

Most common fixes for RMail on Outlook

Section 1:

If you having any of the following issues below please move to section 2:

- Sent items stuck in outbox folder.
- Outlook freezing.

If you having other issues see descriptions below to solve them:

- Failing delivery (see whitelist document in DKIM section)
- RMail slow at sending (enable cache exchange mode in Outlook by going to file account settings, click change then tick enable cache exchange mode)

Section 2:

1. Download the latest the plugin at <https://www.frama-rmail.com/en/downloads/>
2. Close Outlook and Word.
3. Open the download file.
4. Follow the steps on the installer.

If you are still experiencing issues go to section 3.

Section 3:

1. To get the RMail support files go to file in Outlook.
2. Then RMail options.
3. Click on support request.
4. The support files will be in your drafts folder and then can you send them to rmail@frama.co.uk.
5. Download and fill in Outlook Support Form in as much detail as possible. Then send the file to rmail@frama.co.uk.