

## Hotmail outage explained and fixed

By Andrew Lyle W @ayle.stodcko2:39 EST · HOT!

Windows Live Hotmail received a massive issue one week ago, a crisis that left thous messages in their inbox, except a "welcome to Hotmail" default email. After numeror Windows Live team acknowledged the issue and posted an update about the issue.

On December 30, 2010, reports began to flood the Internet that users had a blank in According to the Windows Live team blog, the team always tests new accounts with a service with scripts to help test for performance and find issues. When issues are distinguished their use, they are

However, due to a bug in the system, a number of real accounts were accidentally de 17,355 users with an empty inbox. Microsoft quickly diagnosed the issue and correct of 16,035 users had received their inbox back and by January 5, 2011, the remaining In total, 100% of the users affected by the issue had been corrected.

The strange thing about this issue, is that it's similar to a story we ran back in October Harnaman, who logged into his inbox one day and found it to be empty. According to the never did recover those lost emails.

The Hotmail team went on to say they have learned from the issue and took precaut an issue like this never occurs again.

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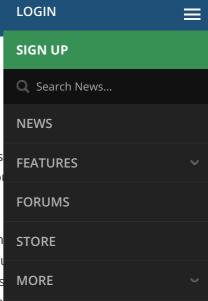
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