

ESET Tech Center

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Ondersteuning | ESET Nederland - 2017-11-27 - Comments (0) - ESET Mail Security for Exchange Server

<https://support.eset.com/kb3307>

Issue

Add a sender's email address to the **Approved senders** list to make sure that emails from that sender are not filtered as spam

Add a sender's IP address to the **Allowed IP addresses** list to make sure that emails from that IP address are not filtered as spam

Add a domain to the **Allowed domains** list to make sure that emails from that domain are not filtered as spam

Solution

If you do not use ESET Remote Administrator to manage your network

[Perform these steps on individual client workstations](#)

Whitelisting or blacklisting using ESET Remote Administrator 5.x

A comma-delimited list of whitelist or blacklist items can be added via ESET Configuration Editor to more conveniently add multiple entries to the ESET Mail Security for Microsoft Exchange Server (EMSX) Allowed Senders/Blocked Senders lists. To do so, follow the steps below:

1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start** → **All Programs** → **ESET** → **ESET Remote Administrator Console** → **ESET Remote Administrator Console**.
 2. Click **Tools** → **Policy Manager**.
 3. Select the policy that you want to modify and click **Edit**.
 4. Expand **Windows Server v4.5** → **Mail Security 4.5 for MS Exchange Server** → **Server protection** → **General mail server protection settings** → **Antispam protection** → **Antispam engine setup** → **Filtering** and click **Allowed senders list (WhiteList)** or **Blocked senders list (BlackList)** depending on which list you want to add to.
 5. Click **Console** → **Yes** to save your changes. You can now export the entire configuration as an .xml file and import it directly into ESET Mail Security for Microsoft Exchange Server, or push the configuration out using ERAC.
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Whitelisting or blacklisting on individual client workstations

1. Open ESET Mail Security by clicking **Start** → **All Programs** → **ESET** → **ESET Mail Security** → **ESET Mail Security**.
2. Press **F5** on your keyboard to open setup.
3. Expand **Antispam protection**, click **Antispam engine** and then click **Setup**.



Figure 1-1

Click the image to view larger in new window

4. Expand **Filtering**, click **Allowed senders** and click **Add**.
 - To allow all emails from a specific IP address or domain,

select the **Allowed IP** or **Allowed Domain** list and submit the appropriate information in place of the sender's email address in step 5 below.



Figure 1-2

5. Type the email address of the sender that you want to keep from being filtered as spam into the **Email address or domain** field and click **OK**.



Figure 1-3

6. Click **OK** to close the **Setup** window, click **Reload of antispam engine parameters** and then click **OK** to exit setup. Emails from the sender/IP/domain that you entered will no longer be filtered as spam.



Figure 1-4

Click the image to view larger in new window

Tags
EMSX