

## PentagonMail Assistant with New Outlook

Enablement document for PentagonMail Assistant with New Outlook support

**Date:** 01/10/2024

**Version Number:** 1.0

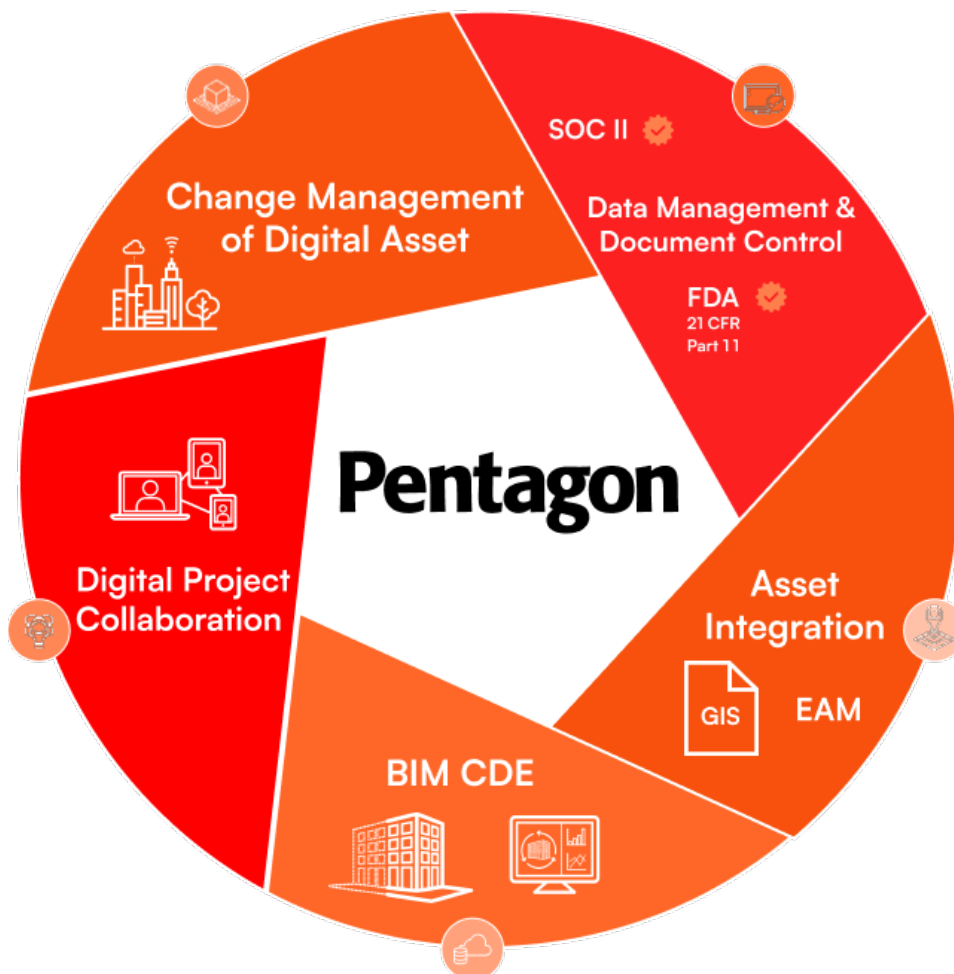
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## DIGITAL CONSTRUCTION INTEGRATORS

Pentagon Solutions Support Owner Operators and their Supply Chains during Asset Creation and Operation.

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## 2 Introduction

Microsoft have now introduced 'New Outlook' as a replacement for the existing 'Mail' and 'Calendar' Windows applications. Users of current Outlook, which is now referred to as 'Classic Outlook' also have the option to migrate to New Outlook. New Outlook is not an iterative replacement for Classic Outlook. Classic Outlook will be deprecated at some point in the future by Microsoft. However, New Outlook does not yet have feature parity with Classic Outlook and Microsoft are continuing to support [Classic Outlook until at least 2029](#).

