October 2021

Update to Microsoft 365 and Outlook for Windows Connectivity

Starting November 1, 2021, the following versions of Outlook for Windows, as part of Office and Microsoft 365 Apps, will not be able to connect with Office 365 and Microsoft 365 services.

Office and Microsoft 365 Apps	Outlook for Windows Version
Office 2013	15.0.4970.9999 and older
Office 2016	16.0.4599.9999 and older
Microsoft 365 Apps for enterprise (formerly Office 365 ProPlus)	1705 and older
Microsoft 365 Apps for business (formerly Office 365 Business)	1705 and older

How this will affect your organization:

Versions that are newer than minimum version requirements listed above, but are not the currently supported version, may experience connectivity issues.

To see a list of the currently supported versions, visit Update history for Microsoft 365 Apps (listed by date) (for Microsoft 365 Apps) or Latest updates for versions of Office that use Windows Installer (MSI) (see "Latest Public Update" for Office 2013 and 2016).

Supported versions of Outlook for Windows in Office and Microsoft 365 will continue to connect to Microsoft 365 services as expected.

What you need to do to prepare:

We recommend that all users upgrade to the supported versions of Office and Microsoft 365 Apps.

If you are running Office 2010: Support for Office 2010 ended on October 13, 2020. If you haven't already begun to upgrade your Office 2010 environment, we recommend you start now. For more information, please contact our Procurement team: ictcontractsteam@norfolk.gov.uk

If you are running Office 2013 or 2016: Check you are running the latest update by:

1, Opening Outlook

2, Click File -> Office Account.

3, If the option of "Office Updates" is there above "About Outlook", click "Update Options" and choose "Update Now" (**see example 1**).

4, If the option of "Office Updates" is not there, this is because Office is under a Volume Licence and will need to be updated via Windows Updates **(see example 2).** To do this follow the following Microsoft links:

If you are running Windows 7: How to update Office with Microsoft Update

If you are running Windows 10: How to update Office with Microsoft Update

Example 1

Example 2