

5.20.5016

Last Modified on 10/06/2025 7:10 pm EDT

This smaller release contains some minor bugfixes and performance improvements.

Release: 5.20.5016.6222 Fixes and improvements prior to this build are listed at towards bottom of this article.

5.20
Version

Updates With This Release

New Features

No new features with this version.

General Fixes

No general fixes with this version.

Message Sending

- Fixed an issue where hidden lists could not be expanded with 'Treat All Recipients' when sending via Graph server.

PoliteMail Builder

- Fixed an issue where the placeholder for the Brand Logo was not visible when the background color is white.
- Improved consistency in font options between the new and old versions of the Builder.
- Fixed an issue with the display of text when viewing a mobile preview.

Metrics & Reporting

No bugfixes with this version.

Previous Enhancements and Fixes in Version 5.15 and Version 5.2

Enhancements

- The [Calendar View](#), introduced in version 5.20, has been further updated to edit scheduled sends directly. In addition, updates or new Scheduled Sends will now display on the calendar without the need for a manual refresh.
- Full support for SQL Server 2016 and later has been restored.
- A warning is now displayed when sending messages with a large file size. This can be configured in **Settings > Message Body Size Threshold**.
- The [new PoliteMail Builder](#) as well as the [enhanced Filtered Lists](#) feature are now on by default.
- You'll notice a new 'Save As' button in addition to the 'Save' button for Drafts and Templates, allowing you to save what you're working on under a different name.



- We've expanded OAuth and OpenID Connect (OIDC), boosting security and integration.
- Enhanced session timeout handling to ensure seamless re-authentication.
- **Message expiration!** You can now set an expiration date on a message.
- Email auto-save! Messages will be automatically **saved as a Draft** at a time interval specified by your System Administrator in the settings. The default is five minutes.
- Enhanced from management! You can now manage all your **From permissions** in a more powerful and intuitive way.
- The new **Subject Suggester** replaces A/B testing with greater speed and more AI-enhanced results.
- The PoliteMail Builder now lets you **save Template Sections** to more easily save your progress!
- **DESKTOP ONLINE M365** Fixed an issue where Personalization would not work if the user alters the formatting.
- **DESKTOP ONLINE M365** General consistency improvements have been made in all reports and graphs (alignment, size, etc.)
- **DESKTOP ONLINE** 'Keep me signed in' functionality has been added to the login page and via the API to avoid timeouts.
- **ONLINE** The font size and name now appear in the toolbar.
- **ONLINE** Users can now copy/paste into address fields.
- **ONLINE** The font size will now display in points when clicking the font size button.
- **ONLINE** Fixed an issue where newly added Businesses/Regions were not appearing unless the user signs out and back in again.

General Fixes

- For on-premises users, fixed an issue where the minimum allowed version of PoliteMail did not update to the latest version following an upgrade.
- Fixed an issue where Graph expansion and proxy did not function when configured for Certificate Auth instead of Secret Auth.
- Fixed an issue where the OID instance would change when toggling the Authentication Mode to AZUREAD.
- Fixed an issue where changing the 'ValidateFrom' SysAdmin setting resulted in the inability to manage From permissions.
- Updated the interface so that From Permissions can be added or removed when the From Verification setting is set to 'Managed'.
- Removed old references to jQuery, resulting in possible penetration test failure.
- **DESKTOP ONLINE M365** Fixed an issue where deleting Preflight messages was causing a SQL deadlock with the archive service.
- **DESKTOP** Fixed an issue where some configurations could not be re-authenticated when the session expires.
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Message Sending

- **DESKTOP ONLINE M365** Fixed an issue where undeliverable messages were not being sent to the specified email address in Direct Replies To.
- **DESKTOP ONLINE M365** Fixed an issue where Direct Replies To was overwriting the From address.
- **DESKTOP ONLINE M365** Fixed an issue where beacons were not being removed from messages when forwarded.

