Thursday 24, January 2019, 12:00 Pacific / 20:00 UTC

From: Bob Davis, Corporate Vice President, Microsoft 365

Subject: Availability impact to some customers in EMEA Region - EX172491

I lead the Customer Experience engineering organization that is accountable for the overall service quality of Microsoft 365. Service reliability is a core principle of our services and a top priority from an investment perspective. When issues like EX172941 occur they have the highest level of visibility within Microsoft and are our top priority. With that in mind I wanted to share information with our customers on this recent incident and the steps we are taking to move forward.

An issue reported on the Service Health Dashboard under EX172941 impacted a subset of our customers served from our European region. This issue was specific to Exchange, with other Microsoft 365 services being unaffected. Investigation determined that the event was caused by a loss of a number of domain controllers serving the affected customers. At no time was the service fully down and impact would have been intermittent for those users experiencing issues. Additionally, there was no loss of data during the incident.

At this time the issue is fully remediated, however, our engineers remain engaged investigating the underlying root cause and implementing changes to prevent recurrence. We will continue to keep EX172941 active and updated until we are certain of full remediation. We are committed to providing a preliminary Post Incident Review (PIR) by close of business Friday with a final PIR being delivered mid-week.

While no incident is welcome, our goal is to learn from every service event and improve the resiliency for all our customers based on our findings. Please accept my apologies for any impact to your business this incident may have caused and do not hesitate to reach out to support should you continue to experience issues.

Regards,

Bob Davis

Corporate Vice President, Microsoft 365