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Xbox Live Brought Down By "Human Error"

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Luke Plunkett

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Filed to: XBOX LIVE



Earlier this morning, at around 9am Pacific, Xbox Live went down for a little while. What's interesting is not the downtime itself (it was brief), but the cause: human error.

A Microsoft statement issued later in the day reads:

The root cause of this outage was human error. A change resulted in an interruption to normal traffic flow within our datacenters, which logged users out and prevented them from logging back in. We're sorry for this, and we'll be updating our processes to prevent this from happening again in the future.

Not being privy to the inner machinations of these services, I find it fascinating there are humans involved at any point at all. Though I guess there should be, somewhere. We don't want Xbox Live becoming self aware. It might increase our Gold subscriptions to cover the cost of its war against humanity.

[Issues with Xbox LIVE earlier today](#) [Microsoft]

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Comments



Lone Wolf

October 4, 2011 at 3:47 pm

And of course the Gold subscription slaves will just go along with it.

 Reply



Steveo

October 4, 2011 at 3:50 pm

I am a slave and I welcome my hour of downtime, how many hours have been lost to downtime for Sony this year?

 Reply



Snacuum

October 4, 2011 at 3:54 pm

Probably would be valid if the 'downtime' you're using to construct your argument had anything to do with normal network operations, rather than unprecedented data security.

 Reply



Ash

October 4, 2011 at 3:55 pm

The slaves at least have their identities unhacked

 Reply



Draus

October 4, 2011 at 4:11 pm

except for the fact that there is currently a series of people losing access/control of their xbox live accounts currently due to being hacked ^.^

sure its not on the level of what happened with sony but its happening and its happening now.



DENAz

October 4, 2011 at 4:24 pm

Hacked... or phished?



thepariah4231

October 4, 2011 at 7:12 pm

I love how everyone attacks Sony because of the one incident that actually can't happen again. (At least, not with any of the current means)

Even more hilarious is that people are saying PSN is too unsafe now despite the fact that it's impossible for CFW to access PSN, and it's been that way for ages. And then you just take a look at Xbox Live (that, on 360, didn't even get 5 Months of hack-free activity, while PS3 for 5 Years) and find all of the hacked game lobbies, it honestly makes me laugh.



Chazz

October 4, 2011 at 7:51 pm

"that actually can't happen again"

So they've created the world's first unhackable online system? That's awesome...*cough*

Also, if you think hacked game lobbies is the issue then you're mistaken. Hacked game lobbies are a non-issue in comparison to things like the security of people's personal information.



TheInquisitor

October 4, 2011 at 11:39 pm

^^^ I think that the secondary attack on PS3 a week after it was up again proved the new and improved system is still broken ☹



Steveo

October 4, 2011 at 4:02 pm

Unprecedented? Far from it. Overrated and publicised by the media? Most definitely.

↩ Reply



Lone Wolf

October 4, 2011 at 4:20 pm

I actually meant the m funding the robot side of the mech-human war. Probably should have

made that clearer.

But I'm not a fan of paid multiplayer, so I won't complain too much.



Heavy Props Guy

October 4, 2011 at 5:45 pm

You know that by being on a console at ALL you're slaves, right?

Oh no, my game needs updating to do multiplayer. I don't need to wait half an hour for one percent, nor do I need to pay for it.



Kyle_Katarn

October 4, 2011 at 6:42 pm

Implying a hack is the same as a human error, are we?

↩ Reply



Jake

October 4, 2011 at 10:41 pm

We got free games :p

I got 9.3 in Japanese!

↩ Reply



TheInquisitor

October 4, 2011 at 11:37 pm

Do you realize that those games were given with NO profit given to the developer? that's not good business practice, but you're just sitting on your PS3 laughing as someone sells your name, email and house address to some spam company because the PS3 was forcefully brought down by hackers as opposed to an employee doing a once in 3 YEAR accident. I think that arguing about 1 hour of downtime is no means to claim Xbox is no better than PS3. Paying for multiplayer means you get access to beta's and map packs earlier and a more comprehensive social experience.

