

Hi,

We believe we understand the issue with Outlook freezing up on people over the last two days. We are fairly confident that the issue is related to our corporate standardized email signatures supplied by the company Dynasend.

These email signature are designed to go out to the Internet and pull in our corporate logos into our email signatures.

Dynasend has been having issues with their cloud-based email signature service since yesterday (the same day we started having issues).

Dynasend's issue have been creating difficulties for our email signatures to pull in the company logos in our email signatures and that appears to be what is causing Outlook to freeze up when composing or replying to emails with these signatures in them.

We have done some testing and the steps outlined below appear to allow us to work-around this issue until Dynasend can correct their problems (don't know when they expect to fix things):

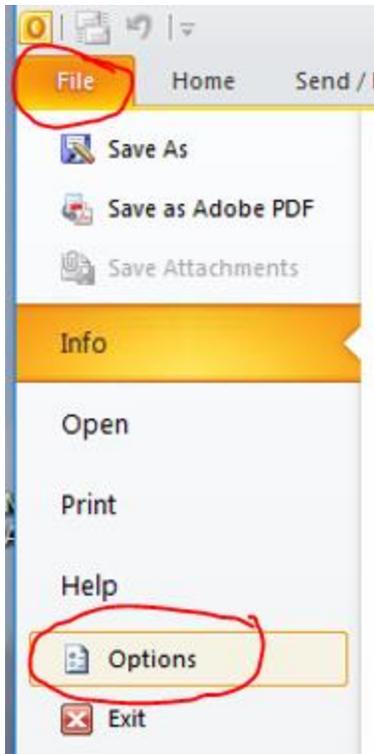
If you are lazy, you can keep using <https://webmail.natdev.com> to do your email until Dynasend fixes their issue or live with the issue for the rest of the day and hope the issue is fixed in the morning so you don't need to do the steps below.

If you do the steps below, you will want to undo them at a later date when Dynasend fixes their issue.

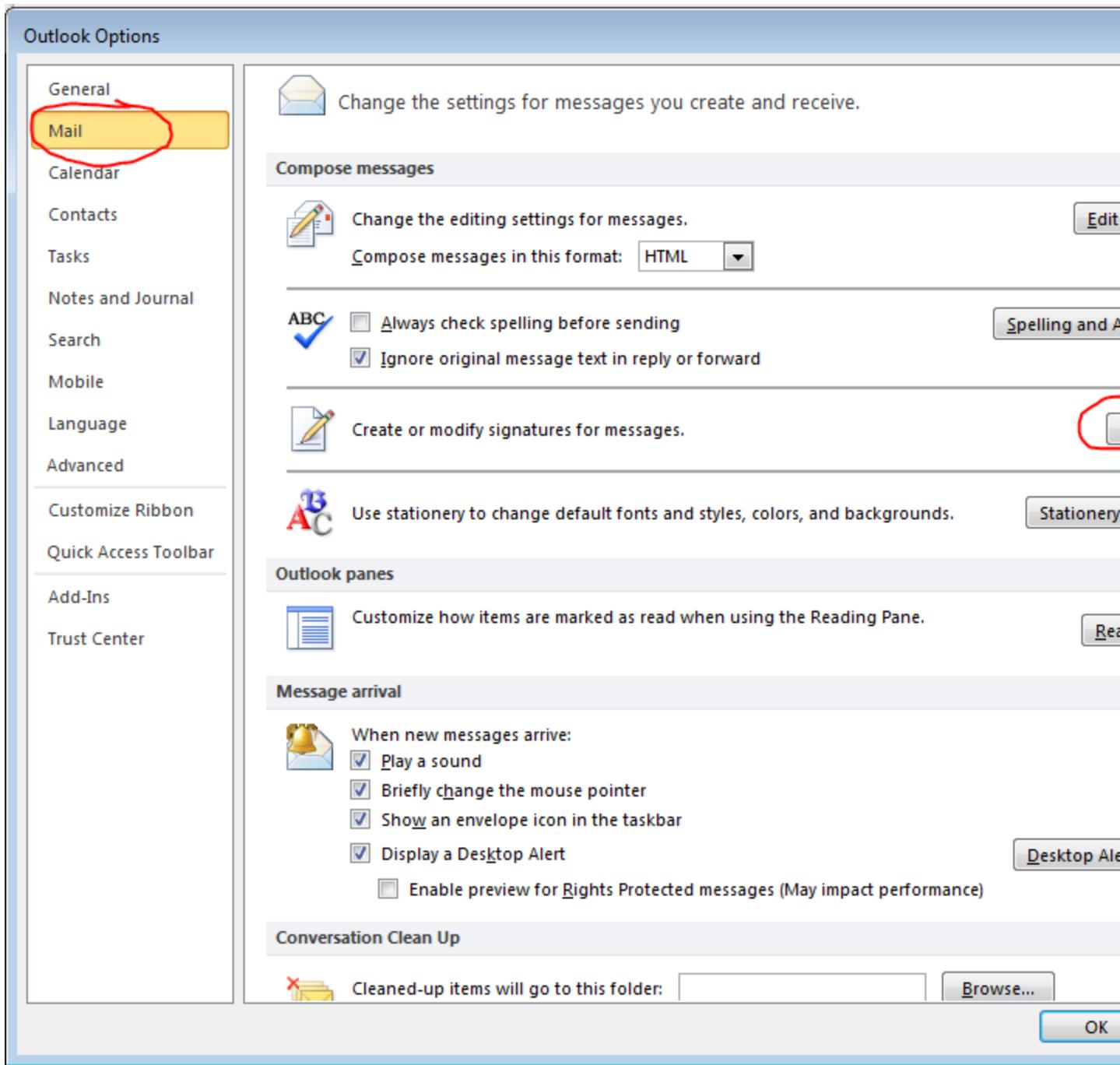
To fix issues with Outlook freezing up when composing new emails **do ONE of the following TWO options**. Either will work. You might prefer one over the other:

Option 1: Turn off your Outlook email signatures:

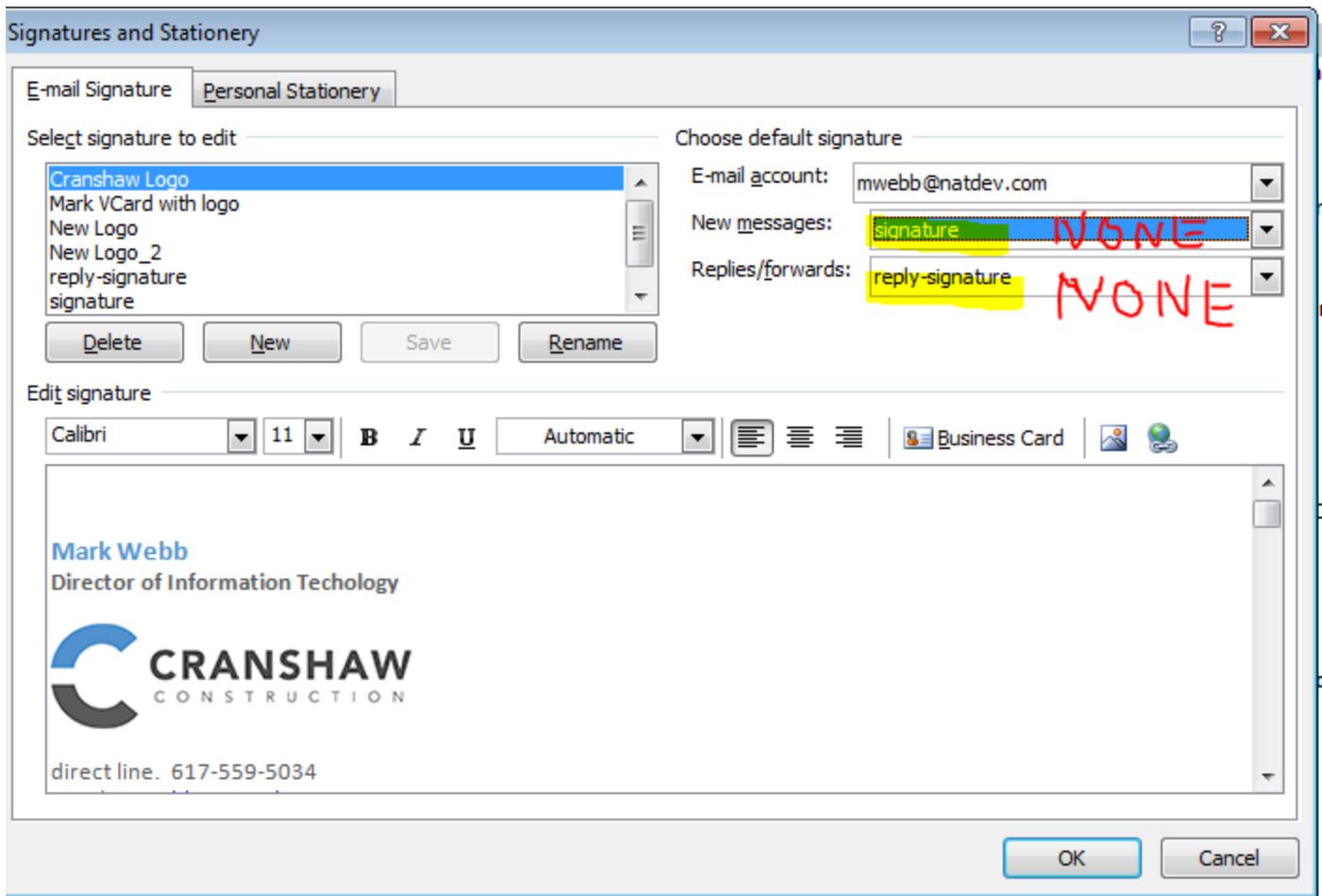
In Outlook, go to File, Options



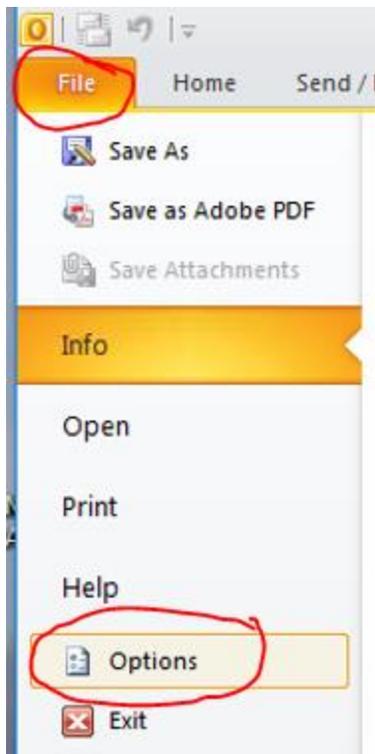
Then Mail, Signatures...

