

What are the settings for System Admins?

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System Administrator Settings

The table below lists the many settings available to the System Administrator (Sysadmin) role.

Beware: Make sure you know what you're doing! Changing these settings can cause PoliteMail to cease to function properly if these setting are inaccurately edited.

Use the links below to skip to the section you are looking for:

Synonym: SysAdmin settings for Synonym are the same as settings for API, Archive Service, and/or Send Service. Please refer to them above for settings descriptions.

API

Authentication

Mode

Authentication Mode	Sets the PoliteMail server-wide authentication mode (password, Oauth2, SSO, etc)
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EWS

EWSAuthMode	Sets authentication mode (password, Oauth) when using EWS. Note that password works with on-premises installations only.
Exchange Certificate Hash	The certificate hash for authentication with EWS to be used.
Exchange Domain	Domain name for the Exchange account to be used.
Exchange Host	Hostname for the Exchange account to be used.
Exchange Password	Password (stored encrypted) for the Exchange Service account to be used to authenticate with EWS.
Exchange Username	Username for the Exchange Service account to be used.
Exchange Version	Version of Exchange being connected to.

Graph

Graph Certificate Hash	The certificate hash for authentication with the Graph endpoint to be used.
Graph Client ID	The Graph ID used to connect Entra ID and expand distribution groups.
Graph Redirect URI	The reply URL for PoliteMail to receive responses from Graph/Entra ID.
Graph Secret	Used for Graph connection authentication.
Graph Tenant ID	The Tenant ID for your Graph endpoint.
Graph Scopes	The scopes requested to access the Graph API. These are entered as urls, such as https://graph.microsoft.com/User.Read.All , separated by a comma.
Graph Default Scope	The default scope used to access the Graph API. Typically, this is https://graph.microsoft.com/.default .
EWS Scopes	The scopes requested to access EWS. These are entered as urls and separated by a comma.
EWS Default Scope	The default scope used to access EWS, such as https://outlook.office365.com/.default .
Azure Active Directory Endpoint	The url used to access EntraID, such as https://graph.microsoft.com/.default .
Azure Cloud	Sets which Azure Cloud will be used by PoliteMail.

EWS/Graph

Exchange Credential Type	The credential type to use for EWS or Graph authentication, such as 'web' or 'cert'.
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OpenID

OID AAD Instance	Route used for OpenID Authentication.
OID Client ID	Client ID used for OpenID Authentication.
OID Client Secret	Secret used for OpenID Authentication.
OID Post Logout Redirect URI	Reply URL from OpenID Authentication to PoliteMail service.

WSFed

WSFed Metadata Address	Address used for WSFed authentication.
WSFed WTRrealm	Used for WSFed authentication.

Session and Cookie Expiration

Cookie Expiration Time	The default PoliteMail cookie expiration time in timespan format. Default is 00:30:00 (thirty minutes). Do not set for less than five minutes.
Keep Me Signed In Session Expiration Time	Sets the time the user will stay logged in until they need to reauthenticate, in a timespan format. Default is 400.00:00 (400 days). Do not set for less than five minutes.

Cache

Cache Lifetime	The lifetime of the cache in seconds.
Cache Time for Settings	This is a time span that controls how long the applications will hold onto all settings before retrieving them again. (d.hh:mm:ss)

Client

Email

Default Return Path	The default value for any custom return path. May be blank.
Recipient Display Limit	The maximum number of recipients displayed in your message (even if the actual number of recipients is much higher). Default is typically 50,

Database Connections

Query Time Out	The time limit for SQL queries to run, in seconds. Default is 600 but should be set higher if you routinely send messages to very large numbers of recipients. A setting of -1 will allow queries to run indefinitely.
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Filtered Lists

List Filter Limit	The limit of filters allowed when a user creates a Filtered List .
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Licensing

PoliteMail License Key	Do not modify. This is an encryption of the account's web config settings.
Licensed Cores	The number of processor cores running on this server instance of PoliteMail.
License Issue Date	The date the PoliteMail license was issued to your organization.
License Password	The password for your PoliteMail license key.
PoliteMail Send Volume Limit	The maximum distribution size for a single email broadcast sent via the PoliteMail server.
Outbox Recipient Limit	Maximum distribution size for an individualized local Outbox broadcast (local send limit).

