

# Microsoft says lost Hotmail e-mails now restored

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(AP) -- Microsoft Corp. said Monday that it has resolved a glitch that caused some Hotmail users to [temporarily lose](#) all of their e-mails.

A chorus of frantic people had posted complaints to the Redmond, Wash.-based company's online message board over the weekend, saying their messages had disappeared. In some cases, e-mails were mistakenly sent to their deleted mail folders.

Microsoft spokeswoman Catherine Brooker said Monday that all the affected users have their e-mails back. On Saturday, she noted that the problem only applied to a limited number of people. Microsoft would not say how many people's e-mails were lost.

"[Microsoft](#) is still investigating the root cause of what happened in this particular instance to prevent this from happening again," she said.

Hotmail is the world's most popular free Web-based e-mail service, with about 360 million users, according to Web traffic measurement group [comScore](#) Inc.

The online Hotmail message board has racked up 489 pages of complaints about lost and deleted e-mails dating back to early November.

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