

Stopping an Email Message in Progress

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Applies To: PoliteMail Desktop PoliteMail Online PoliteMail M365

Version: 4.9 5.0 5.1+

Only Self-Hosted customers will be able to stop an email message in progress by stopping Mailflow. For Cloud customers, please click the Request Support button.

Before Proceeding

- Your Server Connection must be set to **Send Email via PoliteMail Server** to stop mailflow.
- Starting and stopping the SMTP server **will affect all** PoliteMail users. If other users have emails in progress, they will be stopped also.
- This process should only be used under extreme circumstances and requires Admin rights in PoliteMail.
- Stopping a send can only be done if your PoliteMail instance is setup for IIS6 MTA (e.g, pickup directory). If your Send Mode is Network, stopping sends is not possible.
 - In order to confirm Send Mode, go to Account > Server Info and look under the Send Information section. If Send Mode is Network, then you will not be able to stop any current sends and will need to reach out to PoliteMail Support.

Stopping Mailflow

1. Go to the **PoliteMail** tab within your Outlook window
2. **Version 5.0:** Select **Account > Server Info**. You will see the status of the STMP Server and if there are still messages in the queue.
 - **Version 4.9x:** Go to **Settings > My Profile**. Scroll to the bottom and then select 'View Server Information'.
3. If there are still emails in progress, select **STOP SMTP**. You can select **EMPTY QUEUE** to delete the remaining messages from being sent.
 - Do not forget to click **START** to restart your SMTP Service when all messages have been cleared from the Queue.

SMTP Service	
<input type="button" value="Stop SMTP"/>	<input type="button" value="Empty Queue"/>
Status:	
Updated:	6/24/2021
Messages in Queue:	None
Total Size:	0
Last Modified:	6/22/2021
Estimated Send Completion*:	-
Next Send	
Sending User:	[Redacted]
From:	[Redacted]
Subject:	[Redacted]
Messages:	1
Date:	6/24/2021

PoliteMail