To use PoliteMail you must restart Outlook

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

Version: ■ **4.9** ■ **5.0** ■ **5.1+**

"To use PoliteMail you must restart Outlook" Dialog Loop

Starting in October 2023, Outlook was updated to Outlook 2310 by Microsoft and changed the default setting in a Registry key that is used by PoliteMail. When you start up Outlook with the PoliteMail add-in, PoliteMail will then check this Registry key, notice it's different, and change it to the old setting. However, Outlook will then reset it on restart to the default, which creates an endless loop.

The Fix

PoliteMail versions after Oct 13, 2023 (5.05.3570.3726) have been updated to automatically address this issue. If you are experiencing this issue, please either upgrade your version of PoliteMail, or make the Registry change described below.

1. Open Regedit and go to:

```
Computer\HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\Main\FeatureControl\FEATURE_BROWSER_EMULATIO
N
```

2. Set 'OUTLOOK.EXE' to '11001'
3. Right click on FEATURE BROWSER_EMULATION and click 'Permissions'.
4. Click **Advanced > Disable inheritance**. A Block Inheritance dialog will appear.
5. Select 'Convert inherited permissions into explicit permission on this object.' *Do NOT select 'Remove all...' as it can cause serious trouble for the Registry settings!*
6. Return to Permissions for the user and remove Full Control (see below). This will prevent Outlook from changing the value and causing the prompt loop.