FAQ 1 : How to handle mail delivery issues

(case : Outlook locally installed)

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Approval	
Document	
Version	
Date	
Distribution	

Possible reasons why your mail is not arriving.

### 1.1.1 **The default Anti-spam engine is blocking your mail.**

Our Mail on Demand solution includes a standard Anti-Spam engine to protect you from incoming SPAM messages. The Anti-Spam engine is a standard 'as-is' service filtering incoming mails against several conditions such as : Denied IP addresses, SPF records, sender reputations, antivirus….

The Standard Anti-Spam Service cannot be adapted to the preferences of each individual Customer.

If your email is blocked by the Anti-Span engine, the following guidelines might help you :

IMPORTANT : THIS PROCEDURE WILL ONLY WORK ON LOCALLY INSTALLED OUTLOOK. PEOPLE WHO USE OUTLOOK THROUGH CITRIX, NEED TO FOLLOW THE PROCEDURE FOR OUTLOOK WEB APPS
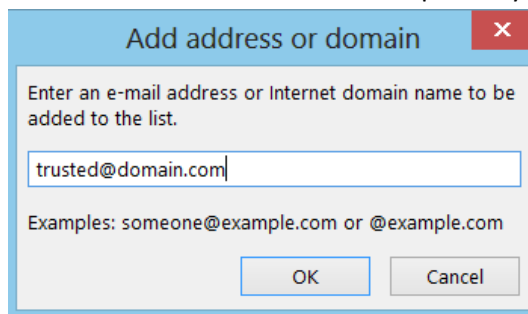
- In Outlook, click on the Junk icon and select "Junk E-mail Options".
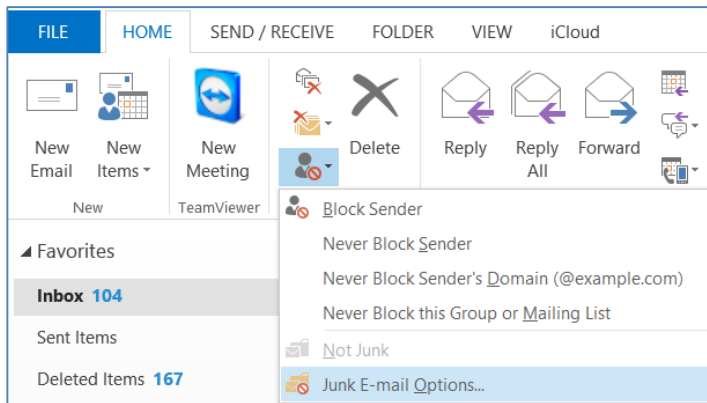
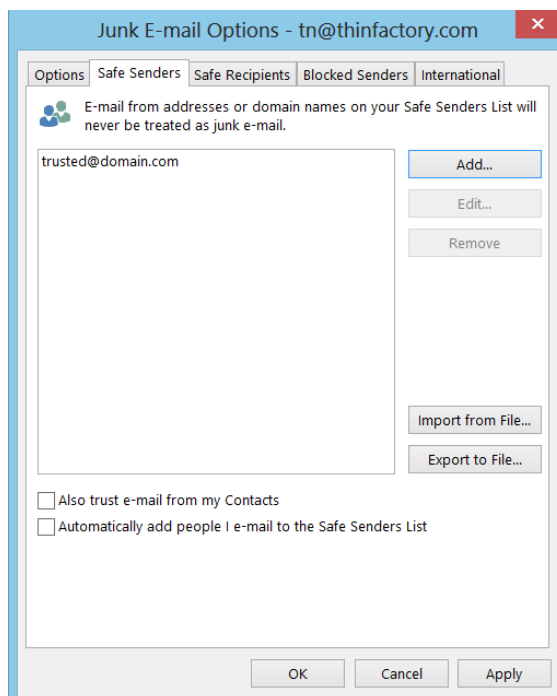- In the Junk E-mail Options, select the Safe Senders Tab. Click Add to add a new email address.
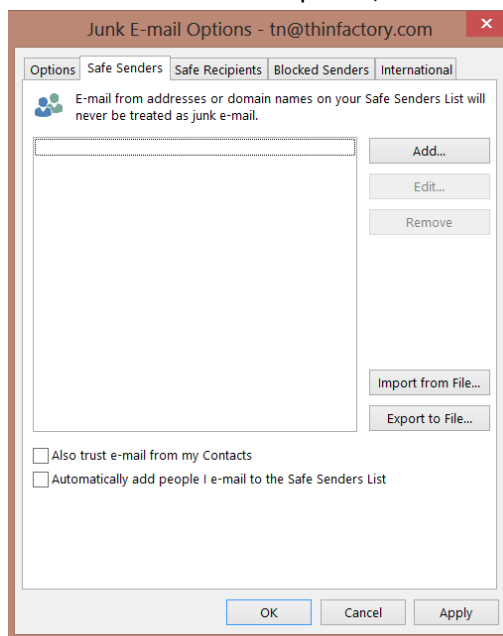
- Fill in the email address of the person you want to whitelist and click OK.

Add address or domain

Enter an e-mail address or Internet domain name to be added to the list.

trusted@domain.com

Examples: someone@example.com or @example.com

OK   Cancel

- You have now whitelisted the email address.
  Next, click OK to save the configuration and exit this menu.

Junk E-mail Options - tn@thinfactory.com

Options | Safe Senders | Safe Recipients | Blocked Senders | International

E-mail from addresses or domain names on your Safe Senders List will never be treated as junk e-mail.

trusted@domain.com

Add...
Edit...
Remove

Import from File...
Export to File...

☐ Also trust e-mail from my Contacts
☐ Automatically add people I e-mail to the Safe Senders List

OK   Cancel   Apply

This configuration will be applied on the frond-end servers within 30 min.
Wait 30 min before testing your change.

Note: The Cloudplaza anti-spam engine contains several filters which check incoming mails against several conditions:
Denied IP addresses, SPF records, sender reputations, antivirus…. The mail content's check is only 1 of those checks. Putting an email address in the safe sender list only bypasses the content filtering. The other checks will be applied & can reject the incoming mail.