SERVICE ALERT

Prepared Nov 18, 2026, 8:06 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 its preliminary report blames a software defect, not a hack. We are checking some new email and search problems reported today 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 the Nov 12–13 Exchange Online and Microsoft 365 outage is resolved, and its preliminary report (dated Nov 15) lists 11/20/2026 for the final report. BIS has had reports of slow email, Office 365 search failures and bounced internal mail on Nov 18; Microsoft has not confirmed them and no advisory for that day has been found.

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. Do not click links in outage-related emails.

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 on 11/20.

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. A U.S. official said on Nov 18 there is 'zero' information that recent outages are caused by a malign actor. 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 fix for its networking gateway servers, introduced in July, with a surge in gateway load as a secondary cause. The Nov 18 reports have no stated cause.

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.

Questions? Contact BIS Computer Solutions, Inc.

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LAST 4 UPDATES

Nov 18, 2026, 8:06 PM PST

New: a secondary report of a Nov 18 Nadella interview, a Nov 18 NPR report on Rubio's comments on outages, and a separate Power Platform advisory (PP1550869); still no Microsoft advisory for the Nov 18 reports.

Nov 18, 2026, 6:12 PM PST

Microsoft's preliminary report gives 11/20/2026 for the final post-incident report, and the staff-reported Nov 18 problems remain unconfirmed with no new Microsoft advisory.

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.

A NOTE FROM BIS COMPUTER SOLUTIONS, INC.

For continued updates feel free to call BIS computer Solutions at 818-248-5023 or 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.