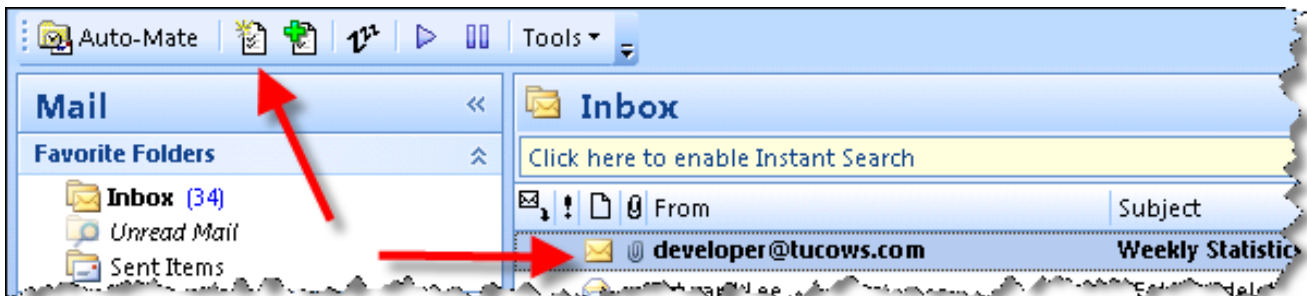
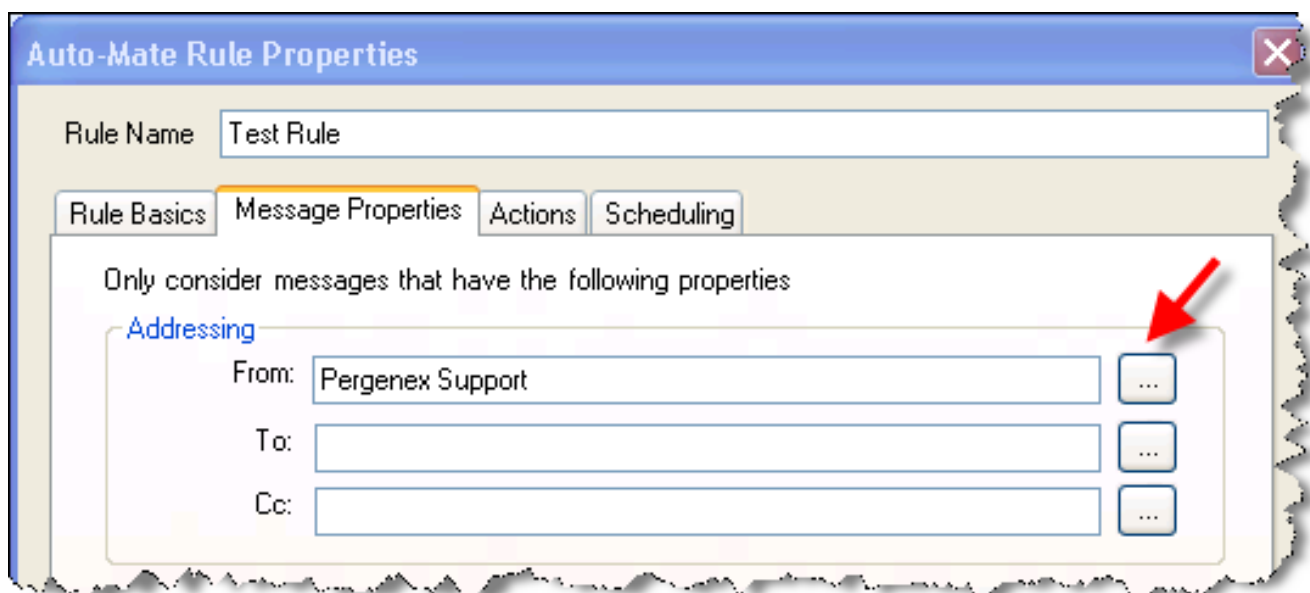


Rules not matching messages.

