To use PoliteMail you must restart Outlook

Last Modified on 12/18/2024 10:14 am EST

Applies To: PoliteMail Desktop DeliteMail Online PoliteMail 0365

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'.
- 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!*
- 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.

ALL APPLICATION PACKA Account Unknowm(S-1-15-3 RESTRICTED SYSTEM Scott Rowland (xixobrax@o	GES -1024-1065365936-12 utlook.com)	28160471
	Add	Remove
ermissions for ALL PPLICATION PACKAGES	Allow	Deny
Full Control		
Read	~	
Special permissions		
or special permissions or advan	ced settings, A	dvanced

Advanced Security Settings for F	EATURE_BROWSER_EMULATION				
Owner: SYSTEM Change					
Permissions Auditing	Effective Access				
For additional information, double	e-click a permission entry. To mod	dify a permission entry, select	the entry and click Edit (if ava	ilable).	
Principal	Type Access	Inherited from	Applies to		
ALL APPLICATION PACKAGES	Allow Read	None	This key and subkeys		
S-1-15-3-1024-1065365936-128	81 Allow Read	None	This key and subkeys		
RESTRICTED	Allow Read	None	This key and subkeys		
SYSTEM	Allow Full Control	None	This key and subkeys		
an Meredith (ian.meredith@p	o Allow Read	None	This key and subkeys		
ᄰ Administrators (ION\Administ	tr Allow Read	None	This key and subkeys		
Add Remove	View				
Disable inheritance					
Replace all child object permiss	ion entries with inheritable permi	ssion entries from this object			
			OK Cancel	Annho	
			OK Cancel	Арріу	
	7				