

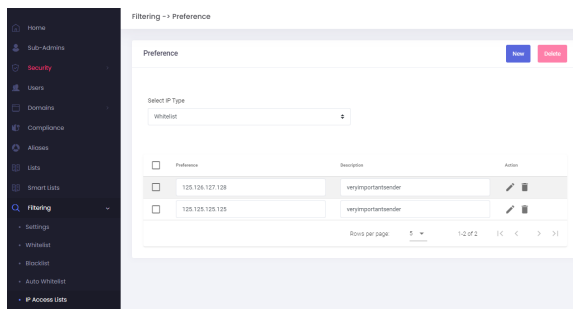
Whitelist / Blacklist by IP - IP Access List

Whitelist Incoming Email by IP

In some limited cases, a legitimate sender has been compromised and all of his incoming emails are marked as Spam. Until the legitimate sender will fix their reputation, you can whitelist their incoming emails. This is a type of whitelist based on IPs. If you specify an IP or IP range as whitelist, e-mails sent from such locations will never be marked as spam, for all your domain's e-mail accounts.

To whitelist a sender's incoming email by IP:

- Log in to the [Admin Panel](#)
- From the menu, go to **Filtering IP Access List**
- Select the IP Type from the dropdown: **whitelist**.
- A list of existing IPs that were marked as trusted will appear
- You can edit each entry or delete it.



- To add a new entry, click on the **New** button.
- In the new pop-up:
 - **Preference:** choose **Whitelist**
 - **Value:** the **IP of the sender** - get their IP from the Incoming Logs. You may specify a single IP or an IP range using CIDR notation, for example: 192.168.0.0/24
 - **Description:** such as sender's domain or company name - so you can easily remember it later
- Click on the **Add** button to whitelist the incoming email from this IP.

New

Preference

Whitelist

Value

1.2.3.4

Description

sender.com

Cancel

Add

On this page

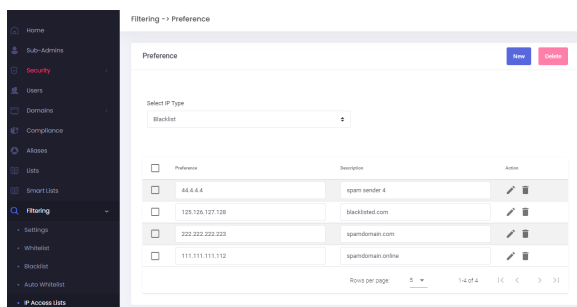
[Whitelist Incoming Email by IP](#)
[Blacklist Incoming Email by IP](#)

Blacklist Incoming Email by IP

Some spammers will change the email address or domain regularly which makes it harder to blacklist by e-mail / domain only. For this cases, you can blacklist a sender by IP. If you specify an IP or IP range as blacklist, e-mails sent from such locations will be marked as blacklisted and deleted by default, for all your domain's e-mail accounts (this rule can be changed on User level, from the *User Panel Delivery Rules BlacklistDelete* or from the *User Panel Filtering Blacklisted messages* option).

To blacklist a sender's incoming email by IP:

- Log in to the [Admin Panel](#)
- From the menu, go to **Filtering IP Access List**
- Select the IP Type from the dropdown: **blacklist**.
- A list of existing IPs that were marked as untrusted will appear
- You can edit each entry or delete it.



- To add a new entry, click on the **New** button.
- In the new pop-up:
 - **Preference:** choose **Blacklist**
 - **Value:** the **IP of the sender** - get their IP from the Incoming Logs. You may specify a single IP or an IP range using CIDR notation, for example: 192.168.0.0/24. **Warning:** blacklisting an IP range may cause legitimate emails to not be delivered.
 - **Description:** such as sender's domain - so you can easily remember it later
- Click on the **Add** button to blacklist the incoming email from this IP. All incoming email from this IP will be marked as blacklisted and deleted by default.

New

Preference

Blacklist

Value

1.2.3.4

Description

spam.com

Cancel

Add