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Subject: Not all incoming e-mails are being logged

Posted by [kass](#) on Tue, 17 Jul 2007 17:20:11 GMT

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We recently installed NST and are incredibly pleased with its performance. We were previously using iMail's built-in Anti-Spam filter, which we found to be far inferior to NST.

We're having a strange problem. Some incoming e-mails are not being logged to the NST report. Also, these e-mails do not have the X-Spam headers. We've noticed that this is only happening from a few legitimate domains. Most e-mails are logged. Our log is set to "extended logging". Our version of NST is "3.0.3.4 Trial".

How do we get NST to properly log all incoming e-mails?

For what it's worth, we're using NST on the same server as our mail server. Our firewall is redirecting all mail traffic on port 25 to the NST port of 26.

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Subject: Re: Not all incoming e-mails are being logged

Posted by [support](#) on Wed, 18 Jul 2007 13:30:16 GMT

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Maybe you have a secondary mail server?

Maybe your ISP provides a mail server that acts as secondary MX, and delivers the messages to your server, bypassing NST.

Some spammers send messages specifically to the secondary MX, based on the assumption that it is often less protected.

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Subject: Re: Not all incoming e-mails are being logged

Posted by [kass](#) on Wed, 18 Jul 2007 15:34:32 GMT

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We're not using an isp's mail server. We co-locate our servers at a third-party hosting solution. We currently only have 1 mail server at this site that's sitting behind a firewall that we manage. All incoming traffic to our mail server on port 25 is getting routed to the NST port (port 26) on our mail server. We verified this on our firewall by watching incoming traffic as it gets routed.

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The only thought we had was the specific domains that are not appearing in the NST log are domains that we've white listed in our iMail server. Is it possible that white listed domains in iMail are excluded from NST? We tried removing the white listed domains and the incoming mail is still not logged, so we can't prove our theory, but it's the best thought we've had.

Any insight would be appreciated as we'd like to get NST working before purchasing a license.

Thank you!

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Subject: Re: Not all incoming e-mails are being logged

Posted by [support](#) on Thu, 19 Jul 2007 09:16:22 GMT

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For every message that passes through NoSpamToday!, there is something you see in the log files, even with all logging options disabled.

The only exceptions are SMTP AUTH and TLS sessions, and from what you write it is unlikely that this is what happens.

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Subject: Re: Not all incoming e-mails are being logged

Posted by [kass](#) on Thu, 19 Jul 2007 14:26:56 GMT

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It's very strange. Some incoming messages are not in the log files and not appearing in the "Report" tab on the NST Admin screen. Also, these messages have no "X-Spam" headers, while the messages that are in the log files and on the "Report" tab do have X-Spam headers.

Can you provide any advice on how to track down this problem? Is it possible this issue is only associated with the trial version?

Thanks again for all your help.

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Subject: Re: Not all incoming e-mails are being logged

Posted by [support](#) on Fri, 20 Jul 2007 10:39:55 GMT

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kass wrote:

[...]

> Can you provide any advice on how to track down this problem?

See if your mail server software writes a log of connections accepted, and where those connections come from.

> Is it possible this issue is only associated with the trial  
> version?

Definitely not!

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Subject: Re: Not all incoming e-mails are being logged

Posted by [kass](#) on Fri, 20 Jul 2007 19:23:38 GMT

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Ok, I'm sorry for being dense, but after re-reading your second post, we finally see what our problem is. All of the incoming e-mails that are not being logged are coming in via TLS.

Sorry for all the back-and-forth.

Thank you for your time and patience.

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