Email on safe list blocked by TechMail junk filtering

Symptoms

All of the following are true:

- You have an email address (not the entire domain) added to your Safe Senders List and that safe list is stored in your account on the TechMail servers. You verified that this is true by viewing your safe lists through Outlook on the web.
- An incoming email message from the same address on your Safe Senders List was blocked by the TechMail servers and rejected for delivery, and you received an error message indicating that it was blocked due to the SCL score.

Cause

It takes up to five hours after adding an email address to your Safe Senders Lists before that change becomes effective across the entire TechMail system. This is because TechMail makes use of a feature called aggregate safe lists.

Solution

After adding an email address to your Safe Senders List, please wait five hours and have the sender attempt delivery again. Check your Junk E-mail folder and other TechMail folders if you still did not find the message you are expecting.

NOTE: Email addresses, not entire domains, should be added to your Safe Senders List whenever possible.

OUTCOME

If an email address is on your Safe Senders List and at least five hours have passed since adding it, incoming mail from that address will be delivered to your TechMail mailbox.

Solution Properties

Solution ID
110923133639787

Last Modified Date
01/17/2020 09:45:09 AM

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