

PoliteMail Buttons Not Working

Last Modified on 10/29/2025 12:58 pm EDT

If after installing PoliteMail the tool shows up in the Outlook Ribbon but the functions are greyed out or empty, you may want to check to see if you Microsoft .NET Framework is installed and updated. When attempting to install PoliteMail, it will advise you that .NET needs to be installed, but the PM installer will not be able to complete the function unless the .NET software is updated and installed correctly.

Visit [Microsoft .NET Framework](#) to search for your version of Microsoft and download the installation package the corresponds with your software version.

Once this is completed re-install the PoliteMail software. The buttons in the Outlook ribbon should now be working correctly.

If you are still having difficulties, try these other trouble shooting alternatives. If you are still unable to get PoliteMail operating, please contact Support.

PoliteMail