Mail Sending

Enable Server Sending	Allows users to send using the PoliteMail server (recommended).
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Metrics and Data

MAPI Recipient Count Max Expansion	The maximum recipient count a distribution list will expand to using MAPI.
Multiple Opens Window	The minimum time in milliseconds that must elapse for two opens to be considered separate. This setting does NOT affect how open events are recorded, only how the data is interpreted.
PoliteAI Endpoint	The endpoint used by Subject Suggester and other AI-powered features.

Routing

App Folder	The application folder name provides the file reference location for the PoliteMail server to know where it is running from.
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SAML

Use SAML WebConfig	Use the WebConfig on the backend instead of the app settings fields in this section. This should be FALSE unless for testing/legacy purposes.
Service Provider EntityID	The Entity ID of the PoliteMail SAML service provider. This is case sensitive and is usually https://{politemailhost}
Service Provider Return URL	After the identity provider has processed the request, it will return the SAML Assertion here to be processed by the Assertion Consumer Service (ACS).
Outbound Signing Algorithm	Determines whether PoliteMail will sign the outbound SAML authentication request. A certificate with a private key is required for this to function.
Minimum Inbound Signing Algorithm	Minimum signing strength of the incoming authentication request. SAML will reject any incoming assertions that do not meet this minimum requirement.
Ignore Authn Context in Assertion	Authn context will be ignored when the assertion is received. Useful in cases where the Authn context is causing an XML error and is difficult to change with complex IDPs.

Security

Hash Iterations	The number of <code>hash iterations</code> of new passwords. A higher number typically provides better protection against brute force hack attempts.
Max Failed Login	The maximum number of failed login attempts before being locked.
Enforce Https	Forces image URLs to use https instead of http.
Auth Token Cache Expire	Sets how often the PoliteMail server will check for expired user authentication tokens, in dd.hh:mm:ss format.
Auth Token Expire	Sets how long a user authentication token will last before expiring, in dd.hh:mm:ss format. The default is 24 hours.

Sending

Custom Header Value	When included, this will be applied to the outgoing message header for messages sent via the PoliteMail server. It is invisible to any recipient.
Enable Store Sent Message	Enables the storage of sent messages.
Drafts Retention Period	The period, in days, after which <code>Drafts</code> are removed.
Sending Logs Retention Period	The period, in days, after which sending logs are removed.

Software Scaling

Cookie Chunk Size	The default size of session cookies, in bytes. 4000 is a recommended initial size but can be fine-tuned for your browser requirements.
Expansion List Cache Interval	The time period, in hours, in which lists are cached and are not refreshed.

UI Overrides

Allow HTML Personalization	Enables the use of imported personalization fields with HTML code snippets.
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Default value for end-of-line word hyphenation	Sets if PoliteMail will auto-hyphenate words at the end of a line, using your browser's language rules for PoliteMail Online and Outlook's rules for the desktop.
Default Sendback Interval	Default sendback interval if the user has not set a different value.
Overwrite Values with Empty on Import	Will omit values included in an import where there is already an existing value for the contact.

User Creation

Default User Client ID	The Client ID for the PoliteMail account on this server in which auto-created users will be added.
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Archive Service

Authentication

The Authentication settings below are the same as the authentication settings in the API section of the settings listed above. However, these settings apply to the archive service.

EWS

EWSAuthMode	Sets authentication mode (password, OAuth) when using EWS. Note that password works with on-premises installations only.
Exchange Certificate Hash	The certificate hash for authentication with EWS to be used.
Exchange Domain	Domain name for the Exchange account to be used.
Exchange Host	Hostname for the Exchange account to be used.
Exchange Password	Password (stored encrypted) for the Exchange Service account to be used to authenticate with EWS.
Exchange Username	Username for the Exchange Service account to be used.
Exchange Version	Version of Exchange being connected to.

