

# Whitelisting & Blacklisting not working

## **PROBLEM:**

By adding a whitelist or a blacklist entry and testing it is not working.

## **SOLUTION:**

Whitelist & Blacklists entries are automatically reloaded into the antispam engine every 10 minutes, so basically if you try a new entry immediately the new setting is simply not yet effective. To force an immediate update of whitelists and blacklists entries, restart the MailScanner Engine under menu' System->Networking and System Services->Core Services.