Infrastructure - Task #794

fix problems posting to the dataone mailing lists

2010-08-25 16:51 - Matthew Jones

Status:	Closed		**Start date:**	
Priority:	High		**Due date:**	
Assignee:	Matthew Jones		**% Done:**	100%
Category:	Support Operations		**Estimated time:**	0.00 hour
Target version:				
Milestone:	None		**Story Points:**	
Product Version:	*			

Description

Mailing list posts are not being accepted, and disappear without entering the moderation queue or showing up in the mailman archive. This has happened for both the wg-ua and the leaders lists.

History

#1 - 2010-08-27 23:08 - Matthew Jones

- Status changed from New to Closed

The problem was that the incoming mail was scored high on the spam filter and discarded before being sent on to mailman. The spam filter flagged these mails as spam because they contained the utk.edu address, which was being listed in the black list from http://www.uribl.com, which is an information provider about common spam DNS hosts. (P.S. UTK really needs to make sure they are not listed on the uribl blacklist -- this is going to cause many problems for them). To fix this, we've lowered the priority given to uribl lists so that they will have less of an impact on our spam rankings, and we whitelisted the tenopir mail address. Unfortunately, this will not work in all situations, as there may be other false positives on the spam filter. Spam filtering is still an imprecise art, and there is an arms race with the spammers. If we completely eliminate uribl from our rankings, the lists will probably receive significantly more spam, so it is a difficult tradeoff. I'm closing this bug because tenopir and koskela should have no problems posting again. If problems do arise, its best if we notify support@nceas.ucsb.edu so that Nick sees the issue and can check and adjust the spam filters immediately.