

Known Issues with Beefree in PoliteMail

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

Version: ☐ 5.0 ☐ 5.1 ☐ 5.2 ☒ **5.3+**

Beefree integration with PoliteMail is one of the newest features with version 5.3, and while the experience is a very smooth one, there are some things at this early juncture that you should be aware of.

Smart Attachments are not currently available in Beefree.

This is actively being worked on. As a workaround, you will need to obtain the URL of the Smart Attachment, and then add a URL block in Beefree:

1. Switch to the PoliteMail Builder, select 'Add Content', and click on Smart Attachments.
2. From the list of available Smart Attachments, click and drag the one you want to the main composition window.
3. Click on the 'View Code' button to view your message's html.
4. Look for the part of the HTML that references your Smart Attachment. It will look something like this:

```
href="">text name
```

5. Copy the file URL to your clipboard. You can then delete the message and switch back to Beefree to insert into a Code Block.

Feedback or Open Visibility is added to the bottom of a Template instead of at the cursor.

This is due to how Beefree handles all added content from outside of the Beefree Editor. By default, it is automatically added to the bottom of a message. As a workaround, once added you can use the blue crosshairs button to drag the Feedback row wherever you want.

SVG files are blocked or create an error.

Because SVG files contain some .xml data, it is currently blocked by PoliteMail's Content Security Policy (CSP), which protects you from any potentially malicious code. As a workaround, there are a number of free .svg to .png converters online. Once converted, .png files will display with no issue.

Collaborative Editing is not available with the Beefree integration with PoliteMail.

Some functionality is available only with paid Beefree accounts using Beefree's web application, and not currently available with third-party providers such as PoliteMail. This is being actively researched.

Folders to hold my content is not available in Beefree.

Folders are currently a feature only available in the PoliteMail Builder, but this is something that is being looked into while still providing an intuitive user interface.

PoliteMail