

Unable to load group members error

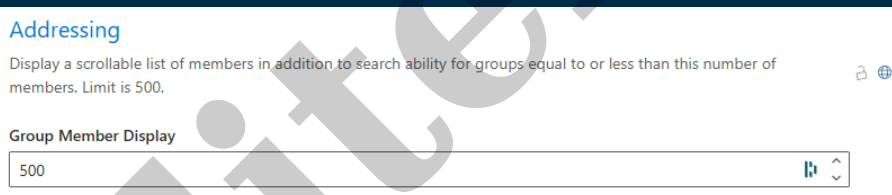
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Applies To: PoliteMail Desktop PoliteMail Online PMUA PoliteMail M365

Version: 4.9 5.0 5.1 5.2+

On rare occasions, you might encounter an 'Unable to load Group Members' error message when trying to expand all lists in the To field.

- This only affects expanding the To field; it has no impact on sending, recipient count, etc.
- This only occurs when using PoliteMail Online/PMUA.
- The number of recipients to display in the To field is a setting that can be changed by an Admin in **Settings > User Preferences > Addressing > Group Member Display**. The limit defaults to 500 but can set to any number.



Addressing

Display a scrollable list of members in addition to search ability for groups equal to or less than this number of members. Limit is 500.

Group Member Display

500