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> Microsoft 365 outage knocks down admin center in North America

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By

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01:12 PM

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Sergiu Gatlan

(<https://www.bleepingcomputer.com/author/sergiu-gatlan/>)



Microsoft is investigating an ongoing incident impacting administrators in North America who report seeing blank pages and 404 errors when trying to access the Microsoft 365 admin center.

This outage could affect any admin in North America, as the company revealed on the Microsoft 365 Service health status page.



"The majority of affected admins report that a blank page renders when attempting to access the admin center, and no perceivable error message is presented," Microsoft said.



"A limited number of admins report that a 404 error or 'Loading chunk (number) failed' is shown intermittently."

Redmond is working on discovering the issue that triggered this incident and trying to find a potential fix to address its impact on North American admins.

"We're reviewing networking data to determine the source of impact, as well as determining if a potential fix is available to remediate impact," the company added (<http://status.office.com/>).

Microsoft 365 Status 
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We've received reports from some admins in North America that they're unable to access the Microsoft 365 admin center. Additional information can be found at status.office.com or under MO406459 in the Microsoft 365 admin center.

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Today's incident follows a massive outage that hit multiple Microsoft 365 services with Teams integrations last week.



As the company revealed

(<https://www.bleepingcomputer.com/news/microsoft/massive-microsoft-365-outage-caused-by-faulty-ecs-deployment/>) in a preliminary post-incident report, last week's outage was triggered by a faulty Enterprise Configuration Service (ECS) deployment that triggered cascading failures and availability impact worldwide.

Exchange Online and Outlook were hit by a second outage

(<https://www.bleepingcomputer.com/news/microsoft/microsoft-investigates-ongoing-exchange-online-outlook-outage/>) that prevented customers from signing into their accounts and accessing and receiving emails.

In June, another Microsoft 365 outage impacted customers trying to access Microsoft Teams and Exchange Online

(<https://www.bleepingcomputer.com/news/microsoft/microsoft-365-outage-affects-microsoft-teams-and-exchange-online/>) across multiple regions.

Update July 2, 13:28 EDT: Microsoft says the impact extends to admins in other regions.

"Our investigation has determined that some portions of infrastructure responsible for access requests to the Microsoft 365 admin center is performing below expected thresholds, resulting in intermittent access issues," Redmond added.

"We're working to optimize performance on the affected infrastructure to remediate impact."

Microsoft 365 Status 

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We're restarting the affected infrastructure to mitigate impact. Further, we've confirmed that impact is not isolated to admins in North America. Additional information can be found at status.office.com or under MO406459 in the Microsoft 365 admin center, if accessible.

1:18 AM · Jul 29, 2022

