

Stopping an Email Message in Progress

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Applies To: ☒ PoliteMail Desktop ☐ PoliteMail Online ☐ PoliteMail M365

Version: ☒ 4.9 ☒ 5.0 ☒ 5.1+

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:	Miss Carlson
From:	Miss Carlson <miss.carlson@politemail.com>
Subject:	add to calendar test
Messages:	1
Date:	6/24/2021