Graph

Graph Certificate Hash	The certificate hash for authentication with the Graph endpoint to be used.
Graph Client ID	The Graph ID used to connect Entra ID and expand distribution groups.
Graph Redirect URI	The reply URL for PoliteMail to receive responses from Graph/Entra ID.
Graph Secret	Used for Graph connection authentication.
Graph Tenant ID	The Tenant ID for your Graph endpoint.
Graph Scopes	The scopes requested to access the Graph API. These are entered as urls, such as https://graph.microsoft.com/User.Read.All , separated by a comma.
Graph Default Scope	The default scope used to access the Graph API. Typically, this is https://graph.microsoft.com/ .default.
EWS Scopes	The scopes requested to access EWS. These are entered as urls and separated by a comma.
EWS Default Scope	The default scope used to access EWS, such as https://outlook.office365.com/ .default.

Azure Active Directory Endpoint	The url used to access EntraID, such as https://graph.microsoft.com/.default.
Azure Cloud	Sets which Azure Cloud will be used by PoliteMail.

EWS/Graph

Exchange Credential Type	The credential type to use for EWS or Graph authentication, such as 'web' or 'cert'.
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Cache

The Cache settings below are the same as the authentication settings in the API section of the settings listed above. However, these settings apply to the archive service.

Cache Time for Settings	This is a time span that controls how long the applications will hold onto all settings before retrieving them again. (d.hh:mm:ss)
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Database Connections

Archive ServiceQuery Time-out	The maximum time, in seconds, for SQL queries to run before timing out. The Archive Service runs more expansive queries, so a generous timeout (recommended 7200) is needed).
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Filtered Lists

Filtered List Update Interval	The time, in milliseconds, in which the archive service updates Filtered Lists. Default is 3600000 (1 hour).
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Logging

Log Interval	The number of messages sent before updating the log with Send Status. Default is 500.
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Metrics and Data

Exchange use 100 continue header	If a message is sent with request body, a TRUE setting will check if the origin server is willing to accept the request (based on the request headers) before actually sending the request body.
Exchange use client statistics header	Leave as TRUE.
Working Hours Priority	Selects which service to look for working hours updates.

Security

Exchange use certificate validation	When TRUE, makes a certificate validation callback.
Hash Batch Size	The size, in bytes, to batch the rows that need hashing.

Services

Archive Service Database ID	An Identifier for preventing deadlocks between the Archive Service and Synchronism. The Archive Service sets this value and it should NOT be manually modified.
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Software Scaling

Batch Size	The number of contact records per batch. Used for updating working hours.
Sent Message & Report Check Interval	The interval, in milliseconds, at which the archive service processes archived sent messages and report.
Working Hours Check Interval	The interval, in milliseconds, at which the archive service syncs Contact working hours and their language preference. Default is 43200000 (1/2 day).
Hash IP Addresses Check Interval	The interval, in milliseconds, between hashing IP addresses updates. Default is 300000 (5 minutes).
Delete user retry limit for Archive Service	Number of retries when a SQL timeout error is encountered before a user is deleted.

Benchmarks

PoliteMail Industry Benchmarks

Primary Industry, Secondary Industry	Choose from the drop-down lists to select the industries that will be used when running Metrics reports against the industry benchmark.
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Incoming

Authentication

The Authentication settings shown are very similar to those in the API and Archive Service sections of the Settings, but apply specifically to incoming message authentication.

Graph

Graph Certificate Hash	The certificate hash for authentication with the Graph endpoint to be used.
Graph Client ID	The Graph ID used to connect Entra ID and expand distribution groups.
Graph Redirect URI	The reply URL for PoliteMail to receive responses from Graph/Entra ID.
Graph Secret	Used for Graph connection authentication.
Graph Tenant ID	The Tenant ID for your Graph endpoint.

EWS/Graph

Exchange Credential Type	The credential type to use for EWS or Graph authentication.
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Secure Content OpenID

Secure Content Client ID	The Content ID for Secure Content authentication.
Secure Content Tenant ID	The Tenant ID for Secure Content authentication.

Secure Content AAD Instance	The route used for Secure Content authentication.
Secure Content Reply URL	The default Reply URL for Secure Content authentication.
Secure Content Token Endpoint	The token endpoint for Secure Content authentication.

