

How To Use List Expansion to Expand Distribution Lists

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Applies To: ■ PoliteMail Desktop ■ PoliteMail Online ■ PoliteMail M365

Version: ■ 4.9 ■ 5.0 ■ 5.1+

Dynamic distribution groups (DDGs, and often also called Dynamic Distribution Lists or DDLs) are Entra ID objects created to expedite the mass sending of messages in Microsoft Exchange. PoliteMail can expand DDGs in version 4.97 and higher using Graph or Exchange Web Services (EWS) with OAuth.

PoliteMail can also "fall back" to other methods if a mailing list fails to expand with the primary method. For example, if your organization uses Graph, and the list fails to expand with Graph, it will fall back to EWS on the server side for expansion. If that fails, list expansion will attempt to expand the list on the client side using Graph, then EWS, and then finally MAPI.

In PoliteMail version 5+, this setting is under 'Enabling List Expansion', whereas earlier versions refer to this as Fallback Expansion.

Enabling List Expansion / Fallback Expansion

List Expansion Methods Enabled ?

Client

Server

EWS

☒

☒

Graph

☒

☒

MAPI

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☒ Cache recently used distribution lists (to decrease list expansion times)

Clear EWS Cache

Remove all entries from the EWS cache.

To enable List Expansion, go to **POLITEMAIL > Account (Account Settings in version 4.9x) > Preferences.**

There are 3 expansion methods - Graph, EWS, and MAPI. If your organization is not utilizing a particular method, it will appear grayed out and will not be available for selection.

Refer to this chart for list type and compatibility with the current preferred method. Group definitions can be found below.

Type	MAPI	EWS	Graph
Local Contact Group	View Membership	n/a	n/a
Mailbox Contact Group	View Membership	View Membership	View Membership
Security Group	View Membership	View Membership	View Membership
Universal Group	View Membership	View Membership	View Membership
Dynamic Exchange Group	Count	View Membership	n/a
O365 Dynamic Group	n/a	n/a	View Membership
O365 Group	n/a	View Membership	View Membership

Type	MAPI	EWS	Graph
Distribution Groups with hidden membership	n/a	n/a	View Membership

Contact Lists: Local to the Outlook Client, not managed by Exchange typically

Distribution Lists (DL): Static List of Membership, may contain Nested DLs

Dynamic Distribution List (DDL): Membership is generated based on a Query

Query Dynamic Distribution Lists (QDL): A DDL where the membership is pulled at send time

Visit these sites for additional information regarding Distribution Groups and EWS.

<https://docs.microsoft.com/en-us/exchange/client-developer/exchange-web-services/distribution-groups-and-ews-in-exchange>

<https://docs.microsoft.com/en-us/graph/office365-groups-concept-overview>

<https://docs.microsoft.com/en-us/azure/active-directory/users-groups-roles/groups-dynamic-membership>

Expansion Modes and the PoliteMail Platforms

Edition	Modes Available	If no Expansion Mode enabled
PoliteMail for Outlook Desktop	All modes available when configured	Outlook's default MAPI will be used to determine list expansion.
PoliteMail for M365	EWS Client always available EWS Server and Graph Server available when configured	EWS Client must be enabled to expand DLs prior to v5.15. Automatically enabled in v5.15+.
PoliteMail Online	Server expansion modes only	

Failed Expansion

There are a number of reasons why your mailing list has failed to expand and your message hasn't been sent. Here are a few examples and their solutions:

Expanding Dynamic Distribution List with Graph and MAPI only enabled.

Suggested solutions:

1. Configure EWS to expand your Dynamic Distribution lists
2. Convert the Dynamic Distribution list to an Office 365 Dynamic Group

Expanding Distribution Group with members marked as hidden on exchange

Suggested Solution: Setup and Enable Graph as an additional expansion mode