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Expiration of Spamexperts bundle

Question

What happens with a bundle account when it expires?

Answer

A Spamexperts bundle is automatically renewed on its expiration date unless the account balance is insufficient at that time.

Expiration of a Spamexperts bundle is performed in three steps:

1. **Filtering disabled:** At the moment of expiration the bundle is not just deleted but whitelisted with a 'wildcard' address for all filters. This means that every e-mail is accepted and the recipient finds spam messages in the mailbox.
2. **Mail delivery disabled:** If after one week the bundle is still expired, mail delivery is disabled. The mail recipients will not receive any e-mails anymore.
3. **Removal of filters:** Another week later, the filters are removed from the Spamexperts servers and all settings, logs and quarantined e-mails are lost.

In all stages, an expired bundle can be reactivated. After reactivation, allow a few hours for all settings to be restored. Reactivation during phases [1] and [2] recover all filter settings. Reactivation after removal of the filters (phase [3]) result in recovering of the mail routes (destination hosts) and aliases, but all other settings are lost and cannot be restored.

Expiration of Spamexperts single filters

Question

What happens with a domain single filter when it expires?

Answer

A Spamexperts domain filter will be auto-renewed at its expiration date, as long as your account balance is sufficient. Otherwise, the filter will auto-expire.

If SpamExperts renewal fails due to insufficient balance, the filter is deleted. The filter will be removed from the Spamexperts servers and all settings, logs, and quarantined e-mails are lost. A deleted filter can not be restored and hence you will have to recreate it and reconfigure the settings if you need to re-activate filtering.

How to Update the SpamFilter Domain User Contact Email Address

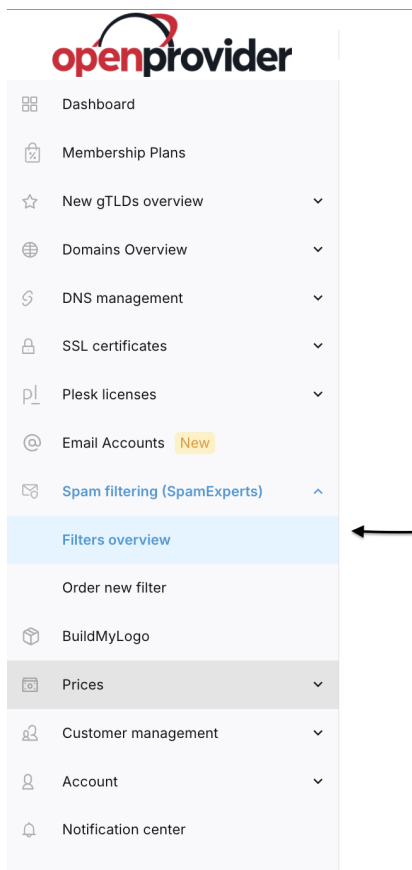
Please follow the below process for updating the SpamFilter domain user contact email to allow password reset links to be sent to a new email address.

- **Log in to RCP**

Access your [RCP](#) (Reseller Control Panel) account using your login credentials.

- **Navigate to SpamExperts**

- From the Dashboard, go to **SpamExperts**.
- Select **Filters Overview**.



- **Access the SpamExperts Panel**

- Choose the specific filter you want to manage.
- Click to **log in to the SpamExperts panel**.

Domains configured for spam filtering

⏪ ⏩		Shown: 25 (out of a total of 36).		⏴ ⏵
Domain Mail server(s)	Login credentials	Expiration date		
testdomain 916.com testdomain .com		2025-06-04 07:56:21	Go 	

- **Open the User Profile**

- In the SpamExperts panel, navigate to the **User Profile** section.

- **Update Email and Password**

- From the user profile page, you can update the **email address** where password verification links are sent.
 - You may also update the **password** if required.

User's profile

Here you can manage your account settings.

Local credentials

We recommend you use a password manager that automatically creates and remembers your password.

Domain:

New password:

Confirm new password:

Email:

Use advanced custom filtering rules:

Active

☒ Inactive

✓ Save

Note: You can still access the SpamExperts panel for specific domains via the link in the Control Panel (RCP), even if you've lost or forgotten your SpamExperts password.

How to create a Spam-filter report?

Question

How can to create a Spam-filter report?

Answer

A one-time report can be created by the button *On-demand report* in the Spamexperts control panel. One can create a report for the last day or the last week, other reporting are not available. The report is sent by e-mail to the address indicated.

A weekly automated report can be configured in *Manage settings*. Those reports can be sent to one or more of the recipients boxes.

For more information about reports visit the follow article of [Spamexperts Knowledgebase](#).

SpamExperts - discontinuation of legacy reports and the new Email Scout Report

In the coming weeks SpamExperts will discontinue the legacy reports that you can configure and receive from their platform. Therefore, it is highly recommended to start using a brand new feature called **Email Scout Report (ESR)**.

