

Re: Mail not appearing in Junk Mail folder

Source:

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.entourage/2007-05/msg00259.html>

- *From:* Diane Ross <dross@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 11 May 2007 14:25:37 -0700
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On 5/11/07 6:22 AM, in article
1178889770.914804.180600@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx, "TIm"
<schaffer93@xxxxxxxx> wrote:

We have a mixed population of macs and pcs. Mac users use entourage.

For junk mail, we have a box running spamassassin, so all incoming
spam is tagged *****SPAM*****.

All users have rules that move mail with *****SPAM***** in the subject to
their junk mail folder.

Are you using the Junk Mail Filter in Entourage? If you still find the need
for a spam rule, make sure it runs last.

I have one mac user for whom *****SPAM***** mail simply never appears.
The junk mail folder simply does not grow.

Check to see if a Mailing List Manager (MLM) rule is moving the mail marked
junk to a different folder.

It's very easy to set up a MLM rule by accident, when you are marking a
message as 'not junk'. The wording of that dialog is ambiguous to say the
least. Mailing List Manager rules run before your other rules.

There are 3 different kind of rules in Entourage:

Mailing List Manager (MLM)
Junk Mail Filter
Rules (custom rules you create)

They run in the order listed. The custom rules also run in the order they
are listed. (top runs first)

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Use the MLM for all lists. Use rules for the remainder. Try to use categories instead of individual addresses when possible. When an address is added assign a category then it will automatically be acted on by the rule.

1) POP Rules act on a message ONLY when it first arrives in the Inbox (On My Computer), NOT when it arrives in any other folder. Once it's moved to another folder it won't be seen by rules.

2) IMAP Rules are meant to act on a message ONLY when it first arrives in the IMAP INBOX, not when moved to another IMAP folder.

3) Exchange Rules act on a message ONLY when it first arrives in the Exchange Inbox.

See "Using Rules with Entourage" for help and examples:

<<http://entourage.mvps.org/rules/index.html>>

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Diane Ross, Microsoft Mac MVP

Entourage Help Page

<<http://www.entourage.mvps.org/>>

One of the top five MS Entourage resources listed on the Entourage Blog.

<<http://blogs.msdn.com/entourage/>>

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