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Subject: message not in storage  
Posted by [Cykelsmeden](#) on Sat, 25 Apr 2009 13:21:18 GMT  
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The second I have to ask is, how I get messages in storage?

When I look at the report, I sometime would like to "Learn As HAM/SPAM"

However trying to do anything except black/whitelist in that contextmenu, I'm told "no message in storage"

To my own knowledge, I've set 10.000 k/a bunch of messages and a delay of 3 days (defaultvalues) in the "Mailstorage-" filter which reside in the top of the list.

finn

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Subject: Re: message not in storage  
Posted by [support](#) on Mon, 27 Apr 2009 09:57:58 GMT  
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> When I look at the report, I sometime would like to "Learn As  
> HAM/SPAM"  
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> a delay of 3 days (defaultvalues) in the "Mailstorage-" filter  
> which reside in the top of the list.

The mail log file and the mail storage have different settings. To see which files are indeed in storage, you can switch the data source of the report between the mail log file and the mail storage.

Also, the mail log file has a record of all mail transfers, whereas the mail storage may not store all files, depending on its position in the filtering pipeline.

Blacklisting/Whitelisting will always work, because the mail log file stores the sender and recipient addresses. Learning messages requires the complete message, so a copy needs to reside in the mail storage.

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Subject: Re: message not in storage  
Posted by [Cykelsmeden](#) on Thu, 30 Apr 2009 10:20:12 GMT

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Blacklisting/Whitelisting will always work, because the mail log file stores the sender and recipient addresses. Learning messages requires the complete message, so a copy needs to reside in the mail storage.

Well, I didn't express myself clearly :)

I did understand this, so my question is in fact: "How exactly do I enable Mail Storage"?

I was of the impression, that I have enabled mailstorage, but apearantly I have not ;(  
I've run the wizard several times, mostly accepting default values, but I have still no mailstorage.

finn

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Subject: Re: message not in storage  
Posted by [support](#) on Thu, 07 May 2009 15:12:42 GMT  
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To create a mail storage, choose "Filter Setup" -> "Add Mail Storage".

If you want to archive all incoming mails, move the Mail Storage to the first position of the filter pipeline.

Post Edited (05-08-09 19:18)

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