

PoliteMail for M365 using EWS no longer works

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Applies To: PoliteMail Desktop PoliteMail Online PoliteMail M365

Version: 4.94 4.97 5.x

EWS Deprecation

If you are currently using Exchange Web Services (EWS), Exchange user identity tokens and callback tokens are deprecated and will be turned off starting February 17th, 2025. You can read more about the deprecation of the EWS tokens [here](#) and [here](#).

Although it's unlikely any COM add-ins are affected (such as PoliteMail for the Windows desktop), Outlook web add-ins (such as PoliteMail for M365) are affected because they can use Office.js APIs that rely on Exchange tokens.

Temporary Fix

As a temporary fix, you can connect to Exchange Online PowerShell and run a command to turn legacy Exchange Online tokens back on. Instructions on how to do this may be found [here](#).

Effective **June 2025**, legacy tokens will be turned off permanently for all tenants. Admins will no longer be able to reenab le legacy tokens via PowerShell and must contact Microsoft for any exception.

Microsoft then recommends moving Outlook add-ins that use legacy Exchange tokens to nested app authentication (NAA). For PoliteMail for M365, this means transitioning from EWS to Graph.