SERVICE ALERT

Prepared Nov 18, 2026, 6:06 PM PST

Microsoft Office 365 Outage

Status: Recovering / monitoring

Started Nov 12, 2026, 8:17 AM PST · Lasted 35 hours 58 minutes · Resolved Nov 13, 2026, 8:15 PM PST

MICROSOFT REFERENCE NUMBERS

EX1550543 MO1550821 TM1550488 CR1550885 PP1550869

Quote these to Microsoft or to BIS support.

SUMMARY

Microsoft says the Outlook and Microsoft 365 outage that began November 12 has been fixed, and it has published a preliminary report blaming a software defect with no hack involved. We are seeing some new email and search problems reported today, which we are checking with Microsoft. We will let you know when we have more.

Affected: Exchange Online, Outlook, Microsoft Teams, SharePoint Online, Microsoft 365 Copilot, Microsoft Defender for Office 365, Microsoft Intune, Microsoft Purview (some services), Windows 365 Cloud PCs (Purview Customer Key, unconfirmed), Office 365 search (reported Nov 18, unconfirmed)

LATEST NEWS

Microsoft says it has addressed the underlying issue and is restoring the remaining customers and regions, and reports email backlogs close to cleared. Incidents EX1550543 and MO1550821 remain open, with no full restoration declared.

Service has been re routed and restored, however it is not fully operational. within the next 72 hours we may experience similar issues of users not being able to access email. Microsoft will continue to evaluate the issue. There is no ETA on full restoration yet.

Microsoft says (Nov 15, 2026, 9:48 PM PST): “Preliminary post-incident report released under MO1550821 and EX1550543 in the admin center; the final review will follow later that week.”

Source: https://x.com/MSFT365Status/status/2122205066157257160

WHAT YOU NEED TO DO

Nothing for now; if you see email bounces or search failures, send us examples with the time they happened.

WHAT BIS COMPUTER SOLUTIONS, INC. IS DOING

We are checking Microsoft's admin center for any new entry on the Nov 18 reports and will install any fix Microsoft releases on the machines we manage. We will send the final report summary when Microsoft publishes it.

IS THIS A HACK?

No — this is not a hack or cyberattack.

Microsoft says it found no malicious activity and that the outage was not a cyberattack. The Nov 18 reports have not been linked to any attack.

ROOT CAUSE

Microsoft's preliminary report attributes the outage to a latent defect in a Windows fix for its networking gateway servers, with a surge in gateway load as a secondary cause. The Nov 18 reports have no stated cause.

Questions? Contact BIS Computer Solutions, Inc.

Phone: +1-818-248-5023 · Fax: +1-818-249-1169 · Email: support@biscomputer.com · Web: www.biscomputer.com

WHAT THE IT COMMUNITY IS SAYING

Users on Microsoft Q&A and Mastodon spent Nov 12 to 13 reporting Outlook, email and Teams still failing, with several saying it had run 12 hours or more and asking for a restoration time. From the afternoon of Nov 13 (UTC) people began reporting access returning in their offices and regions, and by Nov 14 posts were mostly about the recovery, a mail and Teams catch-up backlog, and one German firm still seeing only part of its mailboxes affected.

From public posts by IT administrators; not confirmed by the vendor.

LAST 4 UPDATES

Nov 18, 2026, 6:03 PM PST

New Nov 18 user-report spike in Outlook and Microsoft 365 (unconfirmed, no Microsoft advisory found), plus a Microsoft note that the defect does not apply to broader Windows deployments.

Nov 16, 2026, 10:51 AM PST

Microsoft has released a preliminary post-incident report that names a defect in a Windows fix on its gateway servers, and Outlook reports resurfaced on Monday, Nov 16.

Nov 14, 2026, 6:01 AM PST

Small new items: a secondary report of a patch aimed at an authentication and routing component, and AP's account of the outage's wider reach. Nothing new from the vendor, and the watch item is unchanged.

Nov 14, 2026, 4:59 AM PST

Two minor new items: a secondary report that Windows 365 Cloud PCs using Purview Customer Key may be affected, and an aggregator listing MO1550821 as "Resolved" (unconfirmed). There is still no second advisory or post-incident report.

A NOTE FROM BIS COMPUTER SOLUTIONS, INC.

for continued updates feel free to call BIS computer Solutions at 818-248-5023 pr look at our website that is being updated in real tie with up to date information. visit https://biscomputer.com/service-alerts/ for the latest information.