# How To Use List Expansion to Expand Distribution Lists

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**Applies To:** 🟦 **PoliteMail Desktop** 🟩 **PoliteMail Online** 🟧 **PoliteMail M365**
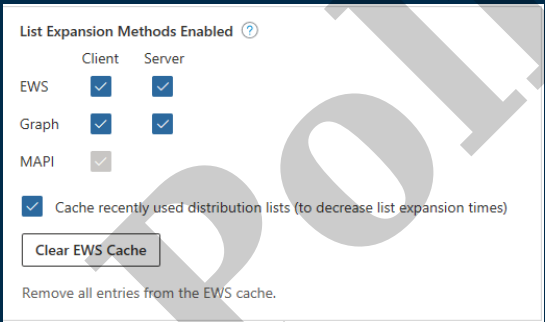
**Version:** 🟧 4.9 🟧 5.0 🟧 5.1+

Dynamic distribution groups (DDGs, and often also called Dynamic Distribution Lists or DDLs) are Entra ID objects created to expedite the mass sending of messages in Microsoft Exchange. PoliteMail can expand DDGs in version 4.97 and higher using Graph or Exchange Web Services (EWS) with OAuth.

PoliteMail can also "fall back" to other methods if a mailing list fails to expand with the primary method. For example, if your organization uses Graph, and the list fails to expand with Graph, it will fall back to EWS on the server side for expansion. If that fails, list expansion will attempt to expand the list on the client side using Graph, then EWS, and then finally MAPI.

In PoliteMail version 5+, this setting is under 'Enabling List Expansion', whereas earlier versions refer to this as Fallback Expansion.

## Enabling List Expansion / Fallback Expansion



To enable List Expansion, go to **POLITEMAIL > Account** (**Account Settings** in version 4.9x) **> Preferences.**

There are 3 expansion methods - Graph, EWS, and MAPI. If your organization is not utilizing a particular method, it will appear grayed out and will not be available for selection.

Refer to this chart for list type and compatibility with the current preferred method. Group definitions can be found below.

| Type | MAPI | EWS | Graph |
|---|---|---|---|
| Local Contact Group | View Membership | n/a | n/a |
| Mailbox Contact Group | View Membership | View Membership | View Membership |
| Security Group | View Membership | View Membership | View Membership |
| Universal Group | View Membership | View Membership | View Membership |
| Dynamic Exchange Group | Count | View Membership | n/a |
| O365 Dynamic Group | n/a | n/a | View Membership |
| O365 Group | n/a | View Membership | View Membership |

| Type | MAPI | EWS | Graph |
|---|---|---|---|
| Distribution Groups with hidden membership | n/a | n/a | View Membership |

**Contact Lists:** Local to the Outlook Client, not managed by Exchange typically

**Distribution Lists (DL):** Static List of Membership, may contain Nested DLs

**Dynamic Distribution List (DDL):** Membership is generated based on a Query

**Query Dynamic Distribution Lists (QDL):** A DDL where the membership is pulled at send time

Visit these sites for additional information regarding Distribution Groups and EWS.

https://docs.microsoft.com/en-us/exchange/client-developer/exchange-web-services/distribution-lists-and-ews-in-exchange

https://docs.microsoft.com/en-us/graph/office365-groups-concept-overview

https://docs.microsoft.com/en-us/azure/active-directory/users-groups-roles/groups-dynamic-membership

## Expansion Modes and the PoliteMail Platforms

| Edition | Modes Available | If no Expansion Mode enabled |
|---|---|---|
| PoliteMail for Outlook Desktop | All modes available when configured | Outlook's default MAPI will be used to perform online list expansion. |
| PoliteMail for M365 | EWS Client always available EWS Server and Graph Server available when configured | EWS Client must be enabled to expand DLs prior to v5.15. Automatically enabled in v5.15+. |
| PoliteMail Online | Server expansion modes only | |

# Failed Expansion

There are a number of reasons why your mailing list has failed to expand and your message hasn't been sent. Here are a few examples and their solutions:

**Expanding Dynamic Distribution List with Graph and MAPI only enabled.**

Suggested solutions:

1. Configure EWS to expand your Dynamic Distribution lists

2. Convert the Dynamic Distribution list to an Office 365 Dynamic Group

**Expanding Distribution Group with members marked as hidden on exchange**

Suggested Solution: Setup and Enable Graph as an additional expansion mode