

# LM01\_KDD016 - Outlook Connectivity on day 1

Status	DECIDED
Owner	James Kyndt
Stakeholders	Steering Committee

**i** **Decision:** Option 1) Use Outlook Fat Client  
**Decision made by:** IT Steering Committee  
**Date:** 05 Jun 2026  
**Online Meeting:** MS Transformation - IT SteerCo #3

## Issue

During the PrePilot/Pilot, Autodiscover issues in the Outlook fat client caused **login failures for approximately 10%–15% of migrated users on managed devices**, which is expected to **cause a significantly higher impact during the upcoming migration waves**.

## Recommendation

## Background & Context

### Root cause

Because the primary MX record still points to Gmail (a necessary setup during the coexistence period), Outlook Autodiscover behaves inconsistently during sign-in and may attempt to configure the user's Gmail mailbox instead of the M365/Exchange Online mailbox.

Once the MX record is switched from Google to M365 **after June 8**, this underlying condition should be removed and the **root cause is expected to be resolved**.

### Migration execution observations

During the **PrePilot/Pilot**, a recurring issue was identified affecting **managed devices**:

- Approximately **10%–15% of migrated users** experienced **login / profile connection failures** when using **Outlook Desktop**.
- The symptoms are consistent with **Autodiscover-related failures** (e.g., Outlook cannot correctly locate mailbox settings or authenticate to the right endpoint post-migration).

### Vendor dependency

- A **Microsoft support ticket is open**, but:
  - **No confirmed fix or workaround** has been provided yet, despite several escalations and follow-up calls over 1 month.
  - Resolution ETA and feasibility is **uncertain** as of 06/06, meaning a fix will likely **not arrive before the first migration wave**.

### Business impact observed / expected

If Outlook Desktop remains the Day1 standard and the issue persists:

- A significant subset of users may be **unable to access email/calendar via the desktop client** at cutover (Outlook web version still accessible).
- This would likely result in: **High incident volume (300 to 400 tickets a week potentially)** resulting in longer resolution times for other issues.
  - **Productivity loss** and reduced confidence in the migration

## Assumption

- **Disabling / not deploying the Outlook fat client is feasible ahead of the Migration Waves** by adjusting the M365 application packages (e.g., excluding Outlook Desktop from the standard package).

- The Autodiscover/login issue has been observed **only on Managed devices** (corporate-managed endpoints). Non-managed/BYOD scenarios hve not generated this issue so far.

## Constraints / Impacts

- **PST limitations:** Outlook on the Web **does not support direct use of local PST files**, which may generate additional incidents for users relying on PSTs for archives or operational folders. A mitigation (communication + guidance on alternatives) may be required.
- **Offline working limitation:** Outlook on the Web provides **no true offline mode**, which impacts users who need email/calendar access during travel or in low/no connectivity situations. This may require user segmentation (e.g., critical offline users) and/or interim alternatives.
- **Change Management** need to revamp communication if not deploying fat client, this has an impact on the end user and may frustrate.

## Options considered

**Option 1)** Use Outlook Fat Client

**Option 2):** Use Outlook Online

**Option 3)** Disable Autodiscover and User setup Outlook manually

## Evaluation

Criteria	Option 1) Use Outlook Fat Client	Option 2): Use Outlook Online	Option 3) Disable Autodiscover and User setup Outlook manually
Technical Feasibility	<p>⊖ <b>Medium/Low for Day 1</b> – known Autodiscover /login issue affects ~10–15% of migrated users on <b>managed devices</b>; Microsoft fix <b>pending/uncertain</b></p>	<p>⊕ <b>High for Day 1</b> – bypasses Outlook profile /Autodiscover issues; generally stable access path if OWA/SSO/CA validated</p>	<p>⦿ <b>Medium</b> – technically possible via policy /config, but requires clear, consistent manual configuration steps;</p>
User Impact	<p>⊖ <b>High risk</b> of Day1 inability to access mailbox for impacted users; better for <b>PST usage</b> and <b>offline work</b> when it functions</p>	<p>⊕ <b>Lower Day1 access risk</b> for most users;</p> <p>⊖ <b>No PST support</b> and <b>no offline working</b>, may impact specific personas (travel/offline, PST-dependent)</p>	<p>⊖ <b>High</b> – all users must do manual setup; higher chance of user errors, delays, and frustration;</p> <p>⊕ Allows PST and offline once configured</p>
Support Impact	<p>⊖ <b>High</b> – likely spike in incidents (profile creation, auth, Autodiscover troubleshooting) with longer handling time per ticket</p>	<p>⊕ Fewer/none Autodiscover-related incidents;</p> <p>⊖ Potential increase in incidents around <b>PST migration/archives</b></p> <p>⊖ Last minute user guidance/adoption</p>	<p>⊖⊖ <b>Very high</b> – large expected volume of “walk-me-through” tickets; requires strong floorwalking/hypercare and step-by-step guides</p>
Operational Complexity	<p>⊕ <b>Low</b> – requires Service Desk KBA, potentially device-by-device remediation</p>	<p>⦿ <b>Medium</b> – requires enforcing “no fat client” via M365 packaging/exclusion.</p> <p>Significant last-minute change management adjustments necessary</p>	<p>⊖ <b>High</b> – must deploy policy to disable Autodiscover,</p> <p>⊖ Last minute communications and instructions provided by change management,</p> <p>⊖ Requires coordination across waves</p>
Cost	<p>⊖ <b>Potentially high indirect cost</b> due to productivity loss and Service Desk load from 10–20% failures</p>	<p>⊕ <b>Lower indirect cost</b> (more predictable Day1 access); possible incremental effort for comms /training and PST/offline workaround handling</p>	<p>⊖ Higher indirect cost – significant time spent by users and support teams during each wave; may require additional hypercare resources</p>

## See also

The following section describes relevant documentation:

Description	Repository

Version	Published	Changed By	Comment
<b>CURRENT</b> (v. 8)	May 06, 2026 12:06	<b>CHUDZIAK-ext, Aleksander</b>	

v. 7	May 05, 2026 16:31	<a href="#">TODESCHINI-ext, Gautier</a>
v. 6	May 05, 2026 16:31	<a href="#">TODESCHINI-ext, Gautier</a>
v. 5	May 05, 2026 15:52	<a href="#">TODESCHINI-ext, Gautier</a>
v. 4	May 04, 2026 13:55	<a href="#">CHUDZIAK-ext, Aleksander</a>

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