It is one of the best ways to monitor your domain and every message that goes in or out of your mailboxes.

How to configure your new reports is provided in detail in [SpamExperts documentation](#).

Once you have run your incoming or outgoing log search, you can choose to set up an Email Scout Report (ESR). This report contains the results of the log search and can be scheduled to be sent to a specific recipient or to all mailboxes in the domain. An ESR can be set up to run straight away, at a scheduled date and time or periodically, at a scheduled date and time.

In the domain settings it is also possible to enable automatic email scout reports for selected domains. If this option is enabled, an Email Scout Report is automatically sent to every regular mailbox in the domain at the times specified (up to three times daily). The report lists all quarantined messages of which the filter was least certain and has an option to release any wrongly classified messages. Reports will not be sent if there are no such messages. Users who receive the report can choose to unsubscribe from the reports from within the message.

Like mentioned above, we highly recommend switching to this new report feature. In case you have any questions, please feel free to contact us!

SpamExperts cancellation (bundle and single filters)

Question

How to delete a spamfilter?

Answer

SpamExperts filtering is managed via single filters or via bundled packages.

- Single filters:

To delete a SpamExperts single filter, go to [filters overview](#) and click the domain you want to delete. You can click then on "**bin icon**".

Please note that a filter will be directly deleted at Spamexperts. This action can not be reverted.

A deleted filter can not be restored.



Spam filter configuration for [redacted]



On this page, you see the basic configuration for the domain. To view and edit the other settings, or to view and analyze the mail logs, you can navigate to the spam filter control panel.

Filter details

E-mail archiving

Incoming filter

Outgoing filter

Destination mail server	
Username	
Password	
Expiration date	

Back to overview

Go to spam filter control panel

- Bundled packages:

To delete a SpamExperts bundle, remove first all the domains currently active in the bundle. Once the bundle package is empty, send an email to support@openprovider.com requesting the deletion of the bundle package.

A confirmation will be sent once the bundle is deleted.

Important Note:

A SpamExperts bundle package will always be auto-renewed (sufficient balance is required), even if there are no active filters anymore. For this reason it is recommended to send the "bundle deletion" request to support@openprovider.com at least 5 days before the renewal date, so that support team can delete the bundle account on time.

Spamexperts bundle downgrade

Question

How to downgrade a Spamexperts bundle account?

Answer

Spamexperts do not offer the service of bundles accounts anymore and for this reason it is not possible to modify a bundle account.

Note: In case one want to delete a bundle account and request spam-filters by domains. One can use the information in the following link. [Cancel Bundle](#)

What is email archiving and how to enable it?

Question

What is email archiving and how to enable it?

Answer

Email archiving allows to backup and store all the organisation's email and access it easily if needed. By doing so, it helps maintain legal compliance.

Enable Incoming / Outgoing archiving

Mail archiving incoming

Activation for inbound email archiving is outstandingly simple. It requires a simple MX-record change in the DNS of the domain, which one can find by following this [link](#).

All inbound email traffic will then go to Spamexperts system first and then a copy will be then made and stored in one or multiple storage locations. The email is then delivered to the unchanged mail infrastructure of the recipient.

In case the incoming filtering for the domain has already been enabled before, enabling the archiving is just a matter of a single click in RCP.

Mail archiving outgoing

To archive outbound emails via Spamexperts, an administrator needs to redirect the outbound email traffic to Spamexperts system. This can be done by either configuring the mail server to use smtp: 683.smtp.antispamcloud.com on port 587 and using Spamexperts archiving system as a smart host (thus, the entire mail server or only some of the domains will be archived), or by re-configuring the settings (only selected users will be archived).

For this add the below SPF record to your DNS zone:

```
"v=spf1 a:683.submission.antispamcloud.com -all"
```

Note: The archiving is purchased per every 10gb. If this limit is reached, the system will upgrade this automatically with 10gb. There is no maximum limit.

Why a new spamfilter was imported to reseller account by Openprovider?

Question

Why are Spamexperts filters automatically added into one's account and invoiced?

Answer

There are certain scenarios when SpamFilters can be created directly in the SpamExperts panel bypassing the Openprovider system:

- The filter is created manually by the Openprovider administrator directly in the SpamExperts panel by customer's request.
- The filter is transferred to Openprovider SpamExperts account from another SpamExperts account
- The filter is created by the customer whom Openprovider gave sub-admin permissions in SpamExperts control panel for usage with a 3rd party system (i.e. Plesk)

To ensure filters ordered using above methods are accessible via RCP and invoiced, the following procedure is performed:

1. Reseller's accounts cross-checked daily against Openprovider SpamExperts account to ensure spam filter portfolio consistency
2. If a discrepancy is found, the filter is imported to reseller's account and invoiced the same day
3. If the invoice fails due to insufficient balance, the filter is deleted

Our system will send a notification to the reseller in case a filter is added or (due to insufficient balance) deleted.