New Outlook is built on web-based technology, and as such, does not support COM add-ins that are widely used in Classic Outlook. This has required the PentagonMail Assistant (PMA) add-in to be re-written in order to support New Outlook. This document outlines how to enable the New Outlook PMA add-in, and highlights limitations of New Outlook that you may encounter whilst using PMA.

This is an early release of the product and, as such, should only be applied to a limited number of pilot users for testing purposes. Our development team continues to work on aspects that need improvement and also in feeding back information to Microsoft as most of the limitations currently seen in our product cascade down from New Outlook limitations.

Please report any anomalies and feedback via [support@pentagonsolutions.com](mailto:support@pentagonsolutions.com). Your input is highly appreciated.

### 3 Installation

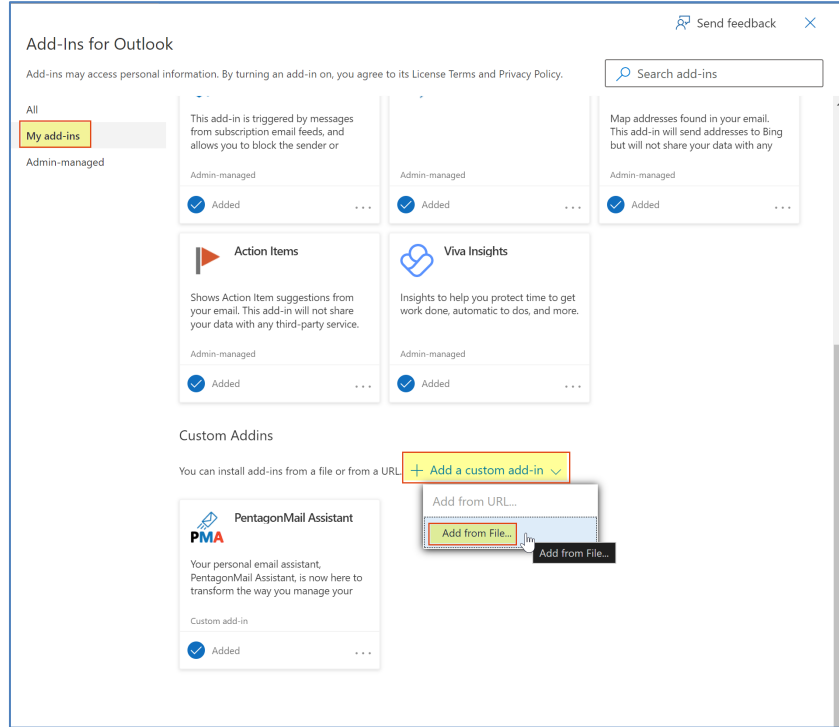
Below are the steps required to install the New Outlook PMA add-in.

Ref	Step	Details
01	Download the PMA installer	Download the latest installer from the following location: <a href="https://pentagonsolutions.com">Downloads &amp; Change Log (pentagonsolutions.com)</a>
02	Run the PMA installer	The installer is run in the same way as previous versions. Select the required options during the install and license PMA if required. At this stage there is no specific option to enable for New Outlook, that is covered in the next steps.

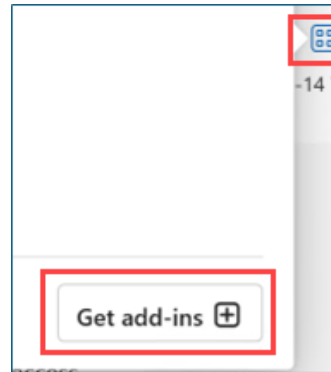
03 Add the PMA add-in for New Outlook

As New Outlook is web-based, the PMA add-in needs to be added through Office365.

For Office 365 users, open this URL:  
<https://outlook.office365.com/owa/?path=/options/manageapps>



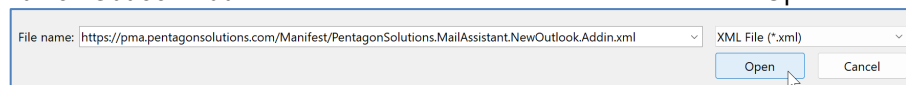
For non-Office 365 users, in New Outlook, select the 'Apps' icon and then click 'Get add-ins':



Click "My add-ins" and scroll down to "Custom Addins"

Click "Add a custom add-in", then choose "Add from File..."