↩ Reply



Braaaains

October 4, 2011 at 3:51 pm

If you listen closely you can hear the sound of somebody getting fired.

↩ Reply



xWisp

October 4, 2011 at 4:45 pm

^ This

 Reply



Luke

October 4, 2011 at 6:56 pm

+ infinity

 Reply



scott

October 4, 2011 at 4:01 pm

great picture!

 Reply



Swamykant

October 4, 2011 at 9:59 pm

Yeah I too liked it ☒

 Reply



Neo-Kaiser

October 4, 2011 at 4:04 pm

If I can't play my Battlefield BETA, how can I act better than everybody else for playing it early?

 Reply



buckE182

October 4, 2011 at 5:17 pm

Play the far superior PC version?

 Reply



Neo-Kaiser

October 4, 2011 at 6:27 pm

Oh, PC elitism is easy.

 Reply



Ryan

October 4, 2011 at 11:58 pm

What? And use clumsily, work-around controls on a device never intended for proper gaming?

The keyboard.

You can't be considered a true player if you don't require the fine-touch and superior finesse that an analog control for moving gives – something WADS butchers and demeans.

↩ Reply



Michael

October 5, 2011 at 12:41 am

That all depends on the type of game you are playing. I know that playing an FPS/Strategy/Simulation game is not ideal on a controller but most other types of games controllers are better.

I've grown up with playing on PC's and consoles so i'm not exactly biased.

↩ Reply



NoNEoftheABOVE

October 6, 2011 at 1:16 am

^ This +1000 – Though I'm pretty sure it all comes down to what you're used to – I've played on consoles all my life so using a keyboard (I don't mind the mouse so much) feels like I'm bending my hand into an unnatural pose – then again thanks to Minecraft my son now tells me KBM is way easier than twin sticks – so go figure!

On the outage – fark that was annoying – right after a really good round of BF3 – and worse was that the Xbox Live website said there was no problem yet I clearly couldn't connect up.

I don't mind outtages but I'd like proper updates on the website if they happen.

↩ Reply



FatShady

October 4, 2011 at 5:22 pm

DAMN....

I didnt know this was an outage... I was playing, got kicked.. have then spent a fair while getting back online! I have moved router, changed DNS and restarted every networked piece of kit i have... DAMN you M\$... i thought it was my fault!!!!

(No it was not my fault)

Also, seriously guys, its a small downtime. No networked service is ever completely immune. Take it as it is.. a rare event for a solid service. forget about the PSN month long outage for a minute, and both services are very reliable and stable. be grateful for that!

↩ Reply



AussieSniper

October 4, 2011 at 6:04 pm

LULZ nerd wars in teh commentz.

↩ Reply



McGarnical

October 4, 2011 at 7:00 pm

How do I say “This” without also being a nerd?

Oh to hell with it. This.

 Reply



spizzaza

October 5, 2011 at 2:53 am

nerd.

 Reply



McGarnical

October 4, 2011 at 7:03 pm

As far as I can work out, 9am Pacific is 3pm Melbourne. I was kind of hoping this could explain my dropout at around 9pm last night. Nope, probably my wi fi (again).

 Reply



McGarnical

October 4, 2011 at 7:04 pm

Wait, no. That’s completely wrong. Bah, I don’t really care anyway.

 Reply



Femto

October 4, 2011 at 7:27 pm

Don’t fire the guy/girl!!

 Reply



Franz

October 4, 2011 at 7:50 pm

It’s a miracle that the CoD kids didn’t start a massacre.

 Reply



Sharpy

October 4, 2011 at 8:08 pm

ROFL homer simpson image is classic for this one.

 Reply



Ryan

October 5, 2011 at 12:00 am

It wasn't an employee – Bill Gates just made a call cause he wanted the entire network to himself to test out the Flight Simulator 1996 HD remake.

 Reply

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