Cache

Cache Time for Settings	The time period for how long the applications will hold onto all settings before retrieving them again, in dd.hh:mm:ss.
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Metrics and Data

Base Open Interval	The time, in milliseconds, a message is opened to count as an Open for reporting.
Is Connected Interval	Milliseconds recorded every tick of connection. A tick typically occurs every second, or 1000ms.
Open Max Duration	The time, in milliseconds, before a message is considered left open. Default is 1800000, or 30 minutes.

Security

ReCaptcha Secret Key	The secret for Recaptcha. Recaptcha helps prevent bot messages.
ReCaptcha Site Key	The site key for Recaptcha.
ReCaptcha Threshold	The setting for which PoliteMail will identify a bot based on the Recaptcha score. A 1.0 is very likely a human interaction, whereas 0.0 is very likely a bot.
ReCaptcha Version	The version of your Recaptcha.
Enforce Https Links	Measured URLs will use https instead of http.
IP Hashing	Determines if the IP address is saved hashed.

Software Scaling

Attachment Cache Interval	The interval, in seconds, to cache attachments in server memory before reloading from the database.
Click Cache Interval	The interval, in milliseconds, in which the Message Click metric is stored before reloading from the database.
Database Name Cache Interval	The interval, in seconds, in which the database name is stored in server memory before reloading from the database.
Open Visibility Cache Timer	The interval, in milliseconds, for how often Open Visibility metrics are calculated.
Sent Cache Interval	The interval, in milliseconds, in which the Message Sent metrics is stored before refreshing from the server.
Account Report Cache Interval	The period, in seconds, in which the Account Report is stored on the client browser before refreshing from the server.
PoliteMail Message Expiration Cache Interval	The period, in milliseconds, in which Message Expiration settings are cached before reloading from the database.

UI Overrides

Detect Forwards for IP	If TRUE, will record the forwarded IP as the read IP instead of the UserHost. This should be set to TRUE if PoliteMail is behind a load balancer to allow recording of the originating IP address.
Disable Manage Subscriptions Button	Determines if the Manage Subscriptions button displays on the Subscription Options page.
Disable Opt Out	Determines if the Opt-Out/Opt-In buttons display on the Subscription Options page.

Send Service

Cache

Cache Time for Settings	The time, in dd.hh:mm:ss.ffffff format, in which applications will hold onto all settings before retrieving them again.
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Logging

Log Interval	The number of Messages to send before updating the log.
SMTP Log Directory	The directory path for storing SMTP log files, such as C:\home\temp.

Mail Sending

Allow Unicode Recipient	Determines whether or not to allow Unicode email addresses.
Extended SMTP	Determines whether or not to turn on Extended SMTP. Note that to turn on Extended SMTP, the SMTPUsePickupDirectory setting must also be set to TRUE.
Find Missing Records	Determines if PoliteMail will attempt to find missing records if not all are reported in MX lookup. May impact performance.
Prioritize Smart Host	Determines if all messages will be forced to smarthost (relay) instead of MX lookup. Endpoints should be entered in the SMTP SmartHost setting.
SMTP Capabilities Timeout	The period, in seconds, for the SMTP service to query before timing out.
SMTP Host	The host name for the SMTP service.
SMTP Max Connections	The maximum concurrent SMTP connections allows. More connections will use more memory and place more load on the receiving SMTP infrastructure.
SMTP Max Processing Threads	The maximum number of concurrently generated messages. This varies by server size but for most a max of 10,000 works.
SMTP Max Retry Count	The maximum number of retry attempts by the SMTP service before erroring out.
SMTP Password	The password for SMTP service authentication.
SMTP Port	The port number for the SMTP service.
SMTP Primary Domain	The primary domain that uses SmartHost. MX lookup will not be performed if there is a valid SmartHost connection.
SMTP Retry Base Interval	The period, in seconds, for the SMTP service to wait to restart following a service failure.
SMTP Secure Socket Options	Determines how TLS is enabled.

