

# Service Restored: Unable to send, receive, or search email through Exchange Online (Outlook)

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## Status: Microsoft Service Restored

**User impact:** Users may be unable to send, receive, or search email within Exchange Online (Outlook).

**More info:** Exchange functionality such as Calendar APIs consumed by other services such as Microsoft Teams are also affected.

SharePoint Online search queries are also affected. Users may receive the following error message when running search queries "Error: Sorry something went wrong when utilizing Knowledge Management (KM) portal on Dlnet".

**Current status:** We're continuing to monitor the services as it recovers, while our mitigation actions take effect. Where we see any unresponsive infrastructure during monitoring, we're taking manual steps to correct this without causing any further impact and to fully restore services.

**Scope of impact:** This issue can affect any user accessing Exchange Online from any region.

**Start time:** Tuesday, February 6, 2023, at 11:04 PM

tags : its-news