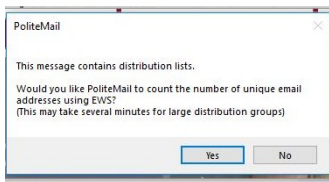# EWS Error when trying to send to Distribution Lists

Last Modified on 08/22/2022 2:43 pm EDT

Users will get a prompt when they attempt to send a tracked message to one or multiple distribution lists AND they don't have their EWS setting turned on in their client.

If the user presses "no", they will receive another prompt for a Recipient Count.

To fix this, turn EWS on within PoliteMail Preferences.

Version 5.0: Go to **Account > Settings > List Handling**. EWS should be check for the Server.

Version 4.9x: Go to the **Preferences** tab and check the 'Use Exchange Web Services to expand distribution lists' box.