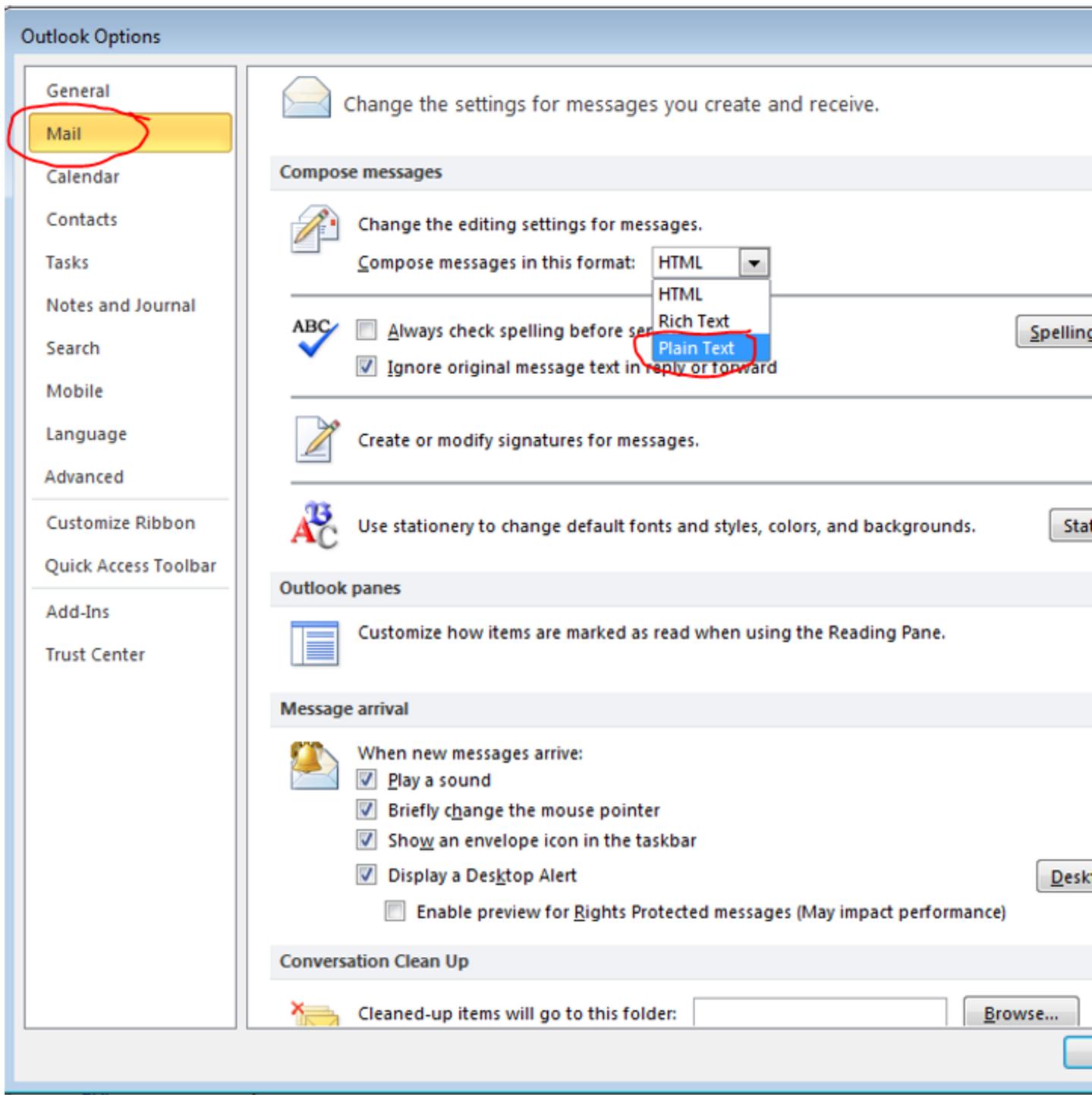


Change your New message and Replies/forwards message to None for both. This will stop your emails from inserting your corporate signatures into new or reply/forward messages. Since the Outlook freezing issue is related to these signatures, by not having them in your newly composed emails then the freezing should not happen. Again, please note with this option you will not have your email signature in your emails until you later turn it back on again.



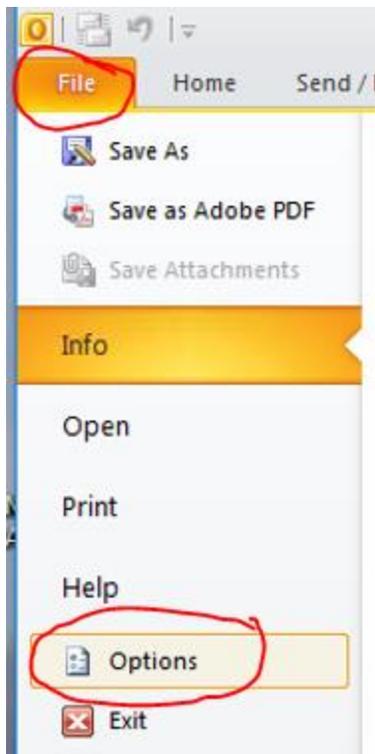
Option 2: Change Outlook settings so that all newly composed messages will be in Plain Text rather than the default of HTML. This will give you a basic email signature in plain text, but the email signature that will be used will not try to go out to the Internet to Dynasend to get a logo. So, if you don't mind the look of plain text, but want an email signature, this option might be for you rather than the above option.





Now the steps above only fix the problem for composing new email.

The steps below fix the issue for replying to emails. It will basically open all emails in Plain text rather than HTML format. So, any fancy Dynasend signatures will no longer try and go out to the Internet and should open normally when you try to reply to an email.



## Outlook Options

- General
- Mail
- Calendar
- Contacts
- Tasks
- Notes and Journal
- Search
- Mobile
- Language
- Advanced
- Customize Ribbon
- Quick Access Toolbar
- Add-Ins

Trust Center



Help keep your documents safe and your computer secure and healthy.

### Protecting your privacy

Microsoft cares about your privacy. For more information about how Microsoft Outlook helps to protect your privacy, please see the privacy statements.

[Show the Microsoft Outlook privacy statement](#)

[Office.com privacy statement](#)

[Customer Experience Improvement Program](#)

### Security & more

Learn more about protecting your privacy and security from Office.com.

