

Re: Internal mail flagged as spam

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2007-11/msg02394.html>

- *From:* Richard <Richard@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 29 Nov 2007 19:17:01 -0800
-

Hi,

I have just found out that they are using Trend micro to scan for spam so I suspect this is the problem. I have had a look at the admin interface to see where I can add a whitelist but can't find it. If anyone has any experience with trend micro version 3 with exchange i'd appreciate some help.

Thanks in advance,

Richard.

"Richard" wrote:

Hi Bharat,

I mean Outlooks junk mail folder. I have tried right clicking the email from within the Outlook client and adding to approved sender/domain list but this doesn't work?

Thanks for replying.

Richard.

"Bharat Suneja [MVP]" wrote:

Which spam folder? Did you mean IMF's Archive folder? Or Outlook's Junk Mail folder?

—
Bharat Suneja
MVP – Exchange
www.zenprise.com
NEW blog location:
exchangeopedia.com/blog

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"Richard" <Richard@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:F027B49C-41C4-472B-85D9-88D18E329484@xxxxxxxxxxxxxxxxxxxx

I have installed an snmp temp monitor in our comms room
and I am trying to
configure it to send email via an exchange 2003 mail system.
The device is
on
our LAN with an address of 192.168.1.202 and our exchange
server is on
192.168.1.1.

When the device sends the alert email it gets through but
always arrives
in
the spam folder. So far I have tried the following:

1. I have configured the default smtp virtual server properties
at
general –
advanced – edit and have tried the filter settings on and off.
2. I have tried adding an exception for the AD user that sends
the email
in
message delivery options – connection filtering – exceptions.
3. I have tried disabling all the rules in the block list service
configuration on the connection filtering tab of message
delivery options.
4. I have added the IP address of the device sending the mail
in the
accept
list of the global accept and deny list configuration on
message delivery
properties.
5. I have also added the IP address of the sending appliance
to the list
of
IP address that are allowed to relay in the relay restrictions
page of the
default smtp virtual server properties.

In short I have tried it with all message filtering turned off
and every
exception that allows this device to send mail enabled. It can

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send OK but
the
mails always go in the spam folder, even if I right click the
email and
add
it to the safe senders list or safe domain list. The next mail
still goes
in
the spam folder,

To make matters worse I have worked at this place for four
days and I am
new
to exchange.

Any help would be very much appreciated.

Regards,

Richard.