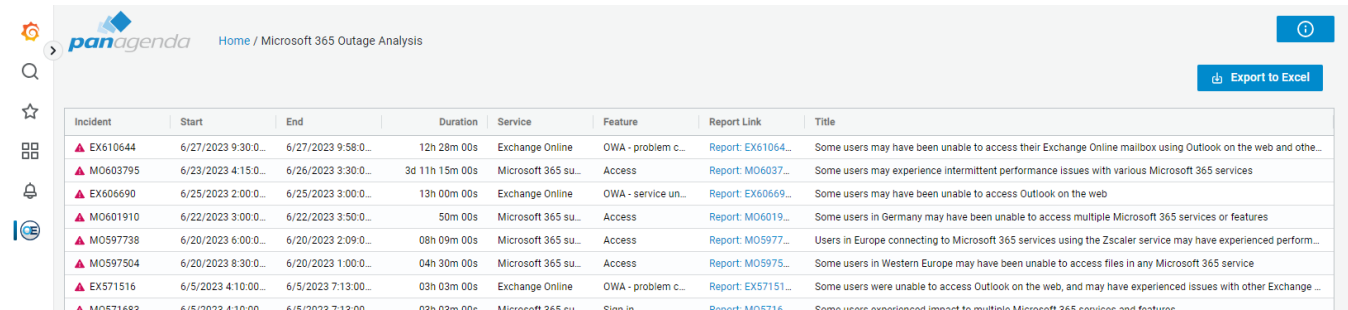


Microsoft Outages Analysis

The Microsoft Outages report shows you an overview of the incidents resolved in the past 90 days that could potentially have impacted your users and that we can correlate to your environment.



The screenshot shows the 'Microsoft 365 Outage Analysis' dashboard. It features a navigation sidebar on the left with icons for home, search, favorites, grid, notifications, and help. The main content area displays a table of incidents with columns for Incident, Start, End, Duration, Service, Feature, Report Link, and Title. An 'Export to Excel' button is located in the top right corner.

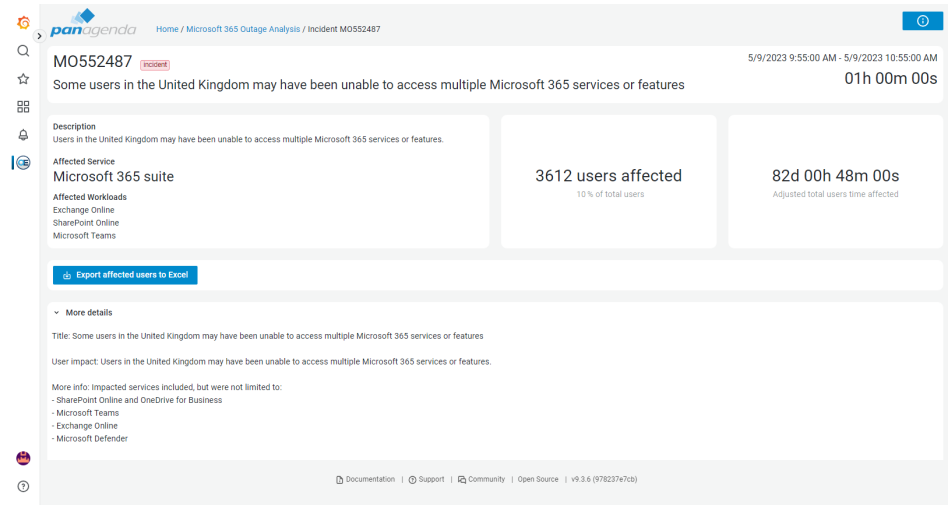
Incident	Start	End	Duration	Service	Feature	Report Link	Title
▲ EX610644	6/27/2023 9:30:00...	6/27/2023 9:58:00...	12h 28m 00s	Exchange Online	OWA - problem c...	Report: EX61064...	Some users may have been unable to access their Exchange Online mailbox using Outlook on the web and othe...
▲ MO603795	6/23/2023 4:15:00...	6/26/2023 3:30:00...	3d 11h 15m 00s	Microsoft 365 su...	Access	Report: MO6037...	Some users may experience intermittent performance issues with various Microsoft 365 services
▲ EX606690	6/25/2023 2:00:00...	6/25/2023 3:00:00...	13h 00m 00s	Exchange Online	OWA - service un...	Report: EX60669...	Some users may have been unable to access Outlook on the web
▲ MO601910	6/22/2023 3:00:00...	6/22/2023 3:50:00...	50m 00s	Microsoft 365 su...	Access	Report: MO6019...	Some users in Germany may have been unable to access multiple Microsoft 365 services or features
▲ MO597738	6/20/2023 6:00:00...	6/20/2023 2:09:00...	08h 09m 00s	Microsoft 365 su...	Access	Report: MO5977...	Users in Europe connecting to Microsoft 365 services using the Zscaler service may have experienced perform...
▲ MO597504	6/20/2023 8:30:00...	6/20/2023 1:00:00...	04h 30m 00s	Microsoft 365 su...	Access	Report: MO5975...	Some users in Western Europe may have been unable to access files in any Microsoft 365 service
▲ EX571516	6/5/2023 4:10:00...	6/5/2023 7:13:00...	03h 03m 00s	Exchange Online	OWA - problem c...	Report: EX57151...	Some users were unable to access Outlook on the web, and may have experienced issues with other Exchange ...
▲ MO671692	6/15/2023 4:10:00...	6/15/2023 7:13:00...	03h 03m 00s	Microsoft 365 su...	Sign in	Report: MO6716...	Some users experienced issues with multiple Microsoft 365 services and features

The list provides the incident number & description, affected service and features, their start & end dates and the duration of the incident.

Note! This list only shows incidents that have been marked as resolved by Microsoft. Be aware that not all M365 incidents are displayed here. Only outages related to the Service "M365 Suite, Exchange Online, and Teams are included, specifically those pertaining to sign-in, connection, and access issues. In some cases, reports may not be shown because the underlying incident data from Microsoft is not correctly flagged.

Incident details

On opening an incident, relevant details will be retrieved about the incident. Including the description, any updates reported by Microsoft during the incident and the affected workloads.



The screenshot shows the details for incident MO552487. The title is 'Some users in the United Kingdom may have been unable to access multiple Microsoft 365 services or features'. The duration is 01h 00m 00s. The description states 'Users in the United Kingdom may have been unable to access multiple Microsoft 365 services or features.' The affected service is 'Microsoft 365 suite', with 3612 users affected (10% of total users) and an adjusted total users time affected of 82d 00h 48m 00s. Affected workloads include Exchange Online, SharePoint Online, and Microsoft Teams. There is an 'Export affected users to Excel' button. A 'More details' section is expanded, showing the title, user impact, and more info: 'Impacted services included, but were not limited to: - SharePoint Online and OneDrive for Business - Microsoft Teams - Exchange Online - Microsoft Defender'. The footer contains links for Documentation, Support, Community, Open Source, and version information (v9.3.6 (978237e7b)).

The report also shows you the number of users affected, and the adjusted total users time affected.

Incident impact details export

If more details are needed, you can download a full list of affected users through the "Export affected users to Excel" button. This will create an excel file showing you which users and the time the issue affected them. The export contains a list of affected users with indications of the time affected (time the user was online during the incident), the percentage of measurements that was affected (across the impacted users) and the adjusted time based on this. "Service Down" indicates if the service was fully down or not during the adjusted time affected.