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Subject: 550 Your message was not delivered for policy reasons with KAV

Posted by [maikr](#) on Mon, 23 Apr 2007 13:15:28 GMT

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Hi,

I use NST with kaspersky antivirus 6 as Anti-Virus-Scanner.

But if kav find a virus as attachment it delete the file and then NST show me a few errors. here is the error log:

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Apr 23, 2007, 15:03:29 Session 0: (SpamAssassin) Executing: sa\spamassassin.exe -x -c  
"sa\ruleset" -e 255  
Apr 23, 2007, 15:03:33 Session 0: (SpamAssassin) Command line exit code is 0  
Apr 23, 2007, 15:03:33 Session 0: (SpamAssassin) Filter result is accept/deliver  
Apr 23, 2007, 15:03:33 Session 0: (Kaspersky Anti Virus neu) Executing:  
"C:\Programme\Kaspersky Lab\Kaspersky Anti-Virus 6.0\avp.exe" SCAN  
C:\WINDOWS\TEMP\KAV0i.msg /i3 /RA:C:\WINDOWS\TEMP\KAV0e.log -es:15  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) Command line exit code is 101  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) Rename operation failed (No such  
file or directory)  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) Command stderr output:  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) 2007-03-23  
15:03:33 Scan_Objects$0151 starting 1%  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; --- Settings ---  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Action on detect: Disinfect  
automatically  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Scan objects: All infectable  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Use iChecker: Yes  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Use iSwift: Yes  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Try disinfect: Yes  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Try delete: Yes  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Try delete container: Yes  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Size limit: 15 Mb  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Exclude by mask: No  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Include by mask: No  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Objects to scan:  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ;  
"C:\WINDOWS\TEMP\KAV0i.msg" Enable=Yes Recursive=No  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; -----  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) 2007-03-23  
15:03:33 C:\WINDOWS\TEMP\KAV0i.msg detected Trojan-Downloader.JS.Psyme.cd  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) 2007-03-23  
15:03:33 Scan_Objects$0151 running 50%  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) 2007-03-23  
15:03:33 C:\WINDOWS\TEMP\KAV0i.msg was saved in the backup storage  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) 2007-03-23
```

15:03:34 C:\WINDOWS\TEMP\KAV0i.msg was deleted  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) 2007-03-23  
15:03:34 Scan\_Objects\$0151 completed  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; --- Statistics ---  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Time Start: 2007-03-23 15:03:33  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Time Finish: 2007-03-23 15:03:34  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Completion: 100%  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Processed objects: 1  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Total detected: 1  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Detected exact: 1  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Suspicions: 0  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Treats detected: 1  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Untreated: 0  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Disinfected: 0  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Quarantined: 0  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Deleted: 1  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Skipped: 0  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Archived: 0  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Packed: 0  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Password protected: 0  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Corrupted: 0  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Errors: 0  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; Last object:  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) ; -----  
Apr 23, 2007, 15:03:35 Session 0: (Kaspersky Anti Virus neu) Filter result is reject/delete  
(non-recoverable error)  
Apr 23, 2007, 15:03:35 Session 0: Incoming mail action: reject/delete (non-recoverable error)  
Apr 23, 2007, 15:03:36 Session 0: 550 Your message was not delivered for policy reasons.  
Apr 23, 2007, 15:03:36 Session 0: RSET  
Apr 23, 2007, 15:03:36 Session 0: 250 OK  
Apr 23, 2007, 15:03:36 Session 0: QUIT  
Apr 23, 2007, 15:03:36 Session 0: 221 closing connection - goodbye!

-----  
command line: %SCANNER% SCAN %IN% /i3 /RA:%ERR% -es:15

So is there any chance to make NST replace the attachment with a dummy file like virus\_information.txt if kav find and delete a virus?

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Subject: Re: 550 Your message was not delivered for policy reasons with KAV

Posted by [support](#) on Wed, 25 Apr 2007 14:25:02 GMT

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> But if kav find a virus as attachment it delete the file and  
> then NST show me a few errors. here is the error log:

> command line: %SCANNER% SCAN %IN% /i3 /RA:%ERR% -es:15  
>  
> So is there any chance to make NST replace the attachment with  
> a dummy file like virus\_information.txt if kav find and delete  
> a virus?

Please change the command line to the following:  
%SCANNER% SCAN /i0 %IN% /R:%ERR% -es:15  
and make sure that the exit codes are properly mapped:  
0 : Mail is clean, no virus found -> accept/deliver  
1 to 4 : KAV execution error -> reject/delete  
101 and 102 : Mail is infected -> reject/delete

Post Edited (04-25-07 16:37)

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