Messages stuck in Drafts

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

Version: ■ **4.9** ■ **5.0** ■ **5.1+**

If you are having problems sending an email tracked, where after you click **Send** the message goes into the Drafts folder, the PoliteMail send process has failed.

The Drafts folder is located in the Folder Pane on the left hand side of Outlook. Click the triangle at the top of the pane to expand the menu if it is hidden.

1. Delete all versions of your email from the Drafts folder (save a copy for yourself).

2. Clear your cache.

3. Now that your cache has been cleared, reauthenticate your server. Go to **PoliteMail** > **Server Connection**. Verify that you are logged in to the correct PoliteMail Server.

   - Verify that Send Email Via is set to PoliteMail Server, not Outlook Outbox. Click OK. You may be asked to verify your user name and password if applicable.

   - You know you have successfully connected to the PoliteMail server when it brings you to the My Profile page. If you have not been brought back to the Profile page, then you are having issues with the PoliteMail login.

4. If you've been brought back to My Profile, try sending it again.

   - If it goes back into the Drafts folder, it has failed going to the PoliteMail Server. You may need to repair your Outlook data file.

5. If you've been brought back to My Profile, then you know that PoliteMail Server is working correctly. Try sending it again. If it goes back into the Drafts folder, move on to the next steps.

Message Still Going to Drafts

1. Invalid (non-smtp) email address used in the list, or unable to resolve the list in the To: field

Ensure that the list you are sending to is composed of SMTP (name@domain.com) email addresses, not Exchange addresses (EXCHSVR/name). Ensure the list name looks like **[+] Listname;** when it is in the To: field, then click the [+] to see the members of the list. If you see any non-smtp addresses, these must be removed or edited before the email can be successfully sent. If the list name is not underlined, then it has not validated.

2. Sending from an alternate email address which does not have permission to send email from your personal Outbox (or write to the Sent items folder).

If you are sending from an alternate email address (e.g. Communcations@company.com) instead of your personal email address, that address may not have sufficient permissions to write to your personal Outlook folders. You must have an Administrator on your account give permission for you to send from other inboxes.

3. Corrupt PST file resulting in an error when trying to resolve the email addresses

An Outlook PST/OST data file can get corrupted in a number of ways, the primary one being losing power or crashing the computer while Outlook is running. While internally Outlook has some error handling mechanisms, these are not available to 3rd party tools, therefore, the PST/OST files must be repaired for PoliteMail to work. Microsoft provides a tool for this, and the instructions are provided here.

4. A GPO may be in place that prevents the copying of mail from Outlook to the filesystem.

This will result in a message in your error log that says, "The Microsoft Exchange Server administrator has prohibited copying or moving items from this account." This is tied to the compliance policy below, and your communicators will need to be excluded from the policy for PoliteMail to function properly.

Registry Hive: HKEY_CURRENT_USER
Registry Path: software\policies\microsoft\office\16.0\outlook0
-or- software\microsoft\office/14.0/outlook\

-or- software\microsoft\office\16.0\outlook\

Note that this registry key must be in at least one of the paths listed above, or can even be in all three.

Value Name: DisableCopyToFileSystem
Type: REG_MULTI_SZ
Value: *

Registry entry	Type	Value	Description	Deployment
DisableCopyToFileSystem	REG_MULTI_SZ	There are three string values that can be defined for this registry key: 1. An asterisk (*) will restrict a user from dragging messages from any account or Outlook data file (.pst) to the computer. 2. Domain name of e-mail account to be restricted. You can specify the domain of the accounts that you want to restrict. For example, **contoso.com**. 3. **SharePoint** This string will restrict dragging data out of all SharePoint lists to the computer.	Defines accounts or Outlook data files (.pst) where dragging messages to the computer is not allowed.	This registry key can be deployed by manually adding it to the user's registry.

If these solutions do not work, please submit a case to Support by clicking the Request Support button.