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# About “failed resend” in the anti-spam notification screen

Subject: About the failure of executing certain functions (resend, whitelist, etc.) in the anti-spam notification screen: we suggest that the user log in to the [mail reporter](#) and operate from the web interface to circumvent the problem.

Description:

1. Users have reported not being able to receive an email that was resent. After **investigating and confirming the case was not caused by a full inbox**, the vendor confirmed that the emails in question contained special formats that **caused the functions (not spam, resend, whitelist + resend) to fail anti-spam notification**.
2. **Before the system has been fixed, please log in to the [mail reporter](#) to perform functions such as resend and whitelisting without the problem mentioned above.** We apologize for the inconvenience.

計算機與通訊中心  
網路系統組 敬啟

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