Outlook.com outage leaves users locked out of accounts

Numerous users of the online email service Outlook.com were locked out of their accounts on Monday after a service outage.

🗨 in ▱ f 🐦 ✉

By Nick Heath | February 25, 2013 -- 17:08 GMT (09:08 PST)| Topic: Enterprise Software

Numerous users of Outlook.com were unable to access emails via the service on Monday after they were locked out of their accounts.

There was a problem with the Outlook service (a temporary network connectivity issue that has nothing to do with your computer). Please try again. If you keep receiving this message, go to Service status to see if there's a problem with Outlook.

An error message appeared to some users of Outlook/Hotmail.

The problem left certain users unable to log onto the online email service via desktop or mobile from at least 10am until at least 5pm GMT. There are also reports of sluggish loading on the Outlook.com site from those able to log into the service.

Microsoft confirmed there is a problem with Outlook.com via its Microsoft Support Twitter account, which at about 2pm GMT posted "Hotmail/Outlook services are down and we are currently looking into the issue". The account posted a message saying Microsoft is "continuing to investigate" the problem at about 4.20pm today.

However Microsoft had not responded to a request for comment about the outage and was yet to acknowledge the problem on its Outlook.com service status page at the time of publication.

There are reports that the problems are only affecting Outlook.com users who upgraded from Hotmail.

While the cause remains unconfirmed Microsoft last week announced it is to closing Hotmail and migrating the hundreds of millions of people still using the service to Outlook.com .

RELATED TOPICS: DATA CENTERS   CLOUD   BIG DATA ANALYTICS   INNOVATION   TECH AND WORK

COLLABORATION

🗨 in ▱ f 🐦 ✉

By Nick Heath | February 25, 2013 -- 17:08 GMT (09:08 PST)| Topic: Enterprise Software

🗨 SHOW COMMENTS

Developer

Stephen Wolfram on the future of programming and why we live in a computational universe

Open Source

What are open-source operating systems? Everything you need to know

Developer

Python is eating the world: How one developer's side project became the hottest programming language on the planet

Microsoft

Windows 7 support timebomb: 76% of NHS PCs not on Windows 10 despite looming deadline

RELATED STORIES

How to upgrade from Linux Mint 19.3 to the latest version Mint 20

It's not easy to move from Linux Mint 19.3 to 20. Follow these steps and you can migrate successfully to the latest and greatest version of the best Linux desktop. ...

Password managers: Is it OK to use your browser's built-in password management tools?

Every major browser on every platform includes built-in password management features. Is it safe to use these tools? More importantly, is it smart?

ZDNet

CONNECT WITH US

Visit other CBS Interactive sites:

Select Site ▼

Topics

Galleries

Videos

Sponsored Narratives

CA Privacy/Info We Collect

CA Do Not Sell My Info

Newsletters

Site Assistance

ZDNet Academy

TechRepublic Forums