

**Title:** Azure Networking - Multiple regions - Mitigated

**Tracking ID:** [VSG1-B90](#)

**Event type:** サービスの問題

**Status:** 解決済み

**Service(s):** Network Infrastructure

**Region(s):** Australia Central, Australia Central 2, Australia East, Australia Southeast, Brazil South, Brazil Southeast, Canada Central, Canada East, Central India, Central US, Central US EUAP, East Asia, East US, East US 2, East US 2 EUAP, France Central, France South, Germany North, Germany West Central, Global, Japan East, Japan West, Jio India Central, Jio India West, Korea Central, Korea South, North Central US, North Europe, Norway East, Norway West, Qatar Central, Region Unknown, South Africa North, South Africa West, South Central US, South India, Southeast Asia, Sweden Central, Sweden South, Switzerland North, Switzerland West, UAE Central, UAE North, UK South, UK West, West Central US, West Europe, West India, West US, West US 2, West US 3

**Start time:** 2023-01-25T07:33:50Z

**Resolve time:** 2023-01-25T09:45:33Z

**Last update time:** 2023-01-25T09:45:33Z

**Impacted subscriptions:**

**Last update:**

Summary of Impact: Between 07:05 UTC and 09:45 UTC on 25 January 2023, customers experienced issues with networking connectivity, manifesting as network latency and/or timeouts when attempting to connect to Azure resources in Public Azure regions, as well as other Microsoft services including M365 and PowerBI.

Preliminary Root Cause: We determined that a change made to the Microsoft Wide Area Network (WAN) impacted connectivity between clients on the internet to Azure, connectivity between services within regions, as well as ExpressRoute connections.

Mitigation: We identified a recent change to WAN as the underlying cause and have rolled back this change. Networking telemetry shows recovery from 09:00 UTC onwards across all regions and services, with the final networking equipment recovering at 09:35 UTC. Most impacted Microsoft services automatically recovered once network connectivity was restored, and we worked to recover the remaining impacted services.

Next Steps: We will follow up in 3 days with a preliminary Post Incident Report (PIR), which will cover the initial root cause and repair items. We'll follow that up 14 days later with a final PIR where we will share a deep dive into the incident.

You can stay informed about Azure service issues, maintenance events, or advisories by creating custom service health alerts ([https:// aka.ms/ ash- videos](https://aka.ms/ash-videos) for video tutorials and [https:// aka.ms/ ash- alerts](https://aka.ms/ash-alerts) for how- to documentation) and you will be notified via your preferred communication channel(s).

**Update history:** 2023-01-25T11:21:32Z

**Summary of Impact:** Between 07:05 UTC and 09:45 UTC on 25 January 2023, customers experienced issues with networking connectivity, manifesting as network latency and/or timeouts when attempting to connect to Azure resources in Public Azure regions, as well as other Microsoft services including M365 and PowerBI.

**Preliminary Root Cause:** We determined that a change made to the Microsoft Wide Area Network (WAN) impacted connectivity between clients on the internet to Azure, connectivity between services within regions, as well as ExpressRoute connections.

**Mitigation:** We identified a recent change to WAN as the underlying cause and have rolled back this change. Networking telemetry shows recovery from 09:00 UTC onwards across all regions and services, with the final networking equipment recovering at 09:35 UTC. Most impacted Microsoft services automatically recovered once network connectivity was restored, and we worked to recover the remaining impacted services.

**Next Steps:** We will follow up in 3 days with a preliminary Post Incident Report (PIR), which will cover the initial root cause and repair items. We'll follow that up 14 days later with a final PIR where we will share a deep dive into the incident.

You can stay informed about Azure service issues, maintenance events, or advisories by creating custom service health alerts ([https:// aka.ms/ ash- videos](https://aka.ms/ash-videos) for video tutorials and [https:// aka.ms/ ash- alerts](https://aka.ms/ash-alerts) for how-to documentation) and you will be notified via your preferred communication channel(s).

2023-01-25T10:56:26Z

**Summary of Impact:** Between 07:05 UTC and 09:45 UTC on 25 January 2023, customers experienced issues with networking connectivity, manifesting as network latency and/or timeouts when attempting to connect to Azure resources in Public Azure regions, as well as other Microsoft services including M365 and PowerBI.

**Preliminary Root Cause:** We determined that a change made to the Microsoft Wide Area Network (WAN) impacted connectivity between clients on the internet to Azure, as well as connectivity between services in different regions, as well as ExpressRoute connections.

**Mitigation:** We identified a recent change to WAN as the underlying cause and have rolled back this change. Networking telemetry shows recovery from 09:00 UTC onwards across all regions and services, with the final networking equipment recovering at 09:35 UTC. Most impacted Microsoft services automatically recovered once network connectivity was restored, and we worked to recover the remaining impacted services.