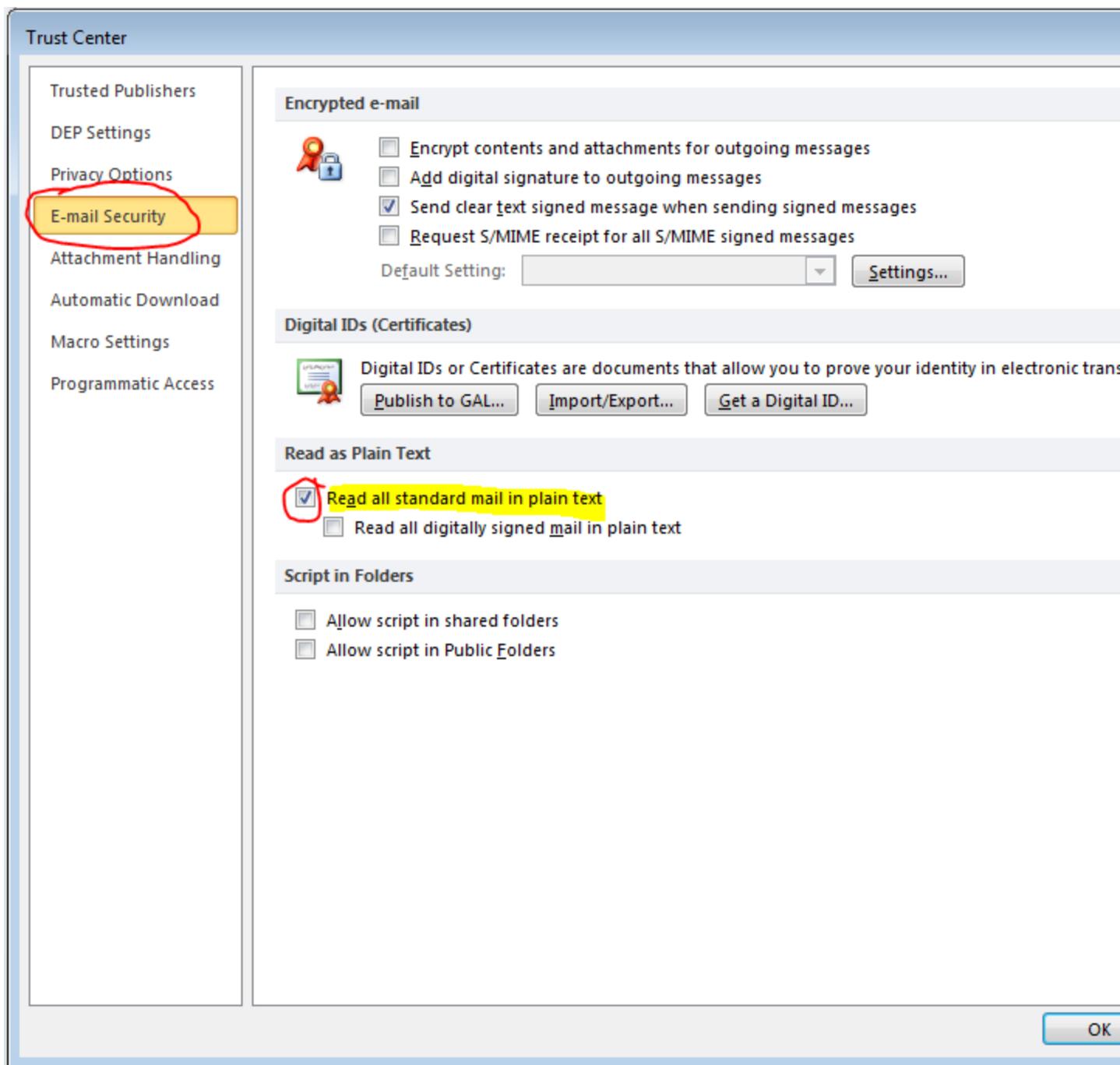
[Microsoft Trustworthy Computing](#)

### Microsoft Outlook Trust Center

The Trust Center contains security and privacy settings. These settings help keep your computer secure. We recommend that you do not change these settings.

Trust C

OK



Once Dynasend fixes their issues, we will likely want to have people put all of these above settings back to the way they were.

Or as mentioned above you can use webmail: <https://webmail.natdev.com> for the rest of the day and hope Dynasend fixes their issue in the morning.

I would like to apologize to our users for the difficulty they have had with Outlook over the last few days. This was a very difficult problem for us to solve and we probably got lucky when I realized that the

email signature issue started happening at the same time as our Outlook issue and that led to our solution.

The issue wasn't caused by anything we did or didn't do, but issues with our email signature service Dynasend. We hope they are able to resolve their issues by tomorrow morning if possible.

Thanks,

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