Computer Emergency Response Team of Mauritius
Ministry of Information Technology, Communication and Innovation

CERT-MU Information Security News

Date of Issue: 11 December 2023

Microsoft: Outlook email sending issues for users with lots of folders

Severity Level: High

Description:

A new issue affecting Outlook for Microsoft 365 users has been identified and this is causing email-sending problems for those with too many nested folders. This issue is likely related to an older weakness concerning mailboxes with more than 500 shared folders, a limit lifted in 2019. However, it seems that Microsoft failed to consider cases when users would also have that many folders in their primary mailbox. As per Microsoft, when using Outlook Desktop to send an email, users get an unexpected Non-Delivery Report (NDR) that includes the error code 0x80040305. This issue is similar to the prior 500 folder limit that the Outlook Team fixed, Lifting the 500 Folder Limit in Outlook. That solution targeted shared folders but did not include the scenario occurring in the user's primary mailbox. Affected users are also told that their emails did not reach "some or all" recipients and are advised to send the message again later or reach out to their network admin.

While Microsoft is carrying out investigations, it also provided affected customers with some tips to fix the email sending problems. The company's recommendations include reducing the number of folders that have subfolders to under 500, with at most 450 nested folders during this issue's ongoing investigation. Another temporary fix would be to keep all mailbox folders collapsed instead of expanded. If users cannot do either of the above, it is advised to avoid online actions in Outlook. Such actions include using the buttons for "View on Server" and "Click here to view more on Microsoft Exchange," or use of "Include older results' when searching," Microsoft said. If you use any of these actions, restart Outlook immediately for best performance." This week, Microsoft also fixed a bug causing Outlook Desktop clients to crash when sending emails from Outlook.com accounts.

References

https://www.bleepingcomputer.com/news/microsoft/microsoft-outlook-email-sending-issues-for-users-with-lots-of-folders/

Report Cyber Incidents

Report cyber security incident on the **Mauritian Cybercrime Online Reporting System (MAUCORS - http://maucors.govmu.org/)**

Contact Information

Computer Emergency Response Team of Mauritius (CERT-MU)
Ministry of Information Technology, Communication and Innovation
Hotline No: (+230) 800 2378
Gen. Info. : contact@cert.govmu.org
Incident: incident@cert.govmu.org
Website: http://cert-mu.govmu.org
MAUCORS: http://maucors.govmu.org