Stopping an Email Message in Progress

Last Modified on 08/12/2022 4:39 pm EDT

Applies To: ■ PoliteMail Desktop ☐ PoliteMail Online ☐ PoliteMail O365

Version: ■ 4.94 ■ 4.97 ■ 5.0+

Only Self-Hosted customers will be able to stop an email message in progress by stopping Mailflow. For Cloud customers, please click the Request Support button.

Before Proceeding

- Your Server Connection must be set to **Send Email via PoliteMail Server** to stop mailflow.
- Starting and stopping the SMTP server **will affect all** PoliteMail users. If other users have emails in progress, they will be stopped also.
- This process should only be used under extreme circumstances and requires Admin rights in PoliteMail.

Stopping Mailflow

1. Go to the **PoliteMail** tab within your Outlook window
2. **Version 5.0:** Select **Account > Server Info**. You will see the status of the STMP Server and if there are still messages in the queue.
   - **Version 4.9x:** Go to **Settings > My Profile**. Scroll to the bottom and then select 'View Server Information'.
3. If there are still emails in progress, select **STOP SMTP**. You can select **EMPTY QUEUE** to delete the remaining messages from being sent.
   - Do not forget to click **START** to restart your STMP Service when all messages have been cleared from the Queue.

SMTP Service

Stop SMTP	Empty Queue

Status:

Updated: 6/24/2021

Messages in Queue: None

Total Size: 0

Last Modified: 6/22/2021

Estimated Send Completion*: -

Next Send

Sending User: Alisa Carbone

From: Alisa Carbone - alisa.carbone@politemail.com

Subject: add to calendar test

Messages: 1

Date: 6/24/2021