Paste in the Manifest URL:  
<https://pma.pentagonsolutions.com/Manifest/PentagonSolutions.MailAssistant.NewOutlook.Addin.xml> into the "File name:" textbox and click Open.



When the warning pops up, select to install. After that, the browser window can be closed.

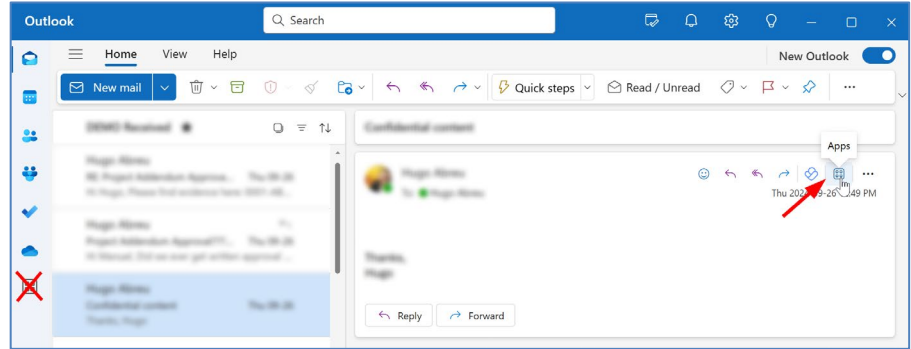
Ref	Step	Details
		<div data-bbox="660 248 1259 678"><p data-bbox="683 286 831 331">Warning</p><hr data-bbox="660 367 1259 371"/><p data-bbox="683 421 1222 483">This custom add-in may access your personal data and send it to a third-party service.</p><p data-bbox="683 501 1187 564">It has not been verified by Microsoft. Make sure you trust the source of the add-in.</p><div data-bbox="791 584 1123 651"><input data-bbox="791 584 951 651" type="button" value="Install"/> <input data-bbox="963 584 1123 651" type="button" value="Cancel"/></div></div>

04 Configure the PMA add-in

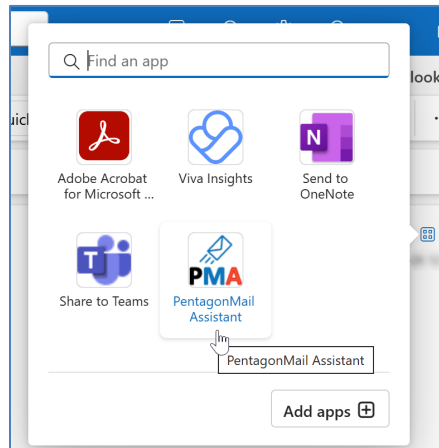
The previous step has added the PMA add-in, however this is not an instant process due to how New Outlook works. You may need to wait a while until the PMA add-in does appear in New Outlook, we are entirely reliant on Microsoft at this point.


Open New Outlook and select a message – no PMA sidebar will be visible.

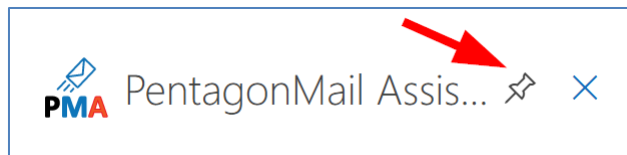
Click the “Apps” icon  within a message – not the one on the left panel.



Select PMA (PentagonMail Assistant). The sidebar should populate at the right-hand side of New Outlook.



