

# 5.05.3118

Last Modified on 11/25/2025 5:08 pm EST

## Release Notes

5.05  
Version

The following fixes and enhancements are included in version 5.05! As the first update since Version 5, many areas have been refined and bugs quashed.

**Release: 5.05.3118.5694** **Highlighted items** have been implemented since the last build release.

### Enhancements

- **Shared Mailbox** ! Anyone can view a saved message, similar to a shared mailbox. For PoliteMail for the Desktop, the 'Save As' button in the PoliteMail Builder gives you the option of saving the message as a Draft or as a Template.
- A 'Download' button has been added to the Metrics Report, which allows you to **download the report**. This is similar to a pre-flight test, but after the item has been sent.
- Senders can now compare multiple Metrics Reports together in a side-by-side comparison!
- For people with multiple PoliteMail servers, you can now **select a server**, rather than having to type the server name in every time.
- OAuth is now supported for Secure Smart Attachments and Images. If logged in, Secured Smart Attachments or Images will appear as if they are embedded instead of referenced.
- **Outlook** (Chromium-based), which is faster and supports more modern languages and developer tools! By default, the browser in Outlook is powered by Internet Explorer (IE), even though IE itself is no longer supported by Microsoft. This can create a performance bottleneck with the resources that PoliteMail requires.
- **Added support for true SSO (without auth prompt) using linked accounts in Windows**
- **M365** Windows Auth support has been added.

### Fixes

#### General

- Fixed an issue where EWS expansion was disabled when upgrading to version 5.0.
- Fixed an issue where text alignment as well as identification of a Template Section via Jodit Editor was not working properly.
- **Fixed an issue with Color Picker in Jodit Editor on Mac via Safari that did not allow hex edits.**
- Fixed an issue where Measured Messages with an expanded distribution list containing a disabled mailbox could not be sent.
- Fixed an issue where First Name and Last Name get overwritten when importing existing contacts via CSV in Mailing Lists page.
- Fixed an issue where password complexity requirements were not being enforced when an Administrator reset a user's password.
- Updated several links that were pointing to the old Knowledge Base.



- Fixed an issue where digitally signed messages were not displaying images on Android or iOS devices.
- Fixed an issue where updating user settings changed the authentication from Windows Auth to Password Auth.
- Fixed an issue when an error occurred when the Clicks filter drop-down was used.
- Fixed an issue where users would be stuck on the loading screen when redirected to the login page.
- Updated the Help link to direct to the new Knowledge Base.
- **DESKTOP** Fixed an issue where opening an appointment or meeting from a shared calendar with read only access would cause Outlook to crash.
- **DESKTOP** Fixed an issue with inconsistent width when importing mailing lists.
- **ONLINE** Fixed an issue where an Opt Out link was inserted when Subscriptions were enabled.
- **M365** Fixed an issue where the installation manifest did not have the hostname updated.

## Reporting

- Fixed an issue where Segment List Metrics reports would not export to Excel or Word.
- Fixed an issue where Engagement Rates were hard coded to 0% in some situations.
- Fixed an issue where some API calls were taking excessively long to execute.
- Fixed an issue where an error was encountered when refreshing all metrics.
- Fixed an issue where the Archive Service was not updating prior metrics reports.
- Fixed an issue where assigned messages in a Campaign were not being exported.
- Resolved an error message saying there was a problem with some content when export Account Metrics to Excel.
- Fixed an issue where clicking Compare on Campaign > Messages grid throws an exception
- **DESKTOP** Fixed an issue where reports were taking excessively long to display.
- **DESKTOP** Fixed an issue where black lines appear on Metrics reports in dark mode.

## Composition & Sending

- Fixed an issue where some messages created from a Template were loading with two JSON file attachments.
- Fixed an issue where the user was prompted to resize an image being inserted into a Template even when the image is the same size as the Template placeholder.
- Fixed an issue with inconsistent template spacing between a PC and Mac.
- Fixed an issue where adding some images failed if the Embed Images setting was set to True.
- Fixed an issue where resizing large images failed.
- Fixed an issue where some content items were being added at the start of the message instead of at the cursor location.
- Fixed an issue where custom preheaders were not being retained when using Preflight Test Sends.
- Fixed an issue where an invalid email for the Return Path caused Undeliverables.
- Fixed an issue where Feedback went to the top of the message instead of the cursor position.
- Fixed an issue where sending a new Message to Recipients in Email Metrics did not send to everyone selected.
- Fixed an issue where Engaged Individuals did not match Contact Engaged Reads.
- **DESKTOP** Fixed an issue where adding Social Media icons resulted in an error.
- **ONLINE** Fixed an issue where additional padding and spacing was displaying with a Preflight Test Send.
- **ONLINE** Fixed an issue where resized placeholder images in Template Sections caused failed sending and failed Preflight Test Sends.

- **ONLINE** Fixed an issue where text wrapping around an image in a Template was not being applied to a composed Message.
- **ONLINE** Fixed an issue where leading zeros were being stripped from hex colors in a Brand Theme.
- **ONLINE** Fixed an issue where both EWS and Graph used together would fail with list expansion but worked when used separately.
- **ONLINE** Fixed an issue where buttons were not being added to messages when using PoliteMail Online.
- **ONLINE** Fixed an issue where Smart Attachments were not importing non-image file types via the PoliteMail Builder.
- **ONLINE** Corrected the Resize Image prompt for replacing images in Template Sections.

## Editor / Interface

- **ONLINE** Fixed an issue where you could not see your text changes on long messages with the toolbar at the bottom of the screen.
- **ONLINE** Fixed an issue where some toolbar actions caused an error to be displayed.
- **ONLINE** Fixed an issue where aligning selected text aligned the entire block.
- **ONLINE** Fixed an issue where selecting Remove Selected Section after removing existing Template Sections lead to an error page.
- **ONLINE** Fixed an issue where the 'New Email' button becomes hidden under the PoliteMail Banner when scrolling.
- **ONLINE** Fixed an issue where the selected font was not highlighted in the font toolbar.
- **ONLINE** Fixed an issue where users were unable to change the From field when permissions were set to 'None'.
- **M365** Fixed an issue where some buttons in the PoliteMail Builder were not rendering correctly.
- **M365** Improved the visibility of transparent images when using PoliteMail Builder in M365.

## Known Issues

The following issues are outstanding and are currently being worked on and tested for a future release.

- The set color is not currently shown when using Template Sections.
- Sent appointments are currently in a .msg format instead of iCal.
- Incorrect recipient count displays when the same list is added to both the To: and cc: fields.
- An incorrect Sent count shows for messages sent to Distribution Lists with hidden members using Aggregate Measurement.
- When sending an individually measured message (with O365 Measurement) to a distribution group , the mobile opens are inflated and reflected incorrectly in the opens & clicks graph.
- **ONLINE** Highlighting content at the bottom of an email inadvertently covers the lower toolbar.
- **ONLINE** Font color and family changes from default settings / Brand Theme when all the content is removed to start a new message.
- **ONLINE M365** When typing a link manually into an email, the message is either not able to be sent (PoliteMail 365) or the links are not converted to PoliteMail links when sent/received.
- **DESKTOP** A Script Error displays when selecting multiple records in Messages and Campaigns Grids.
- **DESKTOP** Secure Smart Attachments are opening in the current window instead of a new one.
- **DESKTOP ONLINE** When a link is added without typing "http" or "https", the link is not being measured. If http or https is used, the link is appropriately measured.
- **M365** Transparent images are not reflected correctly in the PoliteMail Builder.



- **M365** Templates created on a Mac are not displaying consistently when viewed in Outlook for the Desktop.

PoliteMail