

# Unable to send Mail Express packages in Internet Explorer

## THE INFORMATION IN THIS ARTICLE APPLIES TO:

- Mail Express, all versions, using Gmail and Internet Explorer 9

## SYMPTOM

When using Internet Explorer 9 to access a Mail Express message received in Gmail, a slight compatibility issue can arise. Because of the way this version of Internet Explorer handles links opened via Gmail, directly clicking on a Reply or Drop-off link can prevent you from being able to upload a file. After filling out the Reply or Drop-off form and clicking "Send," the status indicator will briefly display at the top of the page and then the spinning "working" indicator in the attachment section will be displayed until the page is closed and the file will not be uploaded.

## WORKAROUND

Instead of clicking the Reply or Drop-off link, right-click the link, and then click **Open in new tab** or **Open in new window**, or click **Copy shortcut** and paste the shortcut into the address box on Internet Explorer.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11104/Unable-to-send-Mail-Express-...>