'Preparing Message' displays

Last Modified on 10/01/2026 4:26 pm EDT

Applies To: ■ New PoliteMail ■ Legacy PoliteMail

Version: ■ 4.9+ ■ 5.0+

As part of Microsoft's implementation of Entra ID, Actionable Messages (AM) are moving from EAT (External Access Token) to Microsoft Entra ID token authentication. If you have been using EAT tokens, you must update your integration to support AAD tokens for requests from the AM service.

Microsoft has set a deadline of **May 15, 2026** for Entra ID token authentication to be required, after which EAT tokens will no longer function. This means if you have not made the change by this date, messages sent with 365 Measurement will send, but a 'Preparing Message' text will display in the actionable card and will not go away.

No action needs to be taken within your PoliteMail settings as the needed changes have been deployed. However, measures must be taken within your instance of Entra ID, and a new Sender ID must be entered in PoliteMail.

Please see this Microsoft article for information and steps that need to be taken.

Technical Note

Per Microsoft's documentation, under **Add a client application**, authorize Microsoft's Actions app using Application ID URI from the actionable email dashboard and select the scope you created. The Application ID URI contains the Client ID from Entra, however the full URI is needed.

PoliteMail