

## Spambouncer Nobounce/Whitelist Editing Procedure

If you are constantly getting the same valid email addresses filed into your spam folder in your mail, here is how to add those individuals to your nobounce/whitelist to have their mail delivered into your Inbox folder instead.

On your Windows machine that is connected to your NetMAX server:

1. Go to the Start button, then select Run...
2. A Run window will appear. Type **wordpad** into the Open field, then click the OK button (please note – do not use a program such as Microsoft Word or Notepad to edit this file! The formatting will be incorrect, and will the spam will be incorrectly processed if you do.
3. In Wordpad, go to File → Open
4. On the left side, click My Network Places, and use the dropdown next to Files of Type, to change the selection to Text Documents (\*.txt)
5. Now, double click Entire Network, then double click Microsoft Windows Network.
6. Double click the appropriate network. You may have named it yourself, or it be a default name (such as workgroup). This will give you a listing of all the machines on the network.
7. Look for your NetMAX server in the list. When you locate it, double click the Mail server.
8. In the Mail server, you will most likely find two folders listed. One is your home directory. Double click on your home directory to open it.
9. Look for the folder called SpamFilter, and double click to open that.
10. Here you'll see the file that you need to edit: **nobounce.txt**. Highlight the file so that the name shows up in the File name: field, then click the Open button. This will open your nobounce.txt file in WordPad.
11. If you have never edited this file, the contents will be blank.
12. Valid entries you can place in the nobounce file can range from a full email address (**info@netmax.com**) to a domain name (**netmax.com**), or a domain name preceded by the @ symbol (**@netmax.com**) to avoid false positives (such as **notnetmax.com**) from being accepted. The more specific you are with the addresses, the better.

13. It is **\*\*very\*\*** important that you do **\*\*not\*\*** leave a blank line in the file, as it will then process all mail to your Inbox, and nothing (not even real spam) will be sorted into your spam folder. So, if you have put in entries, make sure you do not put in a carriage return at the end of the line. The cursor should be after the last letter on the last line. If you want to test this, try hitting the down arrow to see if the cursor will proceed to the next line -- if it does, make sure you remove any extra blank lines.
14. When you are done adding entries, go to File → Save
15. A confirmation dialogue will pop up, asking if you are sure you want to do this, click Yes.
16. Now you are done editing and ready to exit out of the file and program. Go to File → Exit.
17. Your spam filter should now allow the addresses you specified to go into your Inbox now. If for some reason they are still being processed as spam, or the amount of spam you are receiving in your Inbox increases significantly, follow these steps again to edit the nobounce.txt file and check your spelling of your addresses, be more specific with any domains listed singly without the full address, and ensure there are no blank lines at the end of the file.