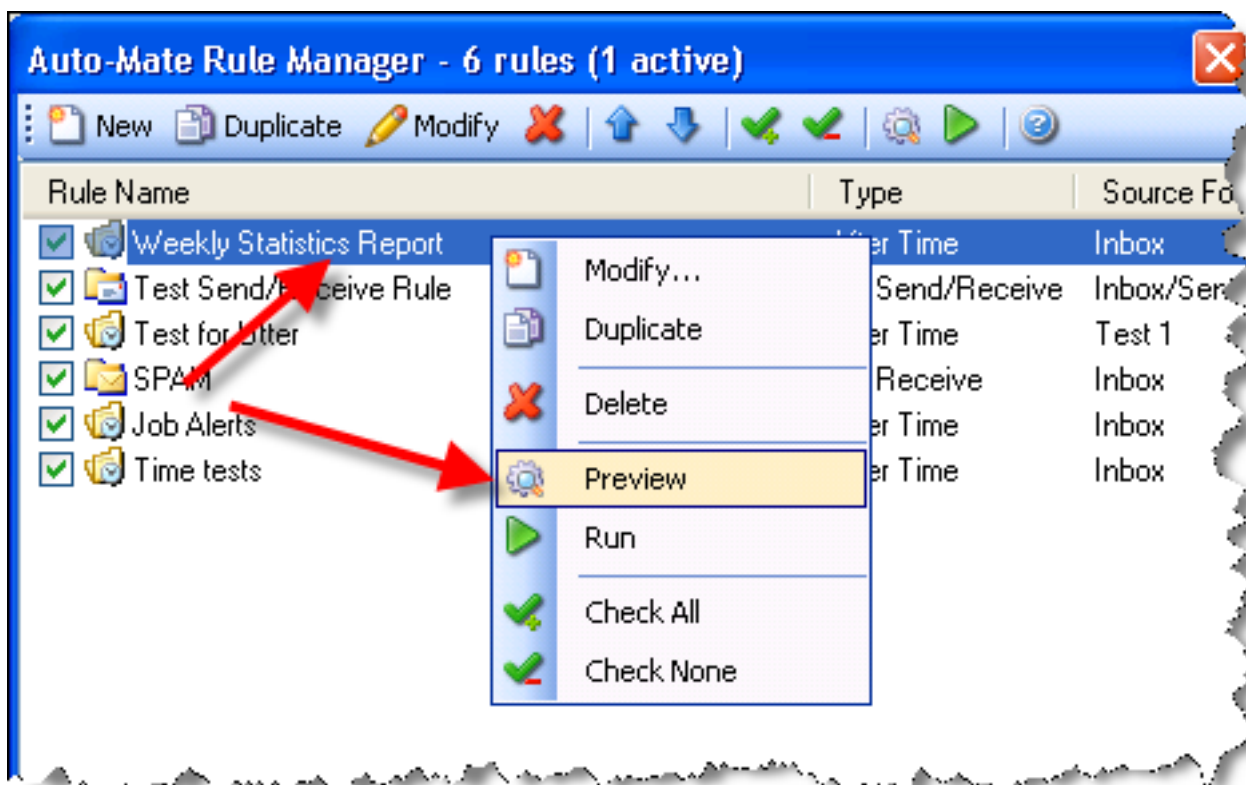
Try to set the address for a rule by letting Auto-Mate capture the correct form using the New Rule toolbar icon.



For internal Exchange contacts, use the Display Name, not SMTP style email address (user@domain.com). Use the SMTP address for external contacts only. When in doubt, select it using the ... button at the end of the From field.



You can test a rule by selecting it in the Rule Manager window, then right-click and select Preview. It will show you which messages the rule will match without taking any actions.



If you think you have everything configured properly and it still does not work, Please export your rules and email them to us so we can see how they are configured.

Also, please send us the error log file located here for us to examine for problems:

Windows XP

C:\Documents and Settings\<youruserid>\Application Data\Pergenex Software\Auto-Mate Pro 3.0\Auto-Mate.log

Vista:

C:\Users\<youruserid>\AppData\Roaming\Pergenex Software\Auto-Mate Pro 3.0\Auto-Mate.log

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Auto-Mate 3.x -> Troubleshooting -> Rules not matching messages.

<http://www.pergenex.com/kb/index.php?View=entry&EntryID=10>