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 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
 STMP Service when all messages have been cleared from the Queue.

SMTP Service	
Stop SMTP	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:	Allow Carlosses
From:	Alia Carlora: ratio carlora@pollenal
Subject:	self to calendar text
Messages:	1
Date:	6/24/2021