5.05.3582

Last Modified on 06/01/2026 10:44 am EDT

Release Notes

In addition to numerous bugfixes and performance improvements, this release adds improved SSO support, .svg image resizing, and the ability to import Exchange or Graph lists into PoliteMail Online.

Release: 5.05.3582.4128 Fixes prior to this build are listed at the bottom of this article.

Fixes With This Release

General Fixes

- Fixed an issue where a From Request email was not received when sending from a mailbox without From permissions.
- Update made to prevent Smart Attachments from being indexed and made searchable by Google.
- Fixed an issue where PoliteMail prompts for a restart when Outlook is opened.
- **ONLINE** Fixed an issue where newly tagged content does not immediately show as tagged in the PoliteMail Builder.
- **M365** Fixed an issue where no error message displayed when sending if the Graph credentials entered in PoliteMail are incorrect.

Metrics and Reporting

- **ONLINE** **M365** Fixed an issue where deleted feedback was showing up in a Metrics report.

Composition and Sending

- Fixed an issue where lines were hyphenated or split when bullets or indentation was added.
- Fixed an issue where hyphenation functionality was incorrect with Preflight test sends or Scheduled Sends.
- **ONLINE** Fixed an issue where an error displays if a recipient is entered in the To, Cc, and Bcc fields.
- **ONLINE** Fixed an issue where send progress would hang when sending a Preflight test send for the second time or more.
- **ONLINE** Fixed an issue where Preflight test sends did not send if Individual Measurement mode was disabled.

Known Issues

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



- When Auto Create OAuth Users is set to TRUE and a new user logs in for the first time, a blue loading screen appears in error - Outlook must be closed, re-opened, and re-authenticated.
- If using SAML for authentication, the pop up window that appears when trying to tag a message hangs on load.
- Sent appointments are currently in a .msg format instead of iCal.

Enhancements



- Save a Message as a draft! 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 view sent Messages. 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 which server from a list, 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.
- PoliteMail is now powered by WebView2 (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.
- **DESKTOP** Added support for resizing SVG images.
- **ONLINE** A dialog will appear confirming if you would like to delete a previously scheduled message in the process of sending when scheduling a new one.
- **ONLINE** Support has been added to import lists from Exchange and Graph into PoliteMail Online.
- **M365** Windows Auth support has been added.

Previous Fixes

General Fixes

- Fixed an issue where Users were not able to delete Drafts.
- Fixed various improperly displayed or missing components when Outlook Browser mode is set to Chromium.
- Fixed an issue where Graph Expansion was not working in the Management Console.
- 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.

PoliteMail

- 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.
- Fixed an issue where the allowed User Count was not updating when a new license is applied.
- Fixed an issue where the Adaptive Card is still present for the sender when 365 Measurement is configured but disabled.
- Fixed an issue where links with 'http' were not converting correctly.
- Fixed an issue where changes were not being saved when filtering a List.
- Fixed an issue where the Contact Owner was not accepted when importing a Contact if all Contacts were assigned to the Owner.
- Default settings have been updated to allow the import of CSV files up to 5MB.
- Fixed an issue where Filtered Lists were not saving changes.
- Fixed an issue where new Contacts were not accepting the assigned Owner if All Users were selected for the Owner.
- Fixed an issue where the desired display name was not showing in a received scheduled message.
- Fixed an rare scenario where a message would be sent twice.
- **DESKTOP** Fixed an issue where blank preheaders were not displaying correctly in preview or beta versions of Outlook.
- **DESKTOP** Fixed an issue where rescheduling an appointment or meeting from a shared calendar with a cached Dynamic Distribution Group would cause Outlook to crash.
- **DESKTOP** Fixed an issue where Outlook would freeze when opening a large message copied from Word.
- **DESKTOP** Fixed an issue with inconsistent width when importing mailing lists.
- **DESKTOP** Fixed an issue where .json attachments show up in meeting invitations.
- **DESKTOP** Fixed an issue where measured meeting invitations were not sending out.
- **DESKTOP** Fixed an issue where newly imported Lists were not displaying in the 'Add to Existing List' dropdown without refreshing.
- **ONLINE** Fixed an issue where the link to subscribe pointed to an older layout.
- **ONLINE** Fixed an issue where a Preflight Test Send would not send if Individual Measurement is disabled.
- **ONLINE** Fixed an issue where the far right buttons were flashing when using a Mac.
- **ONLINE** Fixed an issue where recipients who have opted out were not receiving non-commercial messages.
- **ONLINE** Fixed an issue where requesting support went directly to a Scheduled Send.
- **ONLINE** Fixed an issue where apostrophes where not displaying correctly.
- **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 the sent count for a segmented list showed all recipients in the Mailing list instead of the number of recipients belonging to each segment.
- 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.
- Fixed an issue where incorrect Recipient and Sent counts were reflected for Nested Distribution Groups.
- Fixed an issue where exporting a Metrics Report to Word did not scale the text correctly.
- Fixed an issue where the Read Rate and Read Rate over time were displaying zero.
- Fixed an issue where text sizing is too large when exporting reports to Word.
- Fixed an issue where Sent Messages would not display when selected from a Campaign report.
- Fixed an issue where Metrics Reports would throw an error when exporting to Excel.
- Fixed an issue where the total read time by hour of day for campaign metrics was not showing all days that are in the email metrics reports for that campaign.
- Fixed an issue where clicks show on Segmentation Reports from recipients who are not members of that segment.
- Fixed an issue where the Reads graph did not display percentages when hovered over.
- Fixed an issue where the progress bar did not advance when exporting Metrics reports via email.
- Fixed an issue where the Word/Excel/Email buttons were greyed out when viewing Campaign metrics.
- **DESKTOP** Fixed an issue where exporting a Metrics Report via email sent a small or truncated version of the report.
- **DESKTOP** Fixed an issue when viewing Campaign Metrics where the command bar displayed twice and showed no data.
- **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.
- **ONLINE** Fixed an issue where multiple reports could not be deleted at once (bulk delete).
- **ONLINE** Fixed an issue where Recipient Count and Sent Count was miscalculated when the same list is added to the “To” and “CC” fields.
- **M365** Fixed an issue where links within a PoliteMail signature or with the PoliteMail hostname were not being measured.

