

# Incident Report

## Title: -Microsoft365 & Azure Services Outage Report

### ❖ Basic description of incident

Microsoft services, including MS Teams, Outlook, Azure, and Microsoft 365, are down. LinkedIn, a popular professional social media platform, is also witnessing an outage. Microsoft Azure, the company's public cloud platform, is also facing an outage leading, which made up 30 percent of the cloud computing market in 2022.

### ❖ Issue Summary

On Wednesday 25 January 2023 from 12:35 PM to 6:30 PM PT, requests to most Example resulted in 504 Gateway Time-out error response messages.

Timeline (all times Pacific Time)

- 12:35 PM: Outage begins
- 12:45 PM: Pagers alerted teams
- 1:40 PM: begin Failed network update change rollback
- 2:30 PM: Successful network update change rollback
- 3:05 PM: Server restarts begin
- 6:13 PM: 100% of traffic back online

### ❖ Root cause & Actions taken

The main cause of the outage was a network connectivity issue, disrupting the connection between Azure and those on the internet. network connectivity issue was occurring with devices across the Microsoft WAN. caused by a router IP address change that led to packet forwarding issues between all other routers in its Wide Area Network. This impacts connectivity between clients on the internet to Azure, as well as connectivity between services in data centers, "additional infrastructure to expedite the recovery process."

### ❖ Systems, services and/or user communities impacted by the incident

Most of the outage reports are being sourced from Indian users. Service was impacted in the Americas, Europe, Asia Pacific, Japan, Middle East, and Africa however, China was unaffected.

There were few signs of significant disruption at major UK-based financial services firms, where multiple messaging applications offered by providers like Movius and Symphony are used alongside Microsoft Teams to connect bankers with clients, and office-based staff with colleagues working remotely.

Two London-based sources, working at two major global banks, said they hadn't even noticed a problem. Deutsche Boerse Group, which operates the Frankfurt Stock Exchange,

Teams and Outlook are two of the most used professional applications and the impact of the outage is leading. Most users on Microsoft teams are unable to send and receive messages or even join scheduled

calls due to the outage. Most users on Microsoft teams are unable to send and receive messages or even join scheduled calls due to the outage. Microsoft Teams is used by more than 280 million people globally, primarily in businesses and schools, where it can be of critical importance for calls, meetings and general service organization.

An outage of Azure, which has 15 million corporate customers and over 500 million active users, according to Microsoft data, can impact multiple services and create a domino effect as almost all of the world's largest companies use the platform.

### ❖ Revenue generated from affected services & Total losses during Outage

Azure - a popular rival to Amazon Web Services and used by many big businesses for both storage and extra processing power. cloud business would be \$21.7 billion to \$22 billion. According to Uptime Institute's 2022 Outage Analysis, "Over 60 [percent] of failures result in at least \$100,000 in total losses."

### ❖ Service was not impacted, degraded, or interrupted

Only services in China and its platform for governments were not hit.

### ❖ Corrective and Preventative Measures

**Service notifications:** There are two types of notifications.

**Planned maintenance events:** Planned maintenance is regular Microsoft-initiated service updates to the infrastructure and software applications. Planned maintenance notifications inform customers about service work that might affect the functionality of a Microsoft service.

**Unplanned downtime:** Unplanned service incidents occur when one of the services is unavailable or unresponsive due to a failure within the Microsoft managed environment. Customers are notified of known service incidents through Service health on the Microsoft 365 admin center.