

Subject EX1027699: Exchange Online Service Health Advisory

From 365 Service Alert <o365mc@microsoft.com>

To: <seanhenry@prosafecyberfraudbountyhunters.com>

Date Mar 12 at 1:24 PM



Some users may see add-ins in Outlook desktop and Outlook on the web that aren't installed or removable

ID: [EX1027699](#)

Issue type: Advisory

Status

Service Degradation

Impacted services

Exchange Online

Details

Title: Some users may see add-ins in Outlook desktop and Outlook on the web that aren't installed or removable

User impact: Users may see add-ins in Outlook desktop and Outlook on the web that aren't installed or removable.

More info: As a temporary workaround, affected users can disable 'Show Apps in Outlook' for relief, but this only applies to classic Outlook on Windows. There is no workaround for Outlook on the web, new Outlook on Windows, or Outlook for Mac.

Current status: We've completed our review of the HAR log traces and identified that a service update to a portion of service infrastructure that facilitates identification of which add-ins are enabled for users in Outlook on the web and the Outlook desktop client contains a code issue, resulting in impact. We're developing a fix to address the code issue, and we'll aim to provide a timeline for the

development process to complete by our next scheduled communications update.

Scope of impact: Some users may see add-ins in the Outlook desktop client and Outlook on the web which aren't installed and can't be removed.

Start time: Thursday, January 9, 2025, at 8:36 PM UTC

Root cause: A service update to a portion of service infrastructure that facilitates identification of which add-ins are enabled for users in Outlook on the web and the Outlook desktop client contains a code issue, resulting in impact.

Next update by: Wednesday, March 12, 2025, at 7:30 PM UTC

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