

Estimado Cliente:

04/09/2018

Masteredi hace de su conocimiento que las intermitencias presentadas en su servicio son consecuencia de eventos climatológicos presentados en la región del centro de datos, situación a nivel mundial.

Cabe mencionar que están haciendo lo necesario para reestablecer el servicio lo más rápido posible.

Link Oficial: <https://azure.microsoft.com/en-us/status/>

**Azure status**  
Last updated 11 seconds ago

Get a personalized view of the health of your Azure services [Status history >](#)  
[Go to your personalized dashboard >](#)

**Multiple Services - Applying mitigation with some recovery**

**CUSTOMER IMPACT:** Starting at 09:29 UTC on 04 Sep 2018, customers in South Central US may experience difficulties connecting to resources hosted in this region. Additionally, this issue impacts Azure Active Directory authentication, which may impact services in other regions.

**PRELIMINARY ROOT CAUSE:** A severe weather event, including lightning strikes, occurred near one of the South Central US datacenters. This resulted in a power voltage increase that impacted cooling systems. Automated datacenter procedures to ensure data and hardware integrity went into effect and critical hardware entered a structured power down process.

**ENGINEERING STATUS:** Engineers have successfully restored power to the datacenter. Additionally, engineers have recovered a majority of the impacted network devices. While some services are starting to see signs of recovery, mitigation efforts are still ongoing.

**NEXT UPDATE:** The next update will be provided by 20:00 UTC or as events warrant.

### Servicios Afectados en plataforma Microsoft Azure:

PRODUCTS AND SERVICES	Americas		Europe		Asia Pacific		Azure Government					
	NON-REGIONAL*	EAST US	EAST US 2	CENTRAL US	NORTH CENTRAL US	SOUTH CENTRAL US	WEST CENTRAL US	WEST US	WEST US 2	CANADA EAST	CANADA CENTRAL	BRAZIL SOUTH
<b>IMPACTED SERVICES</b>												
API Management		✓	✓	✓	✓	▲	✓	✓	✓	✓	✓	✓
Application Gateway		✓	✓	✓	✓	▲	✓	✓	✓	✓	✓	✓
Application Insights		✓				▲			✓			
App Service		✓	✓	✓	✓	▲	✓	✓	✓	✓	✓	✓
Web Apps		✓	✓	✓	✓	▲	✓	✓	✓	✓	✓	✓
Mobile Apps		✓	✓	✓	✓	▲	✓	✓	✓	✓	✓	✓
API Apps		✓	✓	✓	✓	▲	✓	✓	✓	✓	✓	✓
Automation			✓			▲	✓		✓		✓	✓
Azure Active Directory	▲											
Azure Bot Service	▲											
Azure Cosmos DB		✓	✓	✓	✓	▲	✓	✓	✓	✓	✓	✓

Sin más por el momento, estaremos informando no sin antes agradecer su comprensión a esta situación.

Atte.

**Dirección General**

**Masteredi SA de CV**