SMTP SmartHost	The endpoint(s) that will be sent to, instead of MX, when Prioritize SmartHost is set to true.
SMTP Timeout	The period, in seconds, the SMTP will wait for a message to successfully deliver before it will retry. If the message is not delivered after the SMTP Max Retry Count, it is bounced back to the send as an undeliverable message.
Send Update Interval	The interval, in milliseconds, in which the Send Status of messages are updated.
SMTP Use Pickup Directory	Determines if the Pickup Directory will be used instead of Network Delivery.
SMTP User	The user name for the SMTP service to run as.
Use IPv6	Allows for the use of IPv6 as possible endpoints. Note that NIC and/or DNS Server may not support IPv6.
Endpoint Saturation	Determines whether or not to use all available SMTP endpoints.
SMTP Dedicated Outbound Port	<i>(Cloud Implementations Only)</i> The port for all SmartHost routes to be forced onto to enable routing to a dedicated IP address. With VM implementations, this should remain blank.
Server Certificate Validation	Determines whether the server certificate is enabled.

Security

Attachment Encoding	Determines the encoding method used for attachments.
Body Transfer Encoding	Determines the encoding method used for the message body.

Sending

Custom Header Name	A name that will be applied to every outgoing message sent via the PoliteMail server. This is not visible to the recipient.
Custom Header Value	A value that will be applied to every outgoing message sent via the PoliteMail server. This is not visible to the recipient.
Enable Store Sent Message	Determines if sent messages are stored.

Software Scaling

Segment Size	Determines the minimum <code>segment</code> size for reporting.
Segment Limit	Determines the maximum number of reporting segments generated per send.
Send Check Interval	The interval, in milliseconds, the service will check for new sends. 15,000 (15 seconds) is common.
Enable 365 Measurement	Activates <code>M365</code> , even if the sending user's from address has not been set up in the Actionable Developer Dashboard. Note that a User will get an error message if M365 has not been fully configured with a Sender ID.

UI Overrides

Access GUID	Users entered here are pulled from the PoliteMail API to be trusted with the User Sendback service.
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Minimum Recipient Notification	Minimum amount of recipients in send before Sendback notifications trigger. Sends less than this value will not post send progress to Notification URL.
Notification URL	The URL that is checked to trigger Sendback notification messages.
Allow HTML Personalization	Determines if imported personalization fields can be used with HTML code snippets.
Read Image Alt Tag	The text entered is added to all alt image tags for accessibility compliance.

Server

Authentication

Authentication Mode	Sets the server-wide authentication mode to be used (password, OID, WSFed, OAuth2, SSO).
EWSAuthMode	Determines the authentication used when using EWS. Note that the 'password' setting will only work with on-premises Exchange servers.
Exchange Certificate Hash	The certificate hash for authentication to be used with Exchange.
Exchange Domain	Domain name for the Exchange account to be used.
Exchange Host	The host name for the Exchange account to be used. This is usually something like 'https://outlook.office365.com/EWS/Exchange.asmx'.
Exchange Password	Password (stored encrypted) for the Exchange Service account to be used to authenticate with EWS.
Exchange Username	The username for the Exchange Service account to be used to authenticate with EWS.
Exchange Version	The version of Exchange being connected to.
Graph Certificate Hash	The certificate hash for authentication with the Graph endpoint to be used.
Graph Client ID	Your Graph ID used to connect to Entra ID and expand distribution groups.
Graph Secret	The secret used for Graph connection authentication.
OID AAD Instance	Route used for OpenID Authentication
OID Client ID	Client used for OpenID Authentication
OID Client Secret	Secret used for OpenID Authentication
OID Post Logout Redirect URI	Reply URL from OpenID Authentication to PoliteMail service
OID Tenant	Tenant used for OpenID Authentication
OID Token Endpoint	Endpoint used for OpenID Authentication
WSFed Metadata Address	Address used for WSFed Authentication
WSFed WTRrealm	WTRrealm used for WSFed Authentication

Cache

Cache Time for Settings	This is a time span that controls how long the applications will hold onto all settings before retrieving them again. (d.hh:mm:ss.ffffff)
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Filtered Lists

List Filter Limit	The maximum number of filters allowed for a Filtered List .
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Licensing

PoliteMail License Key	Do not modify. This is an encryption of your web config settings at the time the license was issued.
Licensed Cores	Number of processor cores running on this server instance of PoliteMail.
License Issue Date	The date the PoliteMail licenses were issued.
License Password	The password for the applied PoliteMail license key.
PoliteMail Send Volume Limit	Maximum distribution size for a single email broadcast via PoliteMail server (server send limit)
Outbox Recipient Limit	Maximum distribution size for a individualized local Outbox broadcast (local send limit). 1,500 is maximum.

