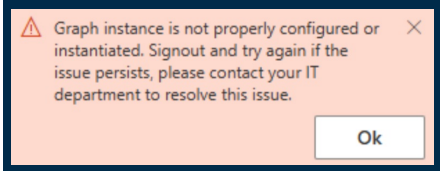
Graph instance not properly configured.

Last Modified on 06/30/2026 1:07 pm EDT

Applies To: ☐ PoliteMail Desktop ■ **PoliteMail Online** ■ **PMUA** ☐ PoliteMail M365

Version: ☐ 4.94 ☐ 4.97 ■ **5.x**



When using PoliteMail for M365, you might see a warning message stating "Graph instance not properly configured or instantiated. Signout and try again if the issue persists, please contact your IT department to resolve this issue."

This most commonly occurs when you have pop-ups blocked on your browser, preventing the add-on from signing into Graph. Allowing pop-ups may vary from browser to browser, and if you are using any ad blocker extensions. Allow pop-ups or disable the blocker, and then re-load PoliteMail.

PoliteMail