Customer Notice Spindle Document Distribution

Exchange Online email: action required before 1 October 2026

If you send emails via Exchange Online (Microsoft 365 / Office 365) using Spindle Document Distribution v8.15 to v10.15.1, including as part of Spindle Document Management or Credit Hound Professional, and you have not yet upgraded to v10.16 or later, or applied the Spindle Document Distribution patch, your emails will stop sending on or shortly after 1 October 2026.



1 October 2026

Microsoft disables Exchange Web Services by default, tenant by tenant.

Why are we contacting you again?

Microsoft is retiring Exchange Web Services (EWS) in Exchange Online. Spindle Document Distribution v8.15 to v10.15.1 uses EWS to send email.

Our earlier notices asked you to upgrade or apply the patch. If you have not yet done so, please act now to avoid any downtime.

What you need to do

Before 1 October 2026, avoid the interruption.
If you cannot upgrade or patch in time, your Microsoft 365 administrator can keep EWS working for Spindle using the steps on page 2. This is a change to your Microsoft 365 tenant, made using Exchange Online PowerShell.
If your IT is looked after by a provider or managed service, please pass this notice to them.

Before 1 April 2027apply the permanent fix.
EWS is permanently retired on 1 April 2027. Upgrade to Spindle Document Distribution v10.16 or later, or apply the Spindle Document Distribution patch.

Do not leave this to the last week. Re-enabling EWS for Spindle can take up to 24 hours to take effect, so it needs completing with several days in hand before 1 October.

Who is affected?

Affected

- Customers using Exchange Online (Microsoft 365 / Office 365) on Spindle Document Distribution v8.15 to v10.15.1 or Spindle Document Management v8.15 to v10.14.1, who have not applied the patch

Not affected

- Customers already on v10.16 or later, or who have applied the Spindle Document Distribution patch
- Customers using Exchange on-premises

Useful links

- Customer notice
- Spindle Document Distribution Patch installation guide
- Download Spindle Document Distribution patch

Need assistance?

Not sure whether this affects you? Your business partner or Draycir support can confirm which version of Spindle Document Distribution you are running, and whether it needs to change.

Please reach out to your business partner or Draycir support at ews-support@draycir.com.

For your Microsoft 365 administrator

- The steps on page 2 are carried out by your Microsoft 365 administrator using Exchange Online PowerShell. Draycir has no access to your tenant and cannot make the change for you. If your IT is managed by a provider, please pass this to them.
- You need the Exchange Administrator or Global Administrator role.
- **Allow several days before 1 October.** Changes to the application allow list can take up to 24 hours to take effect.
- Microsoft recommends keeping EWS blocked, so this should be approved by whoever owns IT security.
- This is a temporary measure. EWS is permanently retired on 1 April 2027 and no tenant setting will keep it working after that date. The permanent fix is to upgrade your Spindle software to the latest version, or apply our Spindle Document Distribution patch.

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Keeping EWS working: Microsoft 365 administrator steps

Option A – Allow Spindle to keep using EWS
This keeps EWS working for Spindle only, and avoids any interruption on 1 October. Complete it before that date.

1. Check what your tenant has now

```
Install-Module -Name ExchangeOnlineManagement   # first time only Connect-ExchangeOnline
```

2. Check what your tenant has now

```
Get-OrganizationConfig | fl EWSEnabled
Get-OrganizationConfig -RetrieveEwsOperationAccessPolicy | fl EwsAllowedAppIDs
```

The -RetrieveEwsOperationAccessPolicy switch is required. A plain Get-OrganizationConfig will not return the allow list. Look for the Spindle application ID **8ca915df-ef83-46ec-86e3-d8b94cf017ef.**

Microsoft has been populating these lists automatically during September based on each tenant's own usage, so it may already be present. If it is, go straight to step 4.

3. Add the Spindle application ID to the list

Read the existing list first. This setting is written as a complete list and there is no option to add or remove a single entry. Writing just the Spindle ID would remove EWS access from every other application on your list. The commands below preserve what is already there.

```
$appId = "8ca915df-ef83-46ec-86e3-d8b94cf017ef"
$current = (Get-OrganizationConfig-RetrieveEwsOperationAccessPolicy).EwsAllowedAppIDs
$updated = @($current -split "," | ForEach-Object { $_.Trim()}|Where-Object{$_ }) +
$appId|Select-Object -Unique Set-OrganizationConfig -EwsAllowedAppIDs ($updated -join ",")
```

4. Turn EWS on with the allow list enforced

```
Set-OrganizationConfig -EWSEnabled $true
```

5. Wait, then check and test

Allow up to 24 hours for the allow list and around an hour for the EWSEnabled setting, then confirm both values:

```
Get-OrganizationConfig | fl EWSEnabled
Get-OrganizationConfig -RetrieveEwsOperationAccessPolicy | fl EwsAllowedAppIDs
```

Then send a document from Spindle. If it sends, the configuration is correct and you are covered through to April 2027. If it fails, please contact your business partner or Draycir support before 1 October rather than after.

Option B – If email has already stopped
Emergency recovery only.
This restores EWS for all applications in the tenant:

1. Check what your tenant has now

```
Set-OrganizationConfig -EWSEnabled $null
```

Returning the value to blank re-enables EWS without restriction and causes the allow list to be ignored. Allow around an hour for it to take effect.

This does not work as a precaution. A blank value is exactly what Microsoft switches off on 1 October, so setting it in advance has no effect and your email will still stop. Use Option A before the date.

If email still does not send
Check the sending mailboxes. EWS is only permitted when both the organisation and the individual mailbox allow it. If a mailbox is set to False, the tenant change will not help that user:

```
Get-CASMailbox -Identity user@yourdomain.
com | fl EwsEnabled
```

Baseline Security Mode. If this is turned on in the Microsoft 365 admin centre, blocking EWS is one of its recommended settings, so check there as well as in PowerShell.

Please send any questions to ews-support@draycir.com