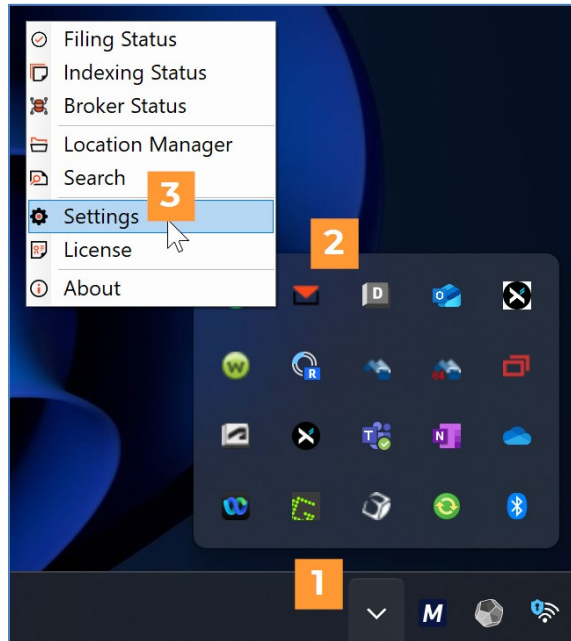
Before selecting another message, pin PMA's sidebar, clicking the “Pin” icon .



The first time PMA runs on a 'clean install' the broker process will be disabled. As a result, the PMA sidebar icons will be greyed out and the below image will be seen:

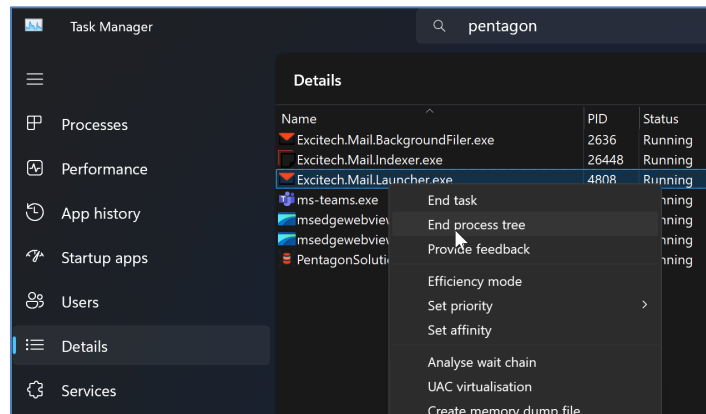


Go to Settings, tick the option “Enable “New Outlook” support (requires PMA restart)” and click OK.



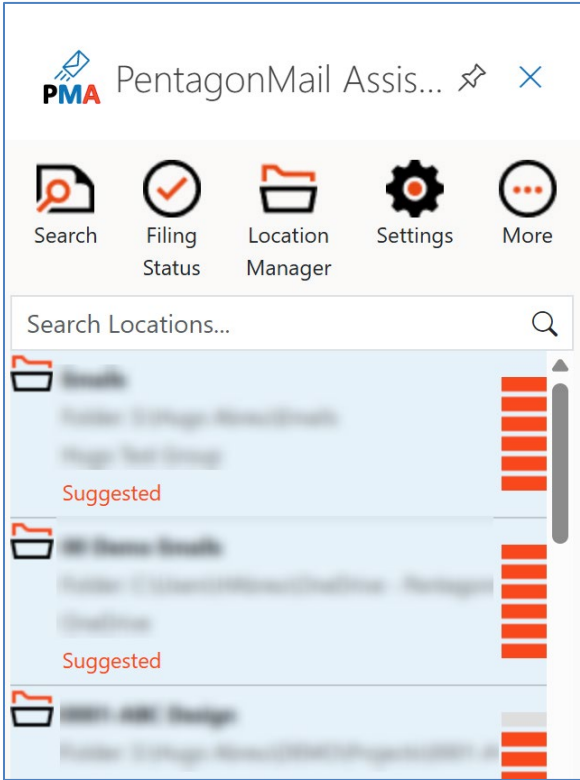
At this point you can either reboot your PC for PMA to be restarted, or you can follow the advanced steps below:

Close New Outlook. Launch the Task Manager, go to the ‘Details’ section, find the process “Excitech.Mail.Launcher.exe”, right-click it and choose “End process tree”.



