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Subject: Whitelist

Posted by [Wendy](#) on Fri, 28 Jan 2005 04:18:49 GMT

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We're new to NST and run Windows 2003 server.

I'm having a problem with an email address listed in the whitelist which is still being rejected as Spam.

Can anyone assist?

Thanks

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Subject: Re: Whitelist

Posted by [support](#) on Fri, 28 Jan 2005 12:06:02 GMT

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The whitelist setting affects SpamAssassin only. Check which filter rejects the mail in question, maybe it is the attachment blocker or virus filter.

To find out what happens, enable detailed logging (File->Global Settings). Afterwards, you will find all the information you need in the log.

Also make sure you are using version 2.0.3.1 or later. In earlier versions, SpamAssassin checked the "From:" header in the message only, which can be different from the sender name used in the actual mail transfer.