## PoliteMail has disappeared! Last Modified on 08/23/2022 9:51 am EDT

If Outlook unexpectedly quits, it may restart and automatically disable add-ins. For example, you leave Outlook running overnight and Windows does an auto-update and restarts your system. When the PoliteMail add-in is disabled, you will not seen any PoliteMail menus, toolbars or control panels within Outlook. You do not need to reinstall PoliteMail, you just need to re-enable the add-in.

## To Re-Enable PoliteMail for O365, Outlook 2016 and Outlook 2013

For older versions of Outlook, click here.

- 1. Go to the Outlook File menu
- 2. Click Slow and Disabled COM Add-ins

| Info              | Account Information  |
|-------------------|--|
| Open & Export     | ■ A stirs autons@notitemeil.com  |
| Save As           | Microsoft Exchange   |
| Save Attachments  | * Add Account  |
| Print             | Account Settings   |
| Office<br>Account | Settings - Access in account on the weat<br>http://www.accounter.acc |
| Feedback          | Change   |
| Support           | Automatic Replies (Out of Office)  |
| Options           | Use automatic replies to notify others that you are out of office, on vacation, or not available to<br>Automatic respond to email messages.  |
| Exit              | Replies  |
|                   | Mailbox Settings<br>Manage the size of your mailbox by emptying Deleted Items and archiving.<br>98.6 GB free of 99 GB  |
|                   | Rules and Alerts Use Rules and Alerts to help organize your incoming email messages, and receive updates when items are added, changed, or removed.  |
|                   | Slow and Disabled COM Add-ins<br>Manage COM add-ins that are affecting your Outlook experience.  |
|                   | Manage Add-ins<br>Manage Add-ins for Outlook.  |

- 3. Select the PoliteMail add-in (usually PoliteMail v4 or v5), and click the Enable button
- 4. Then go back to the Outlook File menu, click Options, then Add-ins
- 5. At the bottom of the dialog box you will see Manage: Click the arrow on the selection box to select COM Add-ins, then click Go

|                      | Outlook Options  |                                       | >          |
|----------------------|--|---------------------------------------|------------|
| General<br>Mail      | View and manage Microsoft Office Add-ins.                          |                                       |            |
| Calendar             | Add-in Options   |                                       |            |
| Groups               | Launch Add-in ontions dialog: Add-in Ontions                       |                                       |            |
| People               |  |                                       |            |
| Tasks                | Add-ins  |                                       |            |
| Search               | Name *   | Location                              | Туре       |
| search               | Active Application Add-ins   |                                       |            |
| anguage              | Microsoft Exchange Add-in  | C:\DDINS\UmOutlookAddin.dll           | COM Add-in |
|                      | Microsoft SharePoint Server Colleague Import Add-in                | C:\ADDINS\ColleagueImport.dll         | COM Add-in |
| ase of Access        | Microsoft VBA for Outlook Addin                                    | C:\ice16\ADDINS\OUTLVBA.DLL           | COM Add-in |
| Advanced             | OneNote Notes about Outlook Items                                  | C:\\root\Office16\ONBttnOL.dll        | COM Add-in |
|                      | Outlook Social Connector 2016                                      | C:\16\SOCIALCONNECTOR.DLL             | COM Add-i  |
| Customize Ribbon     | PoliteMail v4.8  | C:\eMail v4\PoliteMailAddIn.dll       | COM Add-i  |
| Quick Access Toolbar | Skype Meeting Add-in for Microsoft Office 2016                     | C:\e\root\Office16\UCAddin.dll        | COM Add-in |
| Add-ins              | Inactive Application Add-ins                                       |                                       |            |
| Trust Center         | Microsoft Access Outlook Add-in for Data Collection and Publishing | C:\ffice16\ADDINS\ACCOLK.DLL          | COM Add-in |
|                      | Disabled Application Add-ins<br>No Disabled Application Add-ins    |                                       |            |
|                      | Add-in: Microsoft Exchange Add-in                                  |                                       |            |
|                      | Publisher: Microsoft Corporation                                   |                                       |            |
|                      | Compatibility: No compatibility information available              |                                       |            |
|                      | Location: C:\Program Files (x86)\Microsoft Office\root\Office      | e16\ADDINS\UmOutlookAddin.dll         |            |
|                      |  |                                       |            |
|                      | Description: Exchange support for Unified Messaging, e-mail pe     | rmission rules, and calendar availabi | lity.      |
|                      | Manage: COM Add-ins 💽 Go   |                                       |            |
|                      |  | ОК                                    | Cance      |

6. Ensure that the PoliteMail add-in is checked, and click OK

| COM Add-ins                                   |  |        | ?             | $\times$ |
|---|--|--------|---------------|----------|
| A <u>d</u> d-ins availal                      | ole:   |        | C             | ж        |
| Microsoft /                                   | ccess Outlook Add-in for Data Collection and Publishing                    | $\sim$ |               |          |
| Microsoft E                                   | ixchange Add-in  |        | Car           | ncel     |
| Microsoft S                                   | Microsoft SharePoint Server Colleague Import Add-in                        |        |               |          |
| 🗹 OneNote N                                   | ✓ OneNote Notes about Outlook Items  |        |               | d        |
| Outlook So                                    | Outlook Social Connector 2 6   |        |               |          |
| PoliteMail                                    | ✓ PoliteMail v4.8  |        |               |          |
| Skype Meeting Add-in for Merosoft Office 2016 |  |        | <u>IX</u> CII | love     |
|   |  | ~      |               |          |
| Location:                                     | C:\Program Files (x86)\Microsoft Office\Root\Office16\ADDINS\UmOutlookAddi | n.dll  |               |          |
| Load Behavior                                 | Load at Startup  |        |               |          |
|   |  |        |               |          |

7. Now restart Outlook, and PoliteMail should come back up

## To Re-Enable PoliteMail for Outlook 2010

- 1. Go to the Outlook File menu, click Options, then Add-ins
- 2. At the bottom of the dialog box you will see **Manage:** Click the arrow on the selection box to change the COM Add-ins to **Disabled Items**, then click **Go**
- 3. Now select the Add-in: PoliteMail v4, and click the Enable button
- 4. Back on the Add-ins dialog, next to Manage: Click the arrow on the selection box to select COM Addins, then click Go
- 5. Ensure that PoliteMail add-in is checked, and click OK
- 6. Now restart Outlook, and PoliteMail should come back up

## To Re-Enable PoliteMail for Outlook 2007

- 1. Go to the Outlook menu Tools > Trust Center > Add-ins (left side menu)
- 2. Click the Go button at the bottom of the dialog: Manage: [ COM Add-ins ] GO
- 3. Ensure the check box for PoliteMail is checked, then click **OK**
- 4. Now go to Outlook's **Help menu > Disabled Items** and click to select **PoliteMail**, then click **Enable**. If PoliteMail doesn't immediate load, restart Outlook and repeat this process.