



Time Zone - GMT (UTC +00)

22 July, 2025

[07:33:46] **Avante Consulting** : Hello

[07:33:50] [Suzy Q joined the chat]

[07:33:50] **Avante Consulting** : G0od morning

[07:35:02] **Avante Consulting** : Hello

[07:35:20] **Suzy Q** : Hello! Thank you for contacting our Namecheap support team. How can I assist you today with your Namecheap services?

[07:36:41] **Avante Consulting** : We noticed that some emails are moving to spam which are not suppose to be so

[07:37:03] **Suzy Q** : Thank you for reaching out. To assist you better, could you please clarify which email service you are using with Namecheap? For example, are you using Private Email, cPanel Webmail, or another email service? This will help me provide the most accurate guidance for your situation.

[07:37:55] **Avante Consulting** : We have contacted namecheap before to complain this and was told to add the domain or the email to a whitelist which w done, but we still get the mails on spam

[07:38:09] **Avante Consulting** : We use cPanel Webmail

[07:38:23] **Avante Consulting** : and the domain is avante-cs.com

[07:38:42] **Suzy Q** : Thank you for providing the details. I understand that you are using cPanel Webmail for the domain avante-cs.com and have already tried whitelisting the domain or email, but legitimate emails are still being marked as spam.

I may need help from a live agent with this, please stand by, I will find an appropriate person.

[07:38:48] [Revathy R. joined the chat]

[07:38:48] [Suzy Q left the chat]

[07:38:55] **Revathy R.** : Hello, This is Revathy, and I will gladly assist you further. Would you please allow me 5-10 minutes to check the previous chat conversation and understand the ongoing issue or case?

[07:39:04] **Avante Consulting** : Ok

[07:41:57] **Avante Consulting** : Are we still together ?

[07:42:59] **Revathy R.** : Please let me transfer our chat session to the representative who will assist you better with your particular request.

[07:43:09] **Avante Consulting** : Ok

[07:43:29] [Hanna K. joined the chat]

[07:43:29] [Revathy R. left the chat]

[07:43:31] **Hanna K.** : Hello, my name is Hanna. I will assist you further. Allow me 5-10 minutes to check the previous conversation.

[07:43:37] **Avante Consulting** : Ok

[07:54:11] **Hanna K.** : To investigate further, it would be really helpful if you could provide me with the full header of one of the emails that is incorrectly being marked as spam. This will help us identify the root cause.

You can find the instructions on how to get the email headers here:
<https://www.namecheap.com/support/knowledgebase/article.aspx/858/31/how-to-get-email-headers>

[07:58:26] **Avante Consulting** : OkJ

[07:58:36] **Avante Consulting** : Just give me a moment please

[07:59:03] **Hanna K.** : Sure, take your time.

[08:04:13] **Hanna K.** : I'm sorry, I didn't mean to rush, but I would like to know if we are connected so that the chat does not get disconnected.

[08:07:58] **Avante Consulting** : The above are the message source

[08:09:23] **Hanna K.** : It seems that I'm not seeing any headers in the information provided. Could you kindly follow the instructions in the guide to retrieve the full email headers?

[08:10:02] **Avante Consulting** : I followed the instrution as i am using the new outlook 365

[08:10:47] **Hanna K.** : Since you're using Outlook 365, could you please copy the email header and paste it here in the chat? This will allow me to further investigate the issue.

[08:12:24] **Avante Consulting** : Please where can i copy the header on the outlook 365 because all i could see in the guide is view source and export

[08:13:35] **Hanna K.** : In Outlook 365, to get the email header, please follow these steps:
Open the email you want to check.
Click on the three dots (ellipsis) in the top-right corner of the email window.
Select View Message Source from the dropdown.
This will open the full source of the email.
Copy all the text you see there and paste it here in the chat.

[08:14:43] **Avante Consulting** : Ok

[08:15:26] **Avante Consulting** : Exactly what i did previously and sent to you

[08:16:18] **Hanna K.** : I apologize for the confusion. It seems that the email header was not included in the information you sent. Could you please double-check and copy the header again, following the steps I mentioned? Once you have it, please paste it here in the chat.

[08:17:47] **Avante Consulting** : Give me a minute please

[08:18:22] **Hanna K.** : Sure.

