

# Microsoft Service Health

The Microsoft Service Health page provides you immediate insight into the service status of the various Microsoft services as reported by Microsoft itself. The number of tiles depends on the number of services and workloads your tenant has. This can vary from customer to customer.



Each service can be either **green** (no advisories/incidents), **yellow** (one or more ongoing advisories) or **red** (one or more incidents and advisories). To see more details about which incidents/advisories it pertains to, simply click on the icon of the impacted service to see the ongoing incident details page for that service.

## Closed incidents

Once an incident or advisory is closed (resolved) by Microsoft, it will no longer be considered for setting the service status. The blue tile on right hand side gives you access to a complete list of **closed incidents from the last 30 days**. Click on it to get to this data.

## Ongoing Incidents Details

The Microsoft 365 Service Health/Ongoing Incidents page shows any incidents and advisories from Microsoft that might be impacting your organization for the selected services.

If there is more than one incident or advisory, they will be shown on the left. Simply click one to see the details. They are sorted in descending order of when they started. The information and alert icons indicate whether it pertains to an advisory (informational) or incident (alert).

A screenshot of the Microsoft 365 Service Health/Ongoing Incidents page. The page has a header with the 'panagenda' logo and a breadcrumb trail 'Home / Microsoft 365 Service Health / Ongoing Incidents'. Below the header is a list of ongoing incidents. Each incident card shows a status icon (blue for advisory, red for incident), a title, a start time, and an update time. The first incident is titled 'Some users may encounter intermittent crashes when using the Microsoft Teams desktop client' and is marked as an incident. The second incident is titled 'Some users may be unable to see profile cards when hovering over another user's display name in Microsoft Teams meetings' and is marked as an advisory. The third incident is titled 'Some users may be unable to join external meetings as a guest using the Microsoft Teams web client' and is marked as an advisory. To the right of the list is a detailed view of the first incident, showing its title, status, user impact, latest update, and a description of the issue and its mitigation.

Note! Once an incident or advisory is closed (resolved) by Microsoft, it will be removed from the overview and no longer considered for setting the service status. To see the total impact an incident has had you can view the Outages Report overview and select the resolved incident there.

## Linked pages

- [Ongoing Incidents \(Microsoft Health\)](#)

- [Overview of Closed Incidents](#)