
Subject: Allow certain addresses to go through

Posted by [soatley](#) on Wed, 28 Dec 2005 18:59:00 GMT

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I am having a big problem with messages that are supposed to get through the filters, but aren't.

I have Clam Anti-virus, Attachment Filter and Spam Assassin in my filter list (in that order too) and in the 'Address Patterns to disable filter' box, I have the wildcard domains that I want to allow through without any checking. The messages are still being stopped at the Attachment Check for the MIME error policy.

How can I get this to stop? The support tickets for my provider keep setting NST off and each time I post a support ticket, they get my message and a 550 error from the mail server.

Subject: Re: Allow certain addresses to go through

Posted by [support](#) on Thu, 29 Dec 2005 12:06:13 GMT

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Probably you want to pass messages based on the sender address.
NoSpamToday!'s filter settings allow only to pass messages based on the recipient address.

It is likely that the web form you use to submit tickets generates broken messages. Either use a decent mail client to submit a ticket, or change the MIME error policy of the attachment filter to pass bad mails (accept/deliver).

Subject: Re: Allow certain addresses to go through

Posted by [soatley](#) on Thu, 29 Dec 2005 13:55:05 GMT

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So right now, I have it set to disable filters using *@domain.com. Are you saying that I should change it to email1@domain.com, email2@domain.com and that will work with the MIME policy enabled?

I doubt that I will be able to get Kayako (the support company) to change their software, so I am hoping to get a workaround that will allow their messages to pass through.

Thanks,
Shawn

Post Edited (12-29-05 14:55)

Subject: Re: Allow certain addresses to go through

Posted by [soatley](#) on Fri, 30 Dec 2005 20:02:01 GMT

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Anyone?

Subject: Re: Allow certain addresses to go through

Posted by [soatley](#) on Thu, 06 Apr 2006 11:23:48 GMT

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BytePlant Support,

So right now, I have it set to disable filters using *@domain.com. Are you saying that I should change it to email1@domain.com, email2@domain.com and that will work with the MIME policy enabled?

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Subject: Re: Allow certain addresses to go through

Posted by [Heidner](#) on Sat, 08 Apr 2006 02:04:28 GMT

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Have you tried turning on detailed logging, then check the log files and see which filter causes the reject. Tune only that filter.

Also you may want to enable the option to save e-mails to a storage area.

I configure NST, with attachment filter first, virus checker second, spam trap, then the mail storage option, the mime filter, and spam assassin last.

Look at the contributed contributed area and try out "SPAMLOGS" this will let you generate a report of e-mails that have been rejected. You should easily be able to look at the ones by your support service, look at the timestamp and find the corresponding "saved" message in the storage area. This will at least let you bring the mail back in and continue the thread with the Kayako support person.

It also lets you look at why their e-mail is being rejected - then you can tune your filters, send

Kayako info so they can correct their mailer, and if the problem really is a NST problem you would have enough info to pass it on to the NST people so they can track down and fix a bug.

Unfortunately there are lots of mailers out there that are not RFC compliant. Including ones like NASA.GOV, Washingtonpost.com.... and a few travel agencies. In most cases they violate the MIME rules. Once you capture the defect you can sometimes get them to correct their problem so the mail doesn't bounce. I was able to do this with one travel agency (but it took MONTHS). For them it was the fact that mail wasn't bouncing just from me but other companies that also check for MIME violations.
