

Microsoft users worldwide report widespread outages affecting banks, airlines and broadcasters

July 19 2024, by CHARLOTTE GRAHAM-McLAY



A sign for Microsoft offices is seen, May 6, 2021, in New York. Microsoft Corp. has agreed to pay \$14.4 million to settle allegations that the global software giant retaliated and discriminated against employees who took protected leave, including parental and disability, the California Civil Rights Department announced Wednesday, July 3, 2024. Credit: AP Photo/Mark Lennihan, File

Microsoft users worldwide, including banks and airlines, reported widespread outages on Friday, hours after the technology company said it was gradually fixing an issue affecting access to Microsoft 365 apps and services.

The cause, exact nature and scale of the outage was unclear. Microsoft appeared to suggest in its X posts that the situation was improving but escalating outages were still being reported around the world hours later.

The website DownDectector, which tracks user-reported internet outages, recorded growing outages in services at Visa, ADT security and Amazon, and airlines including American Airlines and Delta.

News outlets in Australia reported that airlines, [telecommunications providers](#) and banks, and media broadcasters were disrupted as they lost access to computer systems. Some New Zealand banks said they were also offline.

Microsoft 365 [posted on X](#) that the company was "working on rerouting the impacted traffic to alternate systems to alleviate impact in a more expedient fashion" and that they were "observing a positive trend in service availability."

The company did not respond to a request for comment. It did not explain the cause of the [outage](#) further.

Australian outages reported on the site included the banks NAB, Commonwealth and Bendigo, and the airlines Virgin Australia and Qantas, as well as internet and phone providers such as Telstra.

News outlets in Australia—including the ABC and Sky News—were

unable to broadcast on their TV and radio channels, and reported sudden shutdowns of Windows-based computers.

An X user [posted a screenshot](#) of an alert from the company CrowdStrike that said the company was aware of "reports of crashes on Windows hosts" related to its Falcon Sensor platform. The alert was posted on a password-protected CrowdStrike site and could not be verified. CrowdStrike did not respond to a request for comment.

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