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Subject: Clients complaining of false postives!

Posted by [eastwood](#) on Fri, 08 Oct 2004 18:00:53 GMT

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I have NST set to delete spam and send message back to sender

Its set as 5.0 for the score.

But some clients are telling me that they are having emails from certain people that are being marked as spam but are definately not!

I cant find out what the blocked messages scored in the log simply that they were blocked?

How can i see what blocked emails scored so i can possibly raise the level from 5 to a higher level but still stopping true spam

or can anybody suggest what I can do to help this situation?

Cheers

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Subject: Re: Clients complaining of false postives!

Posted by [support](#) on Mon, 11 Oct 2004 12:40:27 GMT

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You've chosen to delete spam mails outright, this makes it difficult to find out in hindsight what has gone wrong. Maybe you can reconfigure your system in a way that spam mails are only tagged, and not deleted (reject/deliver), while your mail server or client has a filtering rule that moves the mail to a quarantine folder.

Then it is possible to look at the Received-headers, and at the X-Spam-Status headers of the blocked mail, and find out which SpamAssassin rules triggered.

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