

# Preliminary Post Incident Report For Microsoft 365

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Report Date: May 15, 2020

Report By: ICC

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## Microsoft 365 Customer Ready Post Incident Report

### Incident Information

<b>Important Note</b>	This is a preliminary Post Incident Report (PIR) that is being delivered prior to full incident resolution to provide early insight into details of the issue. The information in this PIR is preliminary and subject to change. A final PIR will be provided within five (5) business days from full event resolution and will supersede this document upon publication.
<b>Incident ID</b>	EX212990
<b>Incident Title</b>	All users may be unable to access the Exchange Online service
<b>Service(s) Impacted</b>	Exchange Online

### User Impact

Users may have been unable to sign into Outlook on the web.

### Scope of Impact

This issue may have potentially affected any user.

### Incident Start Date and Time

Wednesday, May 13, 2020, at 4:22 PM UTC

### Incident End Date and Time

Wednesday, May 13, 2020, at 6:45 PM UTC

### Root Cause

A recent change included a code regression that resulted in users experiencing authentication failures.

### Actions Taken (All times UTC)

Wednesday, May 13

4:22 PM – We received the first alert from our monitoring and anomaly detection systems indicating a potential sign-in issue within Outlook on the web.

5:18 PM – We correlated multiple reports of impact and raised a high-priority investigation.

6:00 PM – We reviewed error logs and began investigating the Active directory infrastructure.

6:02 PM – We requested network trace logs from affected users to assist in our investigation to identify the cause.

6:08 PM – We determined that the issue was being caused by an update that contained a code regression.

6:25 PM – We began to revert the update.

6:45 PM – The update was successfully reverted.

7:39 PM – We monitored the service and declared the issue resolved.

## Next Steps

<b>Findings</b>	<b>Action</b>	<b>Completion Date</b>
A recent change included a code regression that resulted in users experiencing authentication failures.	We're reviewing our deployment and provisioning procedures to help prevent similar problems in the future.	June 2020