to Google, smartphones to social media, this blog will help keep you informed.

ADVERTISEMENT

# **Recent Posts**

- We've moved to CNN.com/TECH!
- Geek Out!: Getting my con on, TimeGate style
- · Geek Out!: Who will be the next Spider-Man?
- Nintendo goes old-school with new Wii controller
- Third-grader wins Google doodle contest
- Geek Out!: 'Hornet's Nest' rounds out trilogy
- Fake BP Twitter feed mocks company over oil spill
- Geek Out!: Happy Geek Pride, Towel, etc. Day!
- Google Pac-Man eats 4.8 million hours
- Facebook to simplify privacy controls Wednesday



FOLLOW TWITTER FEED THROUGH RSS

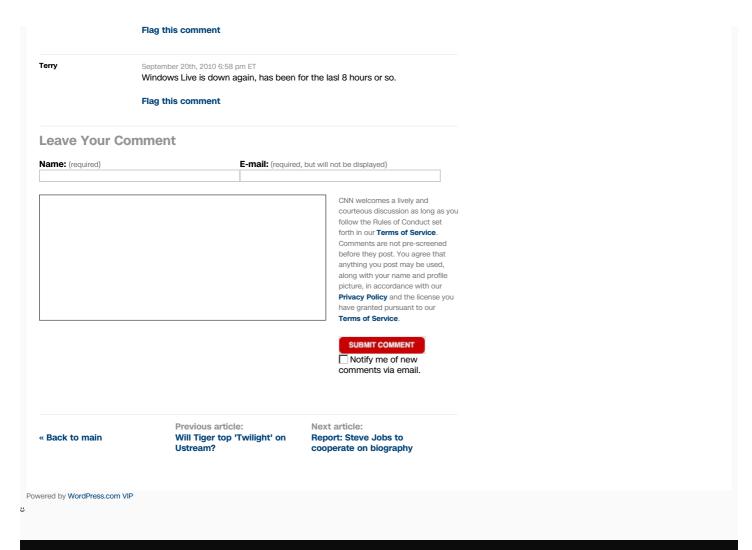
# **Related Links**

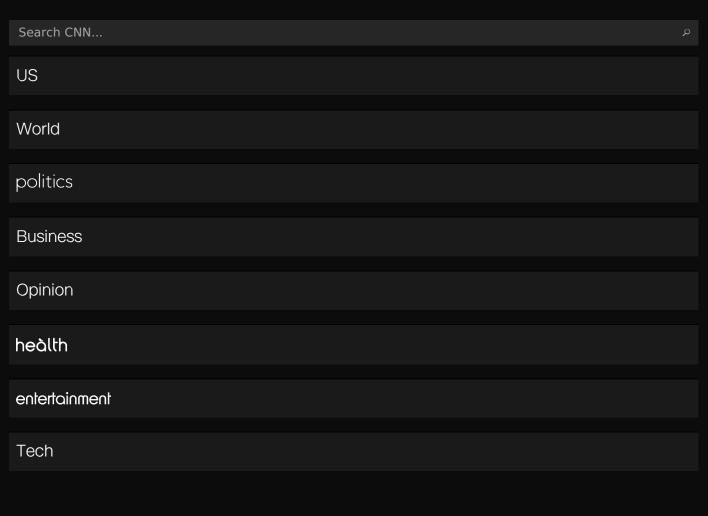
- CNN.com Technology
- All CNN.com blogs

## **Archive**

- June 2010
- May 2010
- April 2010
- March 2010
- February 2010January 2010
- December 2009
- November 2009
- November 2009
- October 2009
- September 2009
- August 2009
- July 2009
- June 2009
- May 2009April 2009
- March 2009
- February 2009
- January 2009
- December 2008
- November 2008
- October 2008
- September 2008
- August 2008
- July 2008
- June 2008May 2008
- May 2008April 2008
- March 2008
- February 2008

ADVERTISEMENT





style
travel
B·R
Video
Coupons
More
CN U.S. Edition +
© 2020 Cable News Network. Turner Broadcasting System, Inc. All Rights Reserved. CNN Sans ™ & © 2016 Cable News Network.
Terms of Use   Privacy Policy   Accessibility & CC   AdChoices ▶   About us   CNN Studio Tours   CNN Store   Newsletters   Transcripts   License Footage   CNN Newsource