- **DESKTOP ONLINE M365** Fixed an issue where undeliverable messages were not being sent to the address specified in Direct Replies To.
- **DESKTOP ONLINE M365** Fixed an issue where Personalization for new Contacts would show the Display Name instead of the person's First Name and Last Name.
- **DESKTOP ONLINE M365** Fixed an issue where modified Business/Region names were not appear in the PoliteMail Builder.
- **DESKTOP ONLINE M365** Resolved an issue where dynamic distribution lists (or nested lists) with more than 25,000 members would not expand.
- **DESKTOP ONLINE M365** Fixed an issue where image thumbnails showed as unavailable.
- **DESKTOP ONLINE M365** Fixed an issue where a user could send from an inactive From address.
- **DESKTOP ONLINE** Fixed an issue where the recipients and type (to, cc, bcc) were not being preserved when a messages was saved and retrieved
- **DESKTOP ONLINE** Fixed an issue where email addresses containing disallowed characters were not being checked when added as a From Address.
- **DESKTOP ONLINE** Fixed an issue there the 'Direct Replies To' address would overwrite the From Address.
- **DESKTOP ONLINE** Fixed an issue where 5-star feedback on a survey without text resulted in a broken survey.
- **DESKTOP ONLINE** Fixed an issue where editing a Scheduled Send caused Images not to display.
- **DESKTOP** Fixed an issue where the Allowed From Domains setting was not working properly, preventing allowed domains from sending.
- **DESKTOP** Fixed an issue where canceling a meeting but not sending a cancellation message deleted the meeting.
- **DESKTOP** Fixed an issue where sending a message with duplicate links caused the second link to not be measured.
- **DESKTOP** Fixed an issue where the received message only had part of the content when using a Template.
- **ONLINE M365** Fixed an issue when sending on a Mac where images sent without alternative text required a horizontal scroll in preview mode.
- **ONLINE** Fixed an issue where styles ceased to work on Templates with a large GIF banner.
- **ONLINE** Fixed an issue where the font could not be modified for Feedback questions or text.
- **ONLINE** Fixed an issue where Preflight Test Sends were sometimes unable to be sent.
- **ONLINE** Fixed an issue where sending a Draft prompted the user to enter a valid person in the From field.
- **ONLINE** Fixed an issue where Images were being converted to Base64.
- **ONLINE** Fixed an issue where having multiple allowed From domains prevented messages from being sent.
- **ONLINE** Fixed an issue where distribution lists were being added to the 'To' field instead of the individual address when using a Preflight Test Send.
- **ONLINE** Fixed an issue where the 'To' and 'cc' fields could not be edited.
- **ONLINE** Fixed an issue where the new PoliteMail Builder was not retaining the name of saved Drafts.
- **ONLINE** Fixed an issue where triple-clicking to select a line of text would also select the closing html tag and potentially skew formatting.
- **ONLINE** Fixed an issue where the Subject Suggester was not in the correct location when using Mac OS and Safari.
- **ONLINE** Fixed an issue where an error occurred when attempting to edit an Image link.
- **ONLINE** Fixed an issue where the setting for the location of the toolbar did not function.
- **ONLINE** Fixed an issue where a duplicate contact in the To: field would not de-duplicate if the case did

not match the duplicate.

- **M365** Fixed an issue where sending a message with a link via Outbox was not getting tracked.
- **M365** Fixed an issue where Drafts were not retaining recipients in the proper fields when loaded.
- **M365** Fixed an issue where adding Smart Attachments would automatically mark it as Shared.
- **M365** Corrected a list expansion error when sending to PoliteMail Lists with an Expansion Mode selected.
- **M365** Fixed an issue where users could not log into PoliteMail for M365 using password authentication.
- **M365** Fixed an issue where the Cancel button was not present when sending a Message.
- **M365** Fixed an issue where subject recommendations would not display when using [Ai/B testing](#).

