



Notice: Service Bulletin

Security Awareness Training Catch Phish Outlook Plug-In Issue & Resolution

Issue Date: 5/20/25

Audience: Customers using the Catch Phish Outlook Add-In with Microsoft 365

Description of Issue

We have identified that **some users experienced the Catch Phish Outlook 365 Plug-In not loading or functioning correctly**. This issue was caused by a recent Microsoft update that disables legacy Exchange user identity and callback tokens by default for Exchange Online tenants. As a result, Outlook add-ins like Catch Phish, which previously relied on these tokens, were impacted.

This change is part of Microsoft's transition to a new security model called **Nested App Authentication (NAA)**.

Who Is Affected

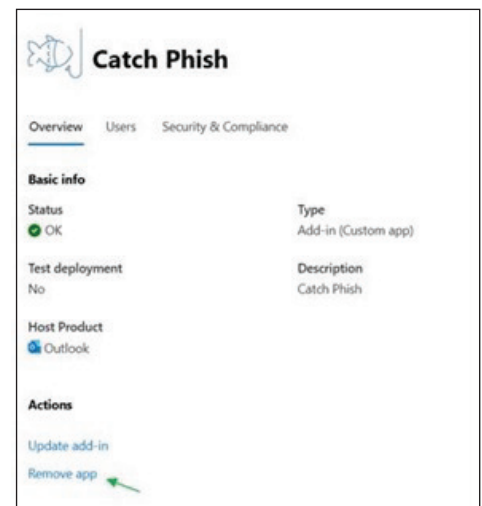
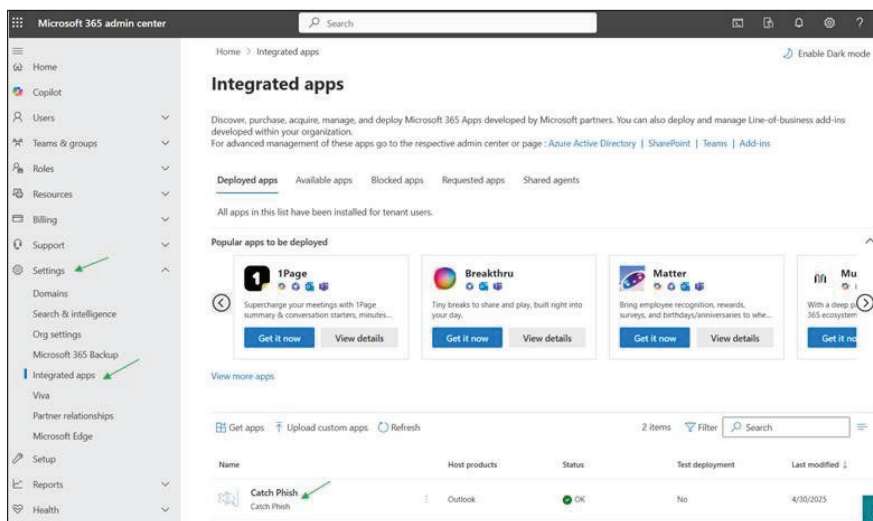
This issue affects any organization using the **Catch Phish Outlook Add-In within Microsoft 365 Exchange Online** environments, particularly those who have not yet transitioned to Microsoft's updated authentication framework.

Resolution Steps

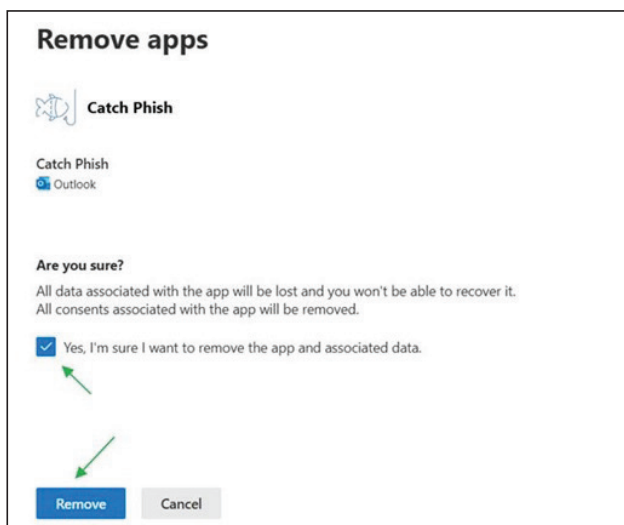
Our engineering team has developed and released a **new version of Catch Phish** that fully supports Microsoft's Nested App Authentication model. To restore full functionality, users must **remove the old version of the Catch Phish add-in and redeploy the updated version**.

Step 1: Remove Existing Catch Phish App

1. Log into the Microsoft 365 Admin Center
2. Navigate to Settings > Integrated Apps
3. Locate Catch Phish, then click Remove app



4. Confirm removal by selecting “Yes, I’m sure I want to remove the app and associated data” and click Remove.



Step 2: Redeploy the Updated Catch Phish App

1. Follow the Catch Phish deployment instructions here:
[Catch Phish Deployment Guide](#)
2. In Step 3 of the guide, use the following manifest file URL:
<https://catchphish.email/SecureMeManifestGraph.xml>

Please note: Microsoft has stated that deployment of new add-ins may take **up to 12 hours to propagate** across end-user environments.

If you have any questions or need assistance, please don't hesitate to contact our **support team at 1.888.808.6111**.