Metrics and Data

MAPI Recipient Count Max Expansion	The max recipient count that a MAPI service will expand a list.
Multiple Opens Window	The time in milliseconds that must elapse for two opens to be considered separate. Any open events from the same non-proxy device that begin within [value] ms of another open ending will be grouped together as one. This setting does NOT affect how open events are recorded, only how the data is interpreted.

SAML

Use SAML WebConfig	If set to TRUE, the WebConfig on the backed will be used instead of the settings listed under this dropdown (Service Provider EntityID, Service Provider Return URL, Outbound Signing Algorithm, Minimum Inbound Signing Algorithm, Ignore Authn Context in Assertion). This should be FALSE unless for testing/legacy purposes.
Service Provider Requires Signed Assertion	Determines if PoliteMail wants the assertion signed.
Identity Provider EntityID	The EntityID of the Identity Provider, this is case sensitive.
Identity Provider Sign On URL	The sign on URL of the Identity Provider. This URL will be listening for incoming sign on request that PoliteMail will redirect authentication requests to.
Identity Provider Sign Out URL	The sign out URL of the Identity Provider. This URL will be listening for incoming sign on request. This feature is not supported by PoliteMail.
Allow Identity Provider to Initiate Sign In	Allows the Identity Provider to initiate sign on, and so InResponseTo is not required in the assertion.
Identity Provided Binding Service	The API service the Identity Provider uses to accept incoming requests.
Sign Authentication Requests	Set this value to TRUE if the Identity Provider requires the authentication requests to be signed (there must be a certificate to sign with when this is enabled).
Load Identity Provider Metadata to Configure	Set this to true to load the metadata instead of configuring manually. An EntityID is required to configure this.

Identity Provider Metadata Location	Used with Load Identity Provider Metadata To Configure, when blank the metadata location will be the Idp EntityID, otherwise specify a relative path e.g. ~/App_Data/IpdMetadata.xml
Store Location	Location of the certificate store (current user or local machine).
Certificate Find Type	The property on the certificate to be searched for from the store.
Certificate Find Value	The value used to determine which certificate to use from the store.
System Administrator Role Mapping	The values accepted in the user role claim that will allow PoliteMail System Administrator access level login. These values must be comma-separated with no spaces, and are case-sensitive.
Administrator Role Mapping	The values accepted in the user role claim that will allow PoliteMail Administrator access level login. These values must be comma-separated with no spaces, and are case-sensitive.
Manager Role Mapping	The values accepted in the user role claim that will allow PoliteMail Manager access level login. These values must be comma-separated with no spaces, and are case-sensitive.
User Role Mapping	The values accepted in the user role claim that will allow PoliteMail User access level login. These values must be comma-separated with no spaces, and are case-sensitive.

Security

Password

Hash Iterations	Security setting for multiple hashes of new passwords prior to storing in the database, larger number protect against brute force attacks. Default is 24000. Must be an integer > 0.
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Auth

Max Failed Login	The maximum number of login attempts before the account is locked.
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Measurement

Enforce Https	Determines whether or not to require URL references to have Https instead of Http.
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Caching

Auth Token Cache Expire	Sets how often the PoliteMail server will check for expired user authentication tokens. The default is 5 minutes with shorter times reducing system performance and longer times being less secure. The value should be given in Timespan format. For example, "dd.hh:mm:ss" defines a period (.) as the separator between days and hours, and a colon (:) as the separator between hours and minutes.
Auth Token Expire	Sets the users token lifetime duration (default is 1 day) for user authentication given in a Timespan format (dd.hh:mm:ss). Shorter durations are considered more secure, but require more frequent manual user login events.

Sending

Media Queries

Enable Store Sent Message	Enables the storing of Sent Messages.
Drafts Retention Period	Specifies the duration in which Drafts are stored, in days. After this duration, Drafts are removed.
Sending Logs Retention Period	Specifies the duration in which Sending Logs are stored, in day. After this duration, the Sending Log is deleted.
Auto Save Email	Enables auto-saving of message at the time interval specified in User Preferences.

