

What are Frozen Incidents?

When an incident is first created as a pending incident, you can change the disposition of the incident: you can accept it, mark it as spam, whitelist the sender, etc.

After you dispose of an incident, it becomes frozen. A frozen incident is one whose disposition cannot be changed, because the message has already been handled by Doteasy Email Protection System.

The rules for freezing an incident are as follows:

If the message was stored locally, then it is frozen as soon as you either accept or reject the message. No further changes are possible.

If the message was kept on the sending relay using temporary-failure codes, then the incident is frozen on the first retransmission after you have marked the message for acceptance or rejection. Thus, there is a small (and unpredictable) window after you mark the message, but before it is retransmitted, during which you can change your mind.

<https://kb.doteasy.com/questions/359/>