Next Steps: We will follow up in 3 days with a preliminary Post Incident Report (PIR), which will cover the initial root cause and repair items. We'll follow that up 14 days later with a final PIR where we will share a deep dive into the incident.

You can stay informed about Azure service issues, maintenance events, or advisories by creating custom service health alerts ([https:// aka.ms/ ash- videos](https://aka.ms/ash-videos) for video tutorials and [https:// aka.ms/ ash- alerts](https://aka.ms/ash-alerts) for how- to documentation) and you will be notified via your preferred communication channel(s).

2023-01-25T10:31:46Z

Between 07:05 UTC and 09:45 UTC on 25 January 2023, customers may have experienced issues with networking connectivity, manifesting as network latency and/or timeouts when attempting to connect to Azure resources in Public Azure regions, as well as other Microsoft services including M365, PowerBI.

We've determined the network connectivity issue was occurring with devices across the Microsoft Wide Area Network (WAN). This impacted connectivity between clients on the internet to Azure, as well as connectivity between services in datacenters, as well as ExpressRoute connections.

Current Status:

We have identified a recent change to WAN as the underlying cause, and have taken steps to roll back this change. Our telemetry shows consistent signs of recovery from 09:45 UTC onwards across multiple regions and services. Most customers should now see full recovery as WAN networking has recovered fully.

We are working to monitor and ensure full recovery for services that were impacted.

The next update will be in 30 minutes or as soon as we have further information.

2023-01-25T10:04:10Z

Starting at 07:05 UTC on 25 January 2023, customers may experience issues with networking connectivity, manifesting as network latency and/or timeouts when attempting to connect to Azure resources in Public Azure regions, as well as other Microsoft services including M365, PowerBI.

We've determined the network connectivity issue is occurring with devices across the Microsoft Wide Area Network (WAN). This impacts connectivity between clients on the internet to Azure, as well as connectivity between services in datacenters, as well as ExpressRoute connections. The issue is causing impact in waves, peaking approximately every 30 minutes.

Current Status:

We have identified a recent change to WAN as the underlying cause, and have taken steps to roll back this change. Our telemetry shows consistent signs of recovery from 09:00 UTC onwards across multiple regions and services, and we are continuing to actively monitor the situation.

With WAN networking now seeing recovery, we are working to ensure full recovery for impacted services.

The next update will be in 30 minutes or as soon as we have further information.

2023-01-25T09:47:05Z

Starting at 07:05 UTC on 25 January 2023, customers may experience issues with networking connectivity, manifesting as network latency and/or timeouts when attempting to connect to Azure resources in Public Azure regions, as well as other Microsoft services including M365, PowerBI.

Current Status: We've determined the network connectivity issue is occurring with devices across the Microsoft Wide Area Network (WAN). This impacts connectivity between clients on the internet to Azure, as well as connectivity between services in datacenters, as well as ExpressRoute connections. The issue is causing impact in waves, peaking approximately every 30 minutes.

We have identified a recent WAN update as the likely underlying cause, and have taken steps to roll back this update. Our latest telemetry shows signs of recovery across multiple regions and services, and we are continuing to actively monitor the situation.

2023-01-25T09:39:59Z

Starting at 07:05 UTC on 25 January 2023, customers may experience issues with networking connectivity, manifesting as network latency and/or timeouts when attempting to connect to Azure resources in Public Azure regions, as well as other Microsoft services including M365, PowerBI.

We've determined the network connectivity issue is occurring with devices across the Microsoft Wide Area Network (WAN). This impacts connectivity between clients on the internet to Azure, as well as connectivity between services in datacenters, as well as ExpressRoute connections. The issue is causing impact in waves, peaking approximately every 30 minutes.

Current Status: We have identified a recent WAN update as the likely underlying cause, and have taken steps to roll back this update. Our latest telemetry shows signs of recovery across multiple regions and services, and we are continuing to actively monitor the situation.

2023-01-25T09:27:38Z

Starting at 07:05 UTC on 25 January 2023, customers may experience issues with networking connectivity, manifesting as network latency and/or timeouts when attempting to connect to Azure resources in Public Azure regions, as well as other Microsoft services including M365, PowerBI.

Current Status: We've determined the network connectivity issue is occurring with devices across the Microsoft Wide Area Network (WAN). This impacts connectivity between clients on the internet to Azure, as well as connectivity between services in datacenters, as well as ExpressRoute connections. The issue is causing impact in

waves, peaking approximately every 30 minutes.

We are actively investigating and will share updates as soon as more is known.

2023-01-25T09:09:16Z

Starting at 07:05 UTC on 25 January 2023, customers may experience issues with networking connectivity, manifesting as network latency and/ or timeouts when attempting to connect to Azure resources in multiple regions, as well as other Microsoft services.

Current Status: We are actively investigating and will share updates as soon as more is known.