Composition & Sending

- Fixed an issue where large GIF files could not be uploaded via the PoliteMail Builder or using Add Image.
- Fixed an issue where adding a Play Button overlay created additional image files with a long file name.
- Fixed an issue where saving a Template with no Template Name caused a spelling error.
- Fixed an issue where messages sent to very large lists would freeze the progress bar.
- Fixed an issue where the recipient count could not be obtained from a Distribution List with a nested public folder and EWS.
- 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 where 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.
- Fixed an issue where newly saved Images could not be added and the image preview would not display.
- Fixed an issue where adding a Smart Attachment would replace selected text in the message.
- Fixed an issue where the Shared and/or Status icons were inconsistently displayed among the PoliteMail interfaces.
- Fixed an issue where the Send Date/Time shows UTC time in Campaigns > Scheduled Sends instead of the Sender's time zone.
- **DESKTOP** Fixed an issue where only the time (and not the day/date) was being used for Scheduled Sends.
- **DESKTOP** Fixed an issue where inserting a Smart Attachment or Link would insert a URL but not the Image or Link.
- **DESKTOP** Fixed an issue where the recipient defaults in the From field, rather than the user's email address, when doing a Preflight Test Send.
- **DESKTOP** Fixed an issue where links with Target Frames did not convert properly.
- **DESKTOP** Fixed an issue where adding Social Media icons resulted in an error.
- **DESKTOP** Fixed an issue where Template components could not be added to an existing page when opened from the Content page.
- **DESKTOP** Fixed an issue where Preflight Test Sends did not have Measurement enabled.
- **ONLINE** Fixed an issue where the text editor was not floating when composing a large message.
- **ONLINE** Fixed an issue with Template Sections where replacing an image and then adding back the same image would throw off the formatting.
- **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.
- **ONLINE** Fixed an issue where received messages showed a different font.
- **ONLINE** Fixed an issue where Drafts saved via PoliteMail 365 are going to Scheduled Sends when sent via PoliteMail Online.
- **ONLINE** Fixed an issue where using From Validation and validating casing caused the From field not to

function.

- **ONLINE** Fixed an issue where a Null Reference error occurred when re-opening the PoliteMail Builder.
- **ONLINE** Fixed an issue where 'Override Word Count caused the Send button to deactivate.
- **ONLINE** Fixed an issue where the From field did not allow freeform entry.
- **ONLINE** Fixed an issue where searched images take a long time to display.
- **ONLINE** **M365** Fixed an issue where there was no option to replace the Template with the same name.
- **DESKTOP** **M365** Fixed an issue where adding a Smart Attachment replaced the selected text.
- **M365** Fixed an issue where the "From" field is incorrectly displayed when using Send on Behalf.

Editor / Interface

- Fixed an issue where 'Lock Aspect Ratio' was not checked by default when adding an image.
- Fixed an issue where disallowed characters were not returning an error on every PoliteMail platform.
- **DESKTOP** Fixed an issue where Outlook crashed when a Paragraph is was added to an empty message.
- **ONLINE** Fixed an issue where not all available Templates/Images could be found when searched for.
- **ONLINE** Fixed an issue where the Override Word Count dialog box pops up when Allow Override Word Count setting is disabled
- **ONLINE** Fixed an issue where changing an image size via the Jodit editor returned invalid size attributes.
- **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 were 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'.
- **ONLINE** Fixed an issue where the 'Link Colors' section was missing with Brand Themes.
- **ONLINE** Fixed an issue where font formatting settings were not being retained for Saved Paragraphs.
- **ONLINE** Fixed an issue where Template Sections could not be added to a Template previously created on PoliteMail for the Desktop.
- **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.
- **M365** Fixed an issue where Template Sections could not be moved up or down in the PoliteMail Builder.