

McAfee is blocking emails from gmail and yahoo. What c...

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The McAfee filtering system is a much more stringent filter than most by default. There are several things you can do to alleviate this issue.

You can take any or all of the following steps:

- Add Add the sending domain to the domain-level sender allow list in the default inbound filtering policy

 - Select Email Protection>>Policies>>Default Inbound>>Edit

 - Select Allow/Deny tab >> Sender Allow sub tab and add domains accordingly

- Add Adjust the default inbound filtering policy

 - Select Email Protection>>Policies>>Default Inbound>>Edit

 - Select Spam tab and update the settings accordingly

- Add Supply all of the following information to us and we'll investigate to determine exactly which McAfee filter is blocking the message and adjust the filtering settings for you accordingly.

o Add Email address of the sender

o Add Email address of the intended recipient

o Add Date of message (within past 7 days)

o Add Subject of message (not necessary but useful)

o Add Full bounce message if available

IMPORTANT NOTE - Unless you have purchased a customized SLA or extended engineering blocktime, our time to research and adjust your filtering settings may be billable. Please refer to your contract.