[08:21:41] **Avante Consulting** : Received: from business23.web-hosting.com
by business23.web-hosting.com with LMTP
id 4GG+E49pemh5BCcAfXJ++w
(envelope-from <support@egain.com>); Fri, 18 Jul 2025 11:34:39 -0400
Received: from mail-co1nam11on2093.outbound.protection.outlook.com ([40.107.220.93]:58778 helo=NAM11-CO1-
obe.outbound.protection.outlook.com)
by business23.web-hosting.com with esmtps (TLS1.3) tls TLS_AES_256_GCM_SHA384
(Exim 4.98.2)
(envelope-from <support@egain.com>)
id 1ucn6V-0000000Al78-1Elc
for support@avante-cs.com;
Fri, 18 Jul 2025 11:34:33 -0400
Received: from BYAPR08MB5624.namprd08.prod.outlook.com (2603:10b6:a03:ca::25)
by BN0PR08MB6838.namprd08.prod.outlook.com (2603:10b6:408:116::17) with
Microsoft SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.8922.39; Fri, 18 Jul
2025 15:33:47 +0000
Received: from BYAPR08MB5624.namprd08.prod.outlook.com
([fe80::6f3a:9b23:46e5:f544]) by BYAPR08MB5624.namprd08.prod.outlook.com
([fe80::6f3a:9b23:46e5:f544%3]) with mapi id 15.20.8901.033; Fri, 18 Jul 2025
15:33:47 +0000
From: eGain - Support <support@egain.com>
To: "support@avante-cs.com" <support@avante-cs.com>
Subject: ***SPAM*** Re: No Data Showing on Report [#3797331]
Thread-Topic: No Data Showing on Report [#3797331]
Thread-Index: AQHb9/la9ly8Qc67Qk2LAzoN9pOHiw==
X-MS-Exchange-MessageSentRepresentingType: 1
Date: Fri, 18 Jul 2025 16:33:47 +0100
Message-ID:
<BYAPR08MB562430CDF7121C627F81057FB150A@BYAPR08MB5624.namprd08.prod.outlook.com>
Reply-To: eGain - Support <support@egain.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach:
X-MS-Exchange-Organization-SCL: -1
X-MS-TNEF-Correlator:
X-MS-Exchange-Organization-RecordReviewCfmType: 0
x-ms-publictraffictype: Email
Content-Type: multipart/alternative;
boundary="_000_BYAPR08MB562430CDF7121C627F81057FB150ABYAPR08MB5624nampr_"
MIME-Version: 1.0

--_000_BYAPR08MB562430CDF7121C627F81057FB150ABYAPR08MB5624nampr_
Content-Type: text/plain; charset="Windows-1252"
Content-Transfer-Encoding: quoted-printable

[08:21:55] **Avante Consulting** : Please kindly confirm if the above is the header

[08:25:51] **Avante Consulting** : Hello
Are we together ?

[08:29:23] **Avante Consulting** : Hello Hanna
Are you there ?

[08:29:53] **Hanna K.** : Yes,I am with you.

[08:30:46] **Avante Consulting** : Please confirm if the above i sent is the header

[08:32:19] **Hanna K.** : Yes, the text you've provided appears to be the email header. Thank you for sharing it.

[08:32:57] **Avante Consulting** : Ok
So what next

[08:36:13] **Hanna K.** : Our company takes spam seriously and has implemented the latest anti-spam and antivirus protection for the mail services we provid
You can set up and filter using Jellyfish Protection:
<https://www.namecheap.com/support/knowledgebase/article.aspx/10482/2216/what-is-jellyfish/>

Additionally, we have SpamAssassin installed on our servers, offering advanced protection for your email accounts. You can configure it via cPanel to better filter and manage spam:

<https://www.namecheap.com/support/knowledgebase/article.aspx/153/2216/how-to-configure-spamassassin-in-cpanel/>

[08:37:07] **Avante Consulting** : Ok

[08:37:30] **Avante Consulting** : So you mean if i followed these guide the issue will be resolved ?

[08:38:24] **Hanna K.** : Once you set up the filters as per the guides, the spam issue should be significantly reduced. With Jellyfish Protection and SpamAssassin, your email accounts will be much better protected, and you shouldn't receive unwanted spam anymore.

[08:38:42] **Avante Consulting** : Ok

[08:39:01] **Avante Consulting** : Will check it out and provide a feedback as soon as i am done

[08:39:49] **Hanna K.** : Sure. Feel free to reach out if you run into any issues or need further assistance.

[08:44:59] **Hanna K.** : May luck always be by your side in whatever you do! Thank you for contacting Namecheap Live Support! Have a nice day, goodbye.

[08:49:20] [Hanna K. left the chat]