Microsoft outage leaves users unable to use Teams

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Microsoft is investigating an issue which is preventing users from logging into its 365 programme.

Users first started complaining of being unable to access its 365 services, including **Teams voice and video chat**, on Wednesday.

The issue is still being investigated, according to Microsoft's service health status page, and warns Microsoft 365 (Business or Enterprise) is currently facing 'service degradation'.

Its latest update on the investigation explained: 'We're looking at diagnostic data to isolate the cause of the issue. Currently our investigation is focused on the load balancing infrastructure.

'Any users attempting to access the Microsoft 365 admin center or leverage Microsoft Entra to access other Microsoft 365 services may be impacted.'

After the issue was first reported on Wednesday afternoon, the Microsoft 365 status account on **X** said it had managed to fix the issue.

But in the last hour or so, users in the UK and Europe are complaining that they're still facing access issues.

Rob Carter said on X: 'Cannot even access the Health Dashboard to look at the message; connection to Azure/Intune is also problematic.'

Another user, Ewen, commented: 'Intune still not working in France.'

Microsoft 365 features dozens of applications used by businesses and elsewhere for a variety of purposes.

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Its apps include **email provider Outlook**, Teams, Word, Excel, PowerPoint, Bing, and **Skype for Business**.

On top of this, Microsoft says its Azure service is facing 'significant capacity loss' across Europe and Africa, causing difficulties for customers trying to log in.

Azure is a cloud computing platform which provides services like storages, databases and analytics.

Microsoft's status update page explains: 'We are aware of this issue and are actively investigating underlying factors that may have triggered the issue.'