PoliteMail Builder

- **DESKTOP ONLINE M365** Fixed an issue where users of Synchronym were unable to convert their Filtered Lists to the new format.
- **DESKTOP ONLINE M365** Fixed an issue where Personalization within Template pieces did not convert properly from PoliteMail for Outlook to PoliteMail Online or PoliteMail 365.
- **DESKTOP ONLINE M365** Fixed an issue where the same button could not be added more than once to a message.
- **DESKTOP ONLINE M365** Fixed an issue where a new image that was added from the Builder did not retain the Business or Region of the user.
- **DESKTOP ONLINE M365** Fixed an issue where Templates were not being fully deleted, which could cause performance issues over time.
- **DESKTOP M365** Fixed an issue where buttons would display as black when a default Brand Theme has not been set.
- **DESKTOP** Templates saved on mismatched client / server versions will now save consistently.
- **DESKTOP** Fixed an issue where the Template Owner, Business and Region would change to the original author if the Template matches an existing Template name.
- **ONLINE** Fixed an issue where link formatting as well as removed and subsequently re-added links did not conform to the Brand Theme. Formatting has also been made more consistent.
- **ONLINE** Fixed an issue in the new Builder where selecting Template Pieces prior to sending Preflight retains characters (joystick controls) in the message.
- **ONLINE** Fixed an issue where new Images added from the Builder were throwing an error and/or not being added.
- **ONLINE** Fixed an issue where creating a new Template from an existing one showed the incorrect Business/Region of the user.
- **ONLINE** Fixed an issue where Images were not displaying if 'Embed Images' was set to FALSE.
- **ONLINE** Fixed an issue where the old version of the Builder was showing 'No Content' for Templates.
- **ONLINE** Fixed an issue where new Templates were not able to be saved to Folders.
- **ONLINE** Fixed an issue where Drafts created in the old Builder did not display a name when accessed via the new Builder.
- **ONLINE** Fixed an issue where new Brand Themes were automatically assigned to All Users and the Business/Region was set to Unassigned.
- **ONLINE** Fixed an issue where formatting and spacing is inconsistent when content is pasted.
- **M365** Fixed an issue where images could not be added into an image placeholder.
- **M365** Fixed an issue where getting the Recipient Count was not working with PoliteMail lists.

Metrics

- **DESKTOP ONLINE M365** Fixed an issue where attempting to delete a message from a Campaign report

would delete the entire report.

- **DESKTOP ONLINE M365** Fixed an issue where exported reports displayed some data in a date format instead of numbers.
- **DESKTOP ONLINE M365** Fixed an issue where drilldown reports did not contain Custom fields.
- **DESKTOP ONLINE M365** Fixed an issue where the URL field was not being included in search results.
- **DESKTOP ONLINE M365** Fixed a display issue when viewing the Heatmap.
- **DESKTOP ONLINE M365** Improved the readability of the chart displaying Read Time by Hour of Day.
- **DESKTOP ONLINE M365** Corrected various rounding inconsistencies.
- **DESKTOP ONLINE** The format of metrics such as Total Read Time and Time to Read formatting, as well as others, have been standardized.
- **DESKTOP ONLINE** Fixed an issue where a user could access the metrics reports of members that were not assigned any Role.
- **DESKTOP ONLINE** Fixed an issue where Custom Fields were not displaying as Segments on Segmentation Reports.
- **DESKTOP ONLINE** Fixed an issue where the object name was displaying instead of the To field on Segmentation reports.
- **DESKTOP ONLINE** Fixed an issue where only System Admins (not Admins) could view all From settings on the Froms grid.
- **DESKTOP ONLINE** Fixed an issue where metrics reports exported to Excel were corrupted if exporting more than 380 messages.
- **DESKTOP ONLINE** Fixed an issue where Export All did not work with CSV or Excel formats.
- **DESKTOP ONLINE** Fixed an issue where the incorrect benchmark values were displaying when comparing to the PoliteMail average.
- **DESKTOP ONLINE** Fixed an issue where the 'Didn't Open' metric did not populate working hours, start hour, and end hour.
- **DESKTOP** Fixed an issue where link names were being displayed in HTML and in Content > Links.
- **DESKTOP** Fixed an issue with Segmentation where the To field displayed the name of the object.
- **DESKTOP** Fixed an issue where sending footers that contained social links or adding an image and linking it caused the name to show the entire html tag in metrics reports.
- **ONLINE** Fixed an issue where only a portion of a Template would display when exported as a PDF.
- **M365** Fixed an issue where the Heatmap was not loading.
- **M365** Fixed a display issue when viewing the Heatmap.
- **M365** Fixed an issue where survey results were not showing in the Metrics when the message is sent from M365.