

# M365 Measurement was working, now it's not!

Last Modified on 05/11/2026 5:15 pm EDT

Applies To: ■ PoliteMail Desktop ■ PoliteMail Online ■ PMUA ■ PoliteMail M365

Version: ■ 4.9 ■ 5.0 ■ 5.1+

As part of Microsoft's implementation of Entra ID, Actionable Messages (AM) are moving from EAT (External Access Token) to Microsoft Entra ID token authentication. If you have been using EAT tokens, you must update your integration to support AAD tokens for requests from the AM service.

Microsoft has set a deadline of **May 15, 2026** for Entra ID token authentication to be required, after which EAT tokens will no longer function. This means if you have not made the change by this date, messages sent with M365 Measurement will NOT send.

No action needs to be taken within your PoliteMail settings as the needed changes have been deployed. However, measures must be taken within your instance of Entra ID, and a new Sender ID must be entered in PoliteMail.

Please see [this link](#) for information and steps that need to be taken.