

Answer ID 471
Products IronPort Anti-Spam
Category Anti-Spam
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Access Level Customer

How do I report IronPort Anti-Spam false positives or missed spam?

Question

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Answer

To send a missed spam or incorrectly marked as not-spam email to IronPort Systems for examination, there are a number of ways to submit messages.

- Unless submitted through a plug in (MS Outlook, not MS outlook Express), messages forwarded must be RFC-822 compliant attachments.
- Please note: forwards of previously forwarded messages cannot be processed at this time.

The preferred method is to use the plug in for Outlook, found on the [IronPort Anti-Spam](#) page of our portal, but for customers using clients other than Microsoft Outlook, there are other alternatives. Details for ensuring RFC-822 compliant attachments for MS Outlook (including Express), Lotus Notes, (Mac) Entourage, Thunderbird, are detailed in the link below.

Go to your email program and follow the instructions to attach the email as an [RFC-822 MIME](#) encoded attachment. [See article 472.](#)

- Send false negative (missed spam) to [spam@access.ironport.com](mailto:spam@access.ironport.com).
- Send false positive (mail marked as spam, but is actually ham) email to IronPort Systems to [ham@access.ironport.com](mailto:ham@access.ironport.com).

Each message is reviewed by a team of human analysts and used to enhance the accuracy and effectiveness of the product.

Note: Although every report sent as an RFC-822 attachment to this address will be reviewed, most submissions will not receive an actual physical reply from IronPort.