"Preparing Message" displays when viewing a message

Last Modified on 04/09/2025 4:32 pm EDT

Applies To: ■ **PoliteMail Desktop**   ■ **PoliteMail Online**   ■ **PoliteMail M365**

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

PoliteMail uses Microsoft's Adaptive Card technology for M365 measurement. As a result, some technical prerequisites must be in place to prevent recipients from seeing a "Preparing Message" box display when trying to view the message.

Enable Actionable Messages

Actionable Messages need to be enabled on your M365 tenant. To verify this:

1. An M365 Administrator should run the Get-OrganizationConfig command in PowerShell.
2. Verify that ConnectorsActionableMessagesEnabled is set to TRUE. If it is not, enter the below command to enable it:

```
Set-OrganizationConfig -ConnectorsActionableMessagesEnabled "TRUE"
```

Update Your DNS Records

Be sure to add the PoliteMail SMTP IP address to your SPF record. PoliteMail support can provide you with the IP address if it is needed. In some cases, DKIM might also be required.

If Using Outlook for the Windows Desktop

1. Verify that your Download Preferences are set to 'Download Full Items'
2. Verify that you are not using any screen reader
3. Verify that the following Registry key is set to 0:

```
HKEY_CURRENT_USER\Control Panel\Accessibility\Blind Access\On
```

Create and Approve the PoliteMail Connector

Your M365 Admin will need to create and approve the Connector rules for PoliteMail.

1. This page from Microsoft gives directions on creating the instance.
   - You will need the PoliteMail system hostnames (including Image Host) as well as all of the FROM addresses your communications team uses to complete the setup.
2. This page allows you to approve the created instance.
3. Once approved, give the Provider ID to your PoliteMail Administrator or to PoliteMail support for final

configuration.