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Troubleshooting

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Full Knowledge base from SpamExperts

A full [knowledge base](#) with information about SpamExperts services is published by SpamExperts itself.

Mail stays in the delivery queue or gets bounced back

Question

What to do if the email get bounced back?

Answer

If the mail-server is configured correctly and has no known issues (like a full disk, cpu overload), but still email does not arrive and is instead waiting in the delivery queue or bounced back to the sender then the cause is usually one of the following;

- **The issue is on mail-server:** Unfortunately it happens very often that people are not aware of problems happening on their mail-server. Double-check this with your systems manager.
- **The mail-server is filtering the emails deliver by the spam-filter:** This will make the mail-server blacklists or misjudging the headers that Spamexperts added.

If you use Spamexperts platform, make sure that the final receiving mail-server does not have spam-filtering turned on, to avoid the chance of blocking the spam-cluster itself. If it is really necessary to turn on spam-filtering, even though the emails are been filtered already, please make sure the following IP's are whitelisted in your firewall:

IPv4	IPv6
79.99.129.69	2a00:f10:10a:e::25:587:2
79.99.129.71	
79.99.129.72	2a00:f10:10a:e::25:587:5
79.99.129.74	2a00:f10:10a:e::25:587:10
79.99.129.75	
79.99.129.91	
79.99.129.92	

79.99.129.94	
185.27.174.224	2a00:f10:121:400:42c:78ff:fe00:42e/64
109.72.83.9	

If the server is not filtering the emails coming from the Spamexperts platform, please contact our support team sending a email to support@openprovider.com.

Monitoring / Status check of SpamExperts service

Question

Where can I check if there is an active issue with the SpamExperts service?

Answer

SpamExperts updates about their service can be found via the link below:

<https://uptime.n-able.com/>

Unable to create a Spam Filter - Error 11006 pops up

Symptoms

When adding a new filter (incoming or outgoing) and filling in the mailserver IP the corresponding field - the filter is not created with a similar error message "('_ERR_SE_DESTINATION_INVALID', 11006); // Your request contains an invalid destination"

Cause

The Spamexperts is not accepting the IP of the mailserver in this field. Same happens when we try to fill in IP in the Spamexperts panel.

Resolution

The mailserver hostname has to be filled in to the mailserver field (for instance, mail.example.com)

What happens if email is delayed by the filter?

Question

What happens if email is delayed by the filter?

Answer

Delays of 10-15 minutes are very common shortly after setting up the spam-filter for the domain.

This is a result of the self learning system of the filter: it does not know the receiving mail server yet, and will *grey-list* the e-mail first. The next delivery attempt of the sending mail server (after a minimum of 10 minutes), the filter will accept the e-mail and process with the next validation steps.

After receiving 5 to 10 e-mails, the recipient mail-server will be recognised and the delay will disappear.

What happens if the mail server goes offline?

Question

What happens if the mail-server is temporarily disconnected?

Answer

In case the e-mail could not be delivered on the mail-server(s), Spamexperts will retry it according to the standards.

The following scheme is used for this:

- During the first 2 hours, every 15 minute the delivery is retried
- The next 14 hours, this interval is increased with a factor of 1.5 (15 minutes, 22½ minutes, 34 minutes, ...)
- Then, delivery will be retried every 6 hours
- If after 4 days the e-mail could not be delivered, the sender will be informed

If the mail-server has a short downtime, most messages will be received within 15 minutes. When the server has a longer downtime, delivery can be delayed some longer.

E-mail only permanently bounces if the receiving mail-server is not available for 4 days.

You can see in the *Delivery queue* in the Spamexperts control panel which e-mails have not yet been delivered, and for what reason.

Why is there no subject in the logs?

Question

Why can't I see the subject in the mail logs?

Answer

The major part of the e-mails is blocked on the SMTP level (%%258%%); at this point of the delivery, no subject is known by the filter yet, so it cannot be shown in the logs.

Because of this uniformity, the subjects are not shown in any of the emails.