

# Re: Exchange 2003 Outlook – Email in Junk Folders

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg02690.html>

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- *From:* [v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx) (Terence Liu [MSFT])
  - *Date:* Mon, 21 Jan 2008 10:11:29 GMT
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Hello Customer,

Thank you for posting here. Let's also thank Dave and Brian for the input.

According to your description, I understand that the internal email from one client go to the junk email folder in some receivers. If I have misunderstood the problem, please don't hesitate to let me know.

First I want to explain how the junk email folder work with internal emails: Messages submitted to Exchange using authenticated credentials receive an SCL value of -1. All users that submit messages from authenticated clients such as Outlook or Outlook Web Access will receive an SCL stamp of -1. This ensures that authenticated messages will not be moved to the Junk E-mail folder.

Internal applications should submit mail using authentication to prevent the messages from being treated as junk e-mail, which would occur if the messages either (1) don't go through Intelligent Message Filter and do not receive an SCL value, or (2) they go through Intelligent Message Filter and get a value that is high enough that an action is taken on the message that either prevents it from being delivered to the recipient or moves it to the user's Junk E-mail folder.

Therefore, please ensure the user who send the email thru Outlook Exchange account (MAPI, not SMTP). Or, you can make the user send email thru OWA, and test this issue.

Note: Please check the SCL value in the Outlook and ensure it is -1:

How to verify the Intelligent Message Filter SCL rating in Outlook 2003  
<http://support.microsoft.com/?id=895091>

Based on my research, I suggest we try the following steps to see if we can resolve this issue:

Step 1: Also we may change the level of junk e-mail protection to "No protection" with the following steps to see if the email go to junk email

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folder:

1. On the Tools menu, click Options.
2. On the Preferences tab, under E-mail, click Junk E-mail.
3. Select the protection level as No Automatic Filtering.

Then, test the issue. Does the email also go to junk email folder?

Step 2: To add your Exchange IP address into Connection Filter to bypass IMF on Exchange to see if it help:

1. Launch Exchange System Manager (ESM), expand Global Settings.
2. Right click Message Delivery, click Properties.
3. Click Connection Filtering tab, click Accept button, then you can add IP address of your Exchange Server

After that, we need enable Connection Filter in SMTP Virtual Server.

1. Start Exchange System Manager.
2. Expand "Servers", expand "<Server Name>", expand "Protocols", and then expand "SMTP".
3. Right-click the SMTP virtual server where you want to apply the filter, and then click "Properties".
4. On the "General" tab, click "Advanced".
5. Click the IP address that you want to apply the filter to, and then click "Edit".
6. In the "Identification" dialog box, click to select either the "Apply Connection Filter" check box.
7. Click "OK", click "OK", click "Apply", and then click "OK".
8. Restart the SMTP virtual server where you applied the filter.

Step 3: Please try to create a new Outlook 2003 email profile on the client computer which send the problematic email, and then test this issue.

How to create a new e-mail profile in Outlook 2003

<http://support.microsoft.com/?id=829918>

If we cannot resolve the issue after we perform the above steps, please help me collect some information for further investigation:

1. Does the problematic email SCL value is -1?
2. Does the issue only happen when the email send from the individual client?
3. Do you get external email thru POP3 connector?

I hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

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Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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| From: CK <clankuku@xxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| Subject: Re: Exchange 2003 Outlook – Email in Junk Folders  
| Date: Fri, 18 Jan 2008 06:22:22 -0800 (PST)  
| Organization: <http://groups.google.com>  
| Lines: 28  
| Message-ID:  
<f0296ad2-820f-4196-89e0-c6ab74fc8433@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| References:  
<5498b53b-e851-4c02-876b-7b0bd8ee2501@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| <#4VFSScWIHA.2304@xxxxxxxxxxxxxxxxxxxxxxxx>  
| NNTP-Posting-Host: 87.84.72.68  
| Mime-Version: 1.0  
| Content-Type: text/plain; charset=ISO-8859-1  
| Content-Transfer-Encoding: quoted-printable  
| X-Trace: posting.google.com 1200666142 5793 127.0.0.1 (18 Jan 2008 14:22:22 GMT)

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| X-Complaints-To: groups-abuse@xxxxxxxxxxx  
| NNTP-Posting-Date: Fri, 18 Jan 2008 14:22:22 +0000 (UTC)  
| Complaints-To: groups-abuse@xxxxxxxxxxx  
| Injection-Info: v46g2000hsv.googlegroups.com; posting-host=87.84.72.68;  
| posting-account=pC-ACQoAAADQjvAq4NNdWoUpnOqgzHw  
| User-Agent: G2/1.0  
| X-HTTP-UserAgent: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1;  
..NET  
| CLR 1.1.4322; .NET CLR 2.0.50727; InfoPath.2),gzip(gfe),gzip(gfe)  
| Path:  
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS02.phx.gbl!msrtrans!  
msrn-in!newshub.sdsu.edu!border1.nntp.dca.giganews.com!nntp.giganews.com!pos  
tnews.google.com!v46g2000hsv.googlegroups.com!not-for-mail  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:87440  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| On 18 Jan, 12:44, "Brian Cryer" <bri...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| wrote:

| > "CK" <clank...@xxxxxxxxxx> wrote in message  
| >  
| >

[news:5498b53b-e851-4c02-876b-7b0bd8ee2501@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:5498b53b-e851-4c02-876b-7b0bd8ee2501@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

| >  
| >> When a users sends internal email to all others in GAL, some users get  
| >> the email in their junk folder?

| No rules. 1 user has junk set to low and still gets the email in the  
| junk folder??

| >> I have checked the settings and none of the okay users have any  
| >> different junk settings to those with problems. is there any reason  
| >> why or other setting i may be missing?  
| >> I have even tried adding the domain in the safe senders list but still  
| >> doesn't work.

| >  
| > Do any of the users (who have these emails ending up in their junk  
| folder)> have any rules for moving emails to junk? I ask because one of my  
| users had

| > a similar issue with some emails from a particular customer and we  
| traced it

| > back to his custom rules, and nothing to do with the normal junk email  
| > handling provided by outlook & exchange.

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| > Brian Cryer [www.cryer.co.uk/brian](http://www.cryer.co.uk/brian)

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