## Images Appearing With a Red X or an Error and Not Displaying

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Applies To: PoliteMail Desktop PoliteMail Online PoliteMail M365

**DESKTOP** If you're using PoliteMail and a red X is appearing when you are using Add Image, or if the image does not display when being received, here are a few settings you can check:

- 1. Open Internet Options, found in your Control Panel.
- 2. Click on the 'Advanced' tab and scroll down to the 'Security' section.
- 3. Find the "Do Not Save Encrypted Pages to Disk" option. If this is enabled, this is likely the cause of the issue. Uncheck the box and click 'OK'.

If the problem persists, check the Trust Center settings in Outlook (desktop only):

- 1. Outlook File > Options > Trust Center > Trust Center Settings > Automatic download
- 2. Look at the "Don't download pictures automatically in Standard HTML email messages" setting
- 3. Uncheck this if it is enabled



Internet Properties General Security Privacy Content Connections Programs Advanced Settinas Show image download placeholders Show pictures Security Allow active content from CDs to run on My Computer Allow active content to run in files on My Computer Allow software to run or install even if the signature is invalid Block unsecured images with other mixed content Check for publisher's certificate revocation Check for server certificate revocation Check for signatures on downloaded programs Do not save encrypted pages to disk Empty Temporary Internet Files folder when browser is closed Enable DOM Storage
Enable insecure TLS server compatibility Enable Integrated Windows Authentication Enable native XMLHTTP support Send Do Not Track requests to sites you visit in Internet Explore Use SSL 3.0 Use TLS 1.0 Use TLS 1.1 Use TLS 1.2 Use TLS 1.3 Restore advanced settings ОК Cancel Apply

Version: 4.9 5.0 5.1+

## Images Not Displaying in PoliteMail Online

**ONLINE** If an image or video is not showing in PoliteMail Online but does appear in PoliteMail for the desktop, this may due to the Content Security Policy (CSP) in your PoliteMail configuration. For maximum security, content from outside domains may be blocked by PoliteMail, and the domain the content is from must be whitelisted. This is a simple configuration update and can be done quite easily by contacting server support at PoliteMail.