

Microsoft 365

Service Disruption Digest

A review of 4 Microsoft 365 Exchange and Outlook, Identity, Microsoft 365 Apps, and Teams changes published to the Message Center in September 2026, with deployment dates from 30 Jun 2026 through 31 Dec 2026.

Review admin and user impacts and act where required before each deployment date.

4

Total Changes Tracked

4

High Admin Impact

0

Medium Admin Impact

Exchange and Outlook

1 Exchange and Outlook change rated High admin or user impact this month — sorted by deployment date.



MC1293480

Retirement of legacy TLS versions for POP and IMAP connections

Deploy: 1 Aug 2026 – 31 Dec 2026

Admin: High

User: High

DESCRIPTION

Support for legacy TLS versions (1.0 and 1.1) for POP3 and IMAP4 connections to Exchange Online is being retired. Connections will require TLS 1.2 or later; older connections will fail. Modern email clients are unlikely to be affected, but legacy applications or devices may stop connecting. Organizations need to ensure email clients and applications support TLS 1.2 or later. No action is required if all connections already use TLS 1.2 or later.

ADMIN & USER IMPACT

Admin: Review every POP3/IMAP4 client, application, and embedded system connecting to Exchange Online, confirm each supports TLS 1.2 or later, and update or replace anything that doesn't before the rollout completes on 31 December 2026.

User: No action needed for modern mail apps — but if you use an older or custom email client for POP/IMAP, it may suddenly stop connecting once the rollout reaches your mailbox.

RISK OF NOT ACTING

Any legacy application, embedded device, or unmaintained email client still negotiating TLS 1.0/1.1 for POP or IMAP will simply stop connecting to Exchange Online as the rollout reaches it between now and 31 December 2026, with no warning beyond a failed connection at whatever moment that particular client gets cut off.

Identity

1 Identity change rated High admin or user impact this month — sorted by deployment date.

MC1448374

Retirement of SMS first-factor sign-in for Entra ID Free tenants

Deploy: 11 Aug 2026

Admin: High

User: Medium

DESCRIPTION

Microsoft Entra ID Free tenants will lose support for SMS first-factor sign-in; this only affects sign-in using a phone number plus SMS OTP as the sole primary authentication method. SMS used as an MFA factor is not impacted, and other registered sign-in methods remain available. Users who rely only on SMS first-factor sign-in must enroll an alternative authentication method before the change takes effect. Administrators should identify affected users, communicate the change, and update authentication method policies to remove reliance on this retired method. Microsoft recommends migrating users to passkeys or other phishing-resistant authentication methods where possible.

ADMIN & USER IMPACT

Admin: Identify any users relying solely on SMS first-factor sign-in, get them registered on an alternative method (ideally a passkey or other phishing-resistant option), and update authentication method policies to drop the retired method — this took effect 11 August 2026.

User: If SMS plus a phone number was your only way to sign in (SMS used as an extra MFA step is unaffected), you now need another registered sign-in method or you'll be locked out.

RISK OF NOT ACTING

Any user in an Entra ID Free tenant who relies solely on SMS first-factor sign-in and hasn't registered an alternative method is already locked out as of 11 August 2026, since this retirement has already taken effect — the only remaining risk is not knowing who those users are.

Microsoft 365 Apps

1 Microsoft 365 Apps change rated High admin or user impact this month — sorted by deployment date.

[MC1441775](#)

Retirement of legacy whiteboards and transition to OneDrive-backed whiteboards

Deploy: 25 Sep 2026 – 30 Nov 2026

Admin: High

User: High

DESCRIPTION

Microsoft Whiteboard is retiring legacy whiteboards and moving fully to OneDrive-backed whiteboards. Enterprise tenants must migrate any remaining legacy whiteboards before the migration tool is removed. After the cutoff, unmigrated legacy whiteboards will be permanently deleted with no recovery option. The standalone Whiteboard desktop and mobile app will be deprecated, and users will access Whiteboard through Microsoft Teams. Users with personal Microsoft accounts will lose the ability to create or edit whiteboards and should export content they want to keep.

ADMIN & USER IMPACT

Admin: Migrate all remaining legacy whiteboards to OneDrive-backed whiteboards before 25 September 2026 (when the migration tool is retired), verify the migration succeeded, and update internal documentation to point users to Whiteboard in Microsoft Teams.

User: Legacy whiteboards move to Teams and personal-account users lose the ability to create or edit whiteboards from 25 September 2026 — export anything you want to keep before 16 October 2026, when unmigrated whiteboards are permanently deleted.

RISK OF NOT ACTING

Any legacy whiteboard left unmigrated when the migration tool is removed on 25 September 2026 is permanently deleted on 16 October 2026 with no recovery option, and personal-account users lose whiteboard creation entirely — one of the few genuinely irreversible items this month.

Teams

1 Teams change rated High admin or user impact this month — sorted by deployment date.

[MC1266901](#)

Retirement of legacy third-party meeting and call control APIs

Deploy: 30 Jun 2026

Admin: High

User: Medium

DESCRIPTION

Microsoft Teams will retire a legacy external meeting controls integration capability, affecting certain external devices and applications used for meeting controls. External applications or devices will no longer control Teams meeting or calling functionalities after the retirement. The corresponding user setting in the Teams desktop client for external control will be removed. Users relying on third-party integrations for basic controls, like mute or camera functionality, may experience disruptions. Preparation steps include reviewing external tools, notifying users, and confirming with vendors about supported integration methods.

ADMIN & USER IMPACT

Admin: No Microsoft 365 configuration change is required, but review whether any external meeting-control hardware or apps are in use, notify affected users and helpdesk, and confirm with vendors that they've moved to a supported Teams integration method — this took effect 30 June 2026.

User: If a third-party device or app (for example, a conference-room button panel) previously handled things like mute, camera, or ending calls in Teams for you, those external controls may no longer work — native in-app controls are unaffected.

RISK OF NOT ACTING

Since this retirement already took effect on 30 June 2026, any external device or app still relying on the removed integration for basic call controls has already lost that functionality, silently — the risk now is not tracing which meeting rooms or users are affected until someone reports a broken mute button.



Full Feature Summary

MCID	Feature	Deploy	Admin	User
MC1266901 https://portal.changeilot.cloud/MC1266901	Retirement of legacy third-party meeting and call control APIs	30 Jun 2026	High	Medium
MC1293480 https://portal.changeilot.cloud/MC1293480	Retirement of legacy TLS versions for POP and IMAP connections	1 Aug 2026 – 31 Dec 2026	High	High
MC1448374 https://portal.changeilot.cloud/MC1448374	Retirement of SMS first-factor sign-in for Entra ID Free tenants	11 Aug 2026	High	Medium
MC1441775 https://portal.changeilot.cloud/MC1441775	Retirement of legacy whiteboards and transition to OneDrive-backed whiteboards	25 Sep 2026 – 30 Nov 2026	High	High