Message Size

Max Message Body Size	Sets the maximum allowed message size in MB. Default is 10MB.
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Message Body Size Threshold

Message Body Size Threshold	Sets the maximum message size, in MB, after which a warning dialog will display showing that delivery may be slowed. Default is 1.5 MB.
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Software Scaling

Memory

Cookie Chunk Size	Set to "4000" to allow all data needed to be stored in session cookies. Change this value to tune cookie size to meet new browser requirements.
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Caching

Expansion List Cache Interval	When expansion cache is enabled in user preferences, this is the hour interval lists will be retained for before they need to be re-cached.
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UI Overrides

Personalization

Allow HTML Personalization	Determines if the use of imported personalization fields with HTML code snippets is permitted.
Always use Brand Theme link colors	When true, Outlook links will always initially use the default (or first if no default) Brand Theme's link colors. Normally you have to add a template section to enable them.

Reporting

Allow Override Word Count	When true, allows the calculated word count in a sent message to be overridden. May be useful with non-English languages were the word count calculation may be off.
Show Archive/Restore button	Toggles whether or not the Archive or Restore buttons will display at the top of a Metrics Report.

Support

Chat Bot enabled	When true, enables a chatbot to be embedded in PoliteMail Online for easier support.
Chat Bot url	If the chat bot is enabled, the url for the chat bot goes here.

Custom Support url	Redirects the user to the url shown when the 'Request Support' button is clicked if the 'Use Custom Support' setting below is set to TRUE.
Use Custom Support	Toggles the functionality of the custom support url.

Sending

Default value for End-of-Line word hyphenation	The default value for end-of-line word hyphenation while composing emails. If TRUE, words will be split using your browser's language rules for PoliteMail Online, and Outlook's rules for Outlook.
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Images

Default Image Size Width	The maximum size an image can be before being prompted to resize it.
Max Image upload count	Sets the maximum number of images that can be uploaded at once. No more than 100 is recommended.

Open Visibility

Open Visibility	Turns on or off Open Visibility .
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User Sendback

Default Sendback Interval	Default sendback interval if the user has not set a different value.
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Import

Overwrite Values with Empty on Import	When set to TRUE, any existing value for a contact will be used in place of empty imported fields.
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Heatmap

Use Heatmap	When set to TRUE, allows the option to view the Heatmap to Metrics Reports .
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PoliteMail365

Show PoliteMail 365 Button	When set to TRUE, a button displays in PoliteMail Online to switch to viewing the Message in PoliteMail for M365 (the 'new' Outlook).
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Templates

Save Recipients with Templates	When set to TRUE, any Template that is saved will also save any recipients or Lists in the To: field. Useful if regularly sending the same Template to the same recipients.
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User Creation

OpenID

Auto Create OAuth Users	Determines if PoliteMail will automatically create user accounts upon successful initial authentication with the OAuth2/OpenID provider configured (Typically M365/Entra ID)
Default User Client ID	The Client ID for the PoliteMail account on this server where auto-created users will be added.

Service Controller

Mail Sending

SMTP

SMTP Backup Folder	Specifies the backup folder for the SMTP email service.
SMTP Pickup Folder	Specifies the pickup folder for the SMTP email service.
SMTP Queue Folder	Specifies the queue folder for the SMTP email service.

Controller

Server Controller Query Timeout	The duration, in milliseconds, in which the Service Controller may query the database before a timeout triggers.
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Routing

Service

PoliteMail Base Folder	The root folder for all PoliteMail services.
Send Service Override Folder	Overrides the default lookup location for the PoliteMail Send Service.

Software Scaling

Service

Service Information Interval	The interval, in milliseconds, to update Send statistics and the Send Service state.
Service Information Deferral Interval	The interval, in minutes, to defer updates of the Send Service status.

Cache

Cache Time for Settings	The duration, in d.hh:mm:ss.ffffff format, that specifies how long the applications will hold onto all settings before retrieving them again.
Send Service Override Folder	Overrides the default lookup location for the PoliteMail Send Service.

Synonym

SysAdmin settings for Synonym are the same as settings for API, Archive Service, and/or Send Service. Please refer to them above for settings descriptions.