

Microsoft says it's recovering after Azure outage took down 365, Xbox, and Starbucks

Starting at approximately 16:00 UTC on 29 October 2025, customers and Microsoft services leveraging Azure Front Door (AFD) may have experienced latencies, timeouts, and errors. We have confirmed that an inadvertent configuration change was the trigger event for this issue.

Affected Azure services may have included, but were not limited to:

App Service, Azure Active Directory B2C, Azure Communication Services, Azure Databricks, Azure Healthcare APIs, Azure Maps, Azure Portal, Azure SQL Database, Azure Virtual Desktop, Container Registry, Media Services, Microsoft Defender External Attack Surface Management, Microsoft Entra ID (Mobility Management Policy Service, Identity & Access Management, and User Management UX), Microsoft Purview, Microsoft Sentinel (Threat Intelligence), and Video Indexer.

The AFD service is now operating above 98% availability. While the majority of customers and services are mitigated or seeing strong improvement across affected regions, we are continuing to work on tail-end recovery for remaining impacted customers and services. **We have revised our mitigation time and are currently tracking toward full mitigation by 00:40 UTC on 30 October 2025**, though we will communicate if mitigation is achieved sooner.

<https://www.theverge.com/news/809142/microsoft-azure-xbox-365-is-down-outage>