Template Pull-Down Menu Not Showing Templates

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Applies To: New PoliteMail Legacy PoliteMail

Version: 4.9+ 5.0+

Due to a limitation within Outlook, the Template pull-down menu can only display 999 results. If there are 1000 templates loaded into the content library, the Template pull-down menu will appear blank. Clearing some lesser used items out of your Content Library and getting the total number count under 999 will alleviate this issue.

This limitation applies to all content in PoliteMail pull-down menus including Smart Attachments, Mailing Lists, Add Image, Paragraphs, and Links.

PoliteMail