

M365 Service Health Notification

365

To: You

Tuesday, June 21st 2022, 11:42:42 PM EEST

Microsoft 365 suite service alert

Incident information

Title: Users encountered delays and failures when accessing some Microsoft 365 services

ID: [MO394389](#)

Status

Service Restored

Restored Services

Microsoft 365 suite, Microsoft 365 suite

Details

Title: Users encountered delays and failures when accessing some Microsoft 365 services

User Impact: Users encountered delays and failures when accessing some Microsoft 365 services.

More info: Impacted services included but were not limited to:

- Microsoft Teams
- SharePoint Online
- Microsoft Graph API
- Exchange Online
- Universal Print

- OneDrive for Business

Additionally, affected users also encountered delays or errors when performing searches and utilizing calendar features within the impacted services.

Final status: We've confirmed from our updated service monitoring that all services remain healthy following the targeted restarts. Additionally, we completed our investigation into the potential remaining impact to Outlook on the web and confirmed that this is a known issue which is unrelated to this event.

Scope of impact: Impact was most severe in Western Europe but would also have impacted a small percentage of users located throughout EMEA, North America, and the Asia-Pacific regions.

Start time: Monday, June 20, 2022, at 11:00 PM UTC

End time: Tuesday, June 21, 2022, at 3:27 PM UTC

Root cause: An infrastructure power outage necessitated failing over Microsoft 365 traffic management servicing users primarily in Western Europe. This action failed to properly complete, leading to functional delays and access failures for several Microsoft 365 services.

A Post-Incident Report will be published within five business days.

Thank you,
The Microsoft team

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