

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+**



PoliteMail Insiders
Security Group

insiders@politemail.com

38 recipients

Unable to load group members because the group exceeds the maximum number of members allowed for this operation

[Expand to Field](#)

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.