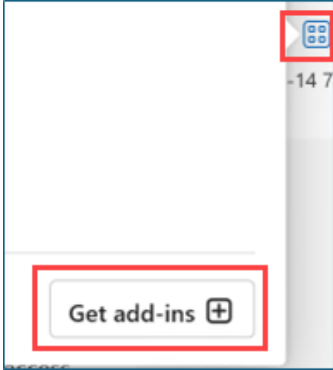
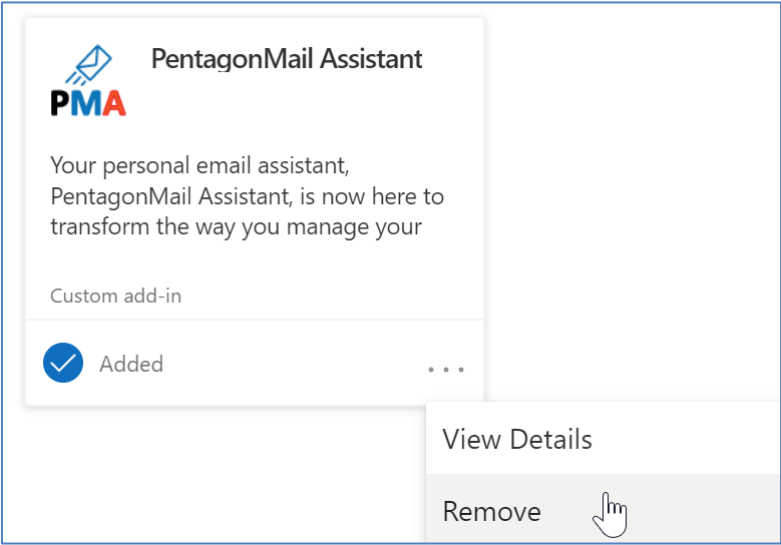
Access *C:\Program Files\Excitech Mail<version number>* and run “Excitech.Mail.Launcher.exe” to restart PMA.

Restart New Outlook. Once you select a message, the PMA sidebar will now be shown.

Ref	Step	Details
		 <p>The screenshot displays the PentagonMail Assistant (PMA) interface. At the top, there is a title bar with the PMA logo and the text 'PentagonMail Assis...'. Below the title bar is a navigation bar with five icons: Search (magnifying glass), Filing Status (checkmark in a circle), Location Manager (folder icon), Settings (gear icon), and More (three dots icon). Below the navigation bar is a search bar labeled 'Search Locations...' with a search icon on the right. The search results are displayed in a list format, showing three folders. Each folder has a folder icon on the left and a vertical bar of red bars on the right, indicating the number of items. The first folder is labeled 'Suggested' and contains three items. The second folder is also labeled 'Suggested' and contains three items. The third folder is partially visible and contains one item.</p>

## 4 Uninstall

Below are the steps required to uninstall the New Outlook PMA add-in. Please follow these steps when you are done testing PMA with New Outlook support.

Ref	Step	Details
01	Remove the PMA add-in	<p>For Office 365 users, open this URL:  <a href="https://outlook.office365.com/owa/?path=/options/manageapps">https://outlook.office365.com/owa/?path=/options/manageapps</a></p> <p>For non-Office 365 users, in New Outlook, select the 'Apps' icon and then click 'Get add-ins':</p>  <p>Click "My add-ins" and scroll down to "Custom Addins"</p> <p>Click the three dots at the bottom of the PMA tile and select Remove.</p>  <p>In PMA, go to Settings and untick the "Enable "New Outlook" support (requires PMA restart)" option and click OK.</p> <p>The change may take some time to take effect as this will depend on Microsoft processes and it is not something the Pentagon team can control.</p>

## 5 Known Limitations of New Outlook

The following are issues that are present in New Outlook which may impact users moving from Classic Outlook.

