

Internode email sever-side spam blocking affecting HPCC emails. This problem has a simple solution for Internode users and maybe others. When you create an internode email account, by default the server side spam filter is turned on and set to a filtering level of 7, so any email with a score of 7+ will be held by the server side email filter (and deleted after 7 days if you take no action). Both email messages about HPCC subscriptions got a score of 11 and 12 so they were both held by the filter. There are 2 ways of fixing the problem. 1 - Turn off Internode server-side filtering and rely on the email client and "security software" for spam filtering. 2 – Add a blocked email address to the "white list" (safe email addresses) which will allow all emails from that exact address through the server-side spam filter.

The list below shows messages which received sufficient rating to be suspected as spam.

The "Show" field is a search field, type a name or address which you are looking for into this field and click "Refresh". To show all results again, clear the field and click "Refresh".

The "Max" field allows you to specify how many messages to display per page.

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Sel	View	Score	From	Subject	Date
<input type="checkbox"/>	<a href="#">view</a>	9	"Scoopon Shopping" <newsletter@edm.s...	Spring Into Shape Sale - Up To 76% Off The Nor...	Sat Sep 9 15:17:26 2017
<input type="checkbox"/>	<a href="#">view</a>	9	"Scoopon Shopping" <newsletter@edm.s...	Up To 42% Off Spring Sportswear Deals Luxury B...	Fri Sep 8 15:53:13 2017
<input type="checkbox"/>	<a href="#">view</a>	9	"Scoopon Shopping" <newsletter@edm.s...	Spring Home Refresh! 1500+ Affordable Updates F...	Sat Sep 9 07:49:49 2017
<input type="checkbox"/>	<a href="#">view</a>	11	Margaret Menadue <mmenadue@gmail.com>	Fwd: 2017/2018 Subscriptions - Hyde Park Croque...	Thu Sep 7 17:42:59 2017
<input type="checkbox"/>	<a href="#">view</a>	10	"Scoopon" <newsletter@edm.scoopon.co...	15% OFF SITE-WIDE Starts Now! Hurry, 24 Hours O...	Tue Sep 5 23:36:06 2017
<input type="checkbox"/>	<a href="#">view</a>	10	Gamer Online <gamer@netta.site>	7 Common Myths about Slots	Tue Sep 5 19:07:55 2017
<input type="checkbox"/>	<a href="#">view</a>	14	beachbenedikt80@gmx.de	Dearest,	Tue Sep 5 18:11:14 2017
<input type="checkbox"/>	<a href="#">view</a>	12	Margaret Menadue <mmenadue@gmail.com>	2017/2018 Subscriptions - Hyde Park Croquet Clu...	Tue Sep 5 12:58:33 2017

I personally prefer option 1 as you will get all email and then decide what is OK and what is NOT. Option 2 relies on you checking the server-side filter and adding emails to the "white list" and if you change an address the new one will need to be added to the white list.

See below for the way to do both options above for Internode users or contact Internode support on 1300 788 233. You will need to know your email address or user name and your password.

Log into My Internode at [www.internode.on.net](http://www.internode.on.net)



Click on My Email – Spam & Virus settings

**You are logged in as martpc (Broadband mode)**

New: Move your mobile phone service to your Internode account: [view the plans](#) or [signup now](#)

My Account	My Email	My Services
<ul style="list-style-type: none"><li>• Pay my bill</li><li>• Account info and bills</li><li>• Change contact details</li><li>• Change how I get my bill</li><li>• Change payment method</li><li>• Change my password</li><li>• Cancel Services</li></ul>	<ul style="list-style-type: none"><li>• Webmail *</li><li>• Spam &amp; Virus settings *</li><li>• Forwarding options *</li><li>• Manage Mailboxes</li><li>• Manage Subscriptions</li><li>• Check my spam rate</li></ul> <p><small>* This tool requires you to log in separately.</small></p>	<ul style="list-style-type: none"><li>• Broadband usage &amp; stats</li><li>• Purchase Data Blocks</li><li>• Change Broadband plan</li><li>• Change NodePhone plan</li><li>• NodePhone tools &amp; usage</li><li>• Show logged-in services</li><li>• Network Firewall settings</li><li>• IPv6 settings</li></ul>

Login to the E-mail configuration

### Login to Internode E-Mail Configuration

Mail Configuration allows you to:

- View your held messages (messages suspected of being Spam)
- Adjust your Spam and Virus settings
- Set email forwarding options to forward your Internode email to another email address
- Add Friends or Exceptions (whitelists and blacklists) for bypassing the spam system or blocking emails
- View a log of actions invoked by the mail systems relating to Spam, Held Messages and Exceptions

**Enter your Internode Login name and password below to log in.**

Username	<input type="text" value="martpc"/>	@internode.on.net
Password	<input type="password" value="*****"/>	
<input type="button" value="Login"/>		

For Option 1 click on Spam/Virus Settings



Then select NEVER hold

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Home » My Internode » Email Configuration

## Email Configuration

### Spam settings for martpc@internode.on.net

- Settings - This page - Allows configuration of settings for holding and tagging spam
- Held Messages - Allows you to view suspected spam messages that have been held by the Server

[Settings](#) | [Held Messages](#)

For assistance in understanding how the options on this page work and how spam tagging works, please click here to see the [Frequently Asked Questions](#).

### Spam blocking settings

Based on the spam rating you can choose to hold (quarantine) messages on the server *before* you even see them. Simply set the value below to suit your requirements.

Held messages are kept for 2 weeks, in which time you can view the message(s) and choose to receive specific messages.

These are applied after any exceptions you may have, and after Friends

Hold messages when the spam rating is at or above

**Important Information**

- 1 is the strongest filter. Messages with a rating of 1 or more, will be held, though some legitimate emails may be held.
- 10 is the weakest filter. Messages with a rating of 10 or more, will still get through to your server. The server will hold legitimate messages.
- You can add domain rules, which will bypass the spam filter.
- You can also add individual email addresses to your Friends List.

NEVER hold (Don't hold any messages) ▼

ALWAYS hold (Hold all messages)

1+

2+

3+

4+ Probably spam

5+ Very probably spam

6+

7+

8+

9+

10+ Definitely spam

NEVER hold (Don't hold any messages)

with a 1 or server will hold

likely that a lot of likely that the

an ACCEPT

For Option 2 click on View held messages select the held message and then add user to white list and then release the message.