1. New Outlook is slower than Classic Outlook due to the different underlying technologies. It also uses much more RAM.
2. New Outlook only provides a single area for add-ins to be displayed as a side bar. This causes a clash with the 'My Day' feature of New Outlook as it occupies the same location. This means you must close/open the PMA side bar (or other add-ins) if you want to access the 'My Day' content.
3. If you group messages into conversations and the setting to "Set 'Filed' category for filed items" is ticked, when a single message within a conversation is filed, the entire conversation will be categorized as 'Filed' (even though there may be messages within the conversation which aren't filed).
4. New Outlook does not currently provide a preview of URL's in an email. This is a security risk as users cannot verify a link before clicking it.
5. New Outlook being web-based requires an internet connection to start. If you already have New Outlook open and then close/lose the internet connection it can still work in an offline mode if that is enabled in settings. [Microsoft are working on this issue.](#)
6. Ordering emails by the 'From' column (as an example) doesn't allow for quickly locating emails as you cannot use a keyboard shortcut to move to a desired 'From' email address quickly. The emails also load in batches as you scroll down making this function much less useable.
7. We have experienced the reminder dialog no longer working in New Outlook, meaning that no notifications for meetings are seen, etc.
8. Not all features of Classic Outlook are available in New Outlook: [New and classic Outlook for Windows feature comparison - Microsoft Support](#)

## 6 Known Limitations of PMA with New Outlook

The following are limitations of PMA with New Outlook:

1. As New Outlook is browser-based (MS Edge), when a new update is pushed to PMA, the change may not take effect immediately. It could be the case that New Outlook is holding on to its cached copy. Try closing New Outlook, clearing all MS Edge cache and then re-open New Outlook.
2. The user is prompted to file a message on send even if the "Prompt to file on send" setting is unticked.
3. New Outlook only provides a single area for add-ins to be displayed as a side bar. This causes a clash with the 'My Day' feature of New Outlook as it occupies the same location. This means you must close/open the PMA side bar if you want to access the 'My Day' content.

## 7 FAQ's

**1. Q: There is a new PMA update. Do I need to manually install a new version?**

**A:** No, in most cases, the update will be automatically applied to PMA. On those occasions where manual intervention is required, Pentagon's team will inform you.

**2. Q: I ran an update but a feature that I should be seeing is not there. What should I do?**

**A:** Please allow at least 24 hours before reporting this issue to our Support Team. Certain aspects of the install/update are handled by Microsoft routines so the change may take effect immediately, in a few minutes, or even a few days after the update.

**3. Q: Will PMA in New Outlook and in Classic Outlook look identical?**

**A:** Our team designed this new version of PMA to resemble the Classic Outlook version as closely as possible, except for any changes mandated by Microsoft Outlook platform itself.

**4. Q: Will PMA be supported in the "New Outlook for Mac"?**

**A:** Due to low demand, this is not currently being developed.

**5. Q: Can I run both New Outlook and Classic Outlook on the same machine, each with PMA added on?**

**A:** While it's not recommended as best practice, yes, you can run both versions of Outlook with PMA on the same machine. We recommend disabling the Classic Outlook COM add-in so that you do not have two instances running in Classic Outlook.

**6. Q: I am using New Outlook, but my colleagues are still using Classic Outlook. Will we be able to connect, file and search the same PMA locations?**

**A:** Yes, users can mix New and Classic Outlook and still access the same PMA shared filing locations.

**7. Q: Can I run PMA in a web browser or on mobile?**

**A:** While it is possible to use PMA through a web browser, we do not support it. PMA is not yet available for mobile devices.

**8. Q: What should I do if the "Send" button is greyed out while closing the PMA dialog box when sending an email?**

**A:** If you are unable to send the email directly, you can retry sending it from the Drafts folder as a workaround.

## 8 References

### Microsoft

[New Outlook for Windows: A Guide to Product Availability - Microsoft Community Hub](#)  
[Fixes or workarounds for recent issues in new Outlook for Windows - Microsoft Support](#)  
[Microsoft 365 Roadmap \(New Outlook\)](#)  
[Microsoft 365 Roadmap | Offline App Boot](#)  
[New and classic Outlook for Windows feature comparison - Microsoft Support](#)

### Pentagon

PentagonMail Assistant Help:  
<https://licensingportal.pentagonsolutions.com/Help>  
Manifest URL:  
<https://pma.pentagonsolutions.com/Manifest/PentagonSolutions.MailAssistant.NewOutlook.Addin.xml>