

CUNY Academic Commons - Support #11149

comments getting blocked

2019-02-25 10:15 AM - Marilyn Weber

Status: Reporter Feedback	Start date: 2019-02-25
Priority name: Normal	Due date:
Assignee: Raymond Hoh	% Done: 0%
Category name:	Estimated time: 0.00 hour
Target version: Not tracked	
Description User Ralitsa Todorova writes: "I am using the commons for the courses I am teaching and have a discussion board component where students needs to submit posts. Each week now, there are a handful of students whose responses get flagged as spam, even though they've created accounts (and I've made the page visible only to those with accounts) and have had posts approved that have gone through before. Is there any way to fix this so that it stops spamming their messages? I get flooded with panicked emails each weekend and it would really help if the site would stop blocking their posts." I suspect you'll have follow-up questions. LMK what to ask.	
Related issues: Related to CUNY Academic Commons - Bug #11313: Overly aggressive spam filters Resolved 2019-04-11	

History

#1 - 2019-02-25 10:25 AM - Boone Gorges

- Status changed from New to Reporter Feedback

Thanks, Marilyn. Could you please ask for URLs pointing to the "discussion board component" where the problem is occurring, along with links to one or two items that have been flagged as spam?

#2 - 2019-02-26 03:03 PM - Marilyn Weber

She replies:

"I am attaching the links for the two discussion boards where this is happening. As far as items that were flagged though, I've been going in and approving them so they aren't as spam anymore. But there are some in the 'pending' stage that I didn't approve since it was students trying to post the same post multiple times (so I only approved one to go to the discussion board).

<https://lehmanpsy30501.commons.gc.cuny.edu/posts/>

<https://lehmanpsy30502.commons.gc.cuny.edu/posts/>

Is that in line with what you were looking for?"

#3 - 2019-02-26 04:51 PM - Boone Gorges

Thanks, Marilyn. This is helpful. What she means, technically, is that she's using a Commons site for her classes; she's creating new posts for discussion prompts, and then having students respond by commenting on the posts. These comments are being flagged as spam by Akismet. I can't tell by looking why Akismet is blocking them - it's a black box.

If the commenters were logged into the Commons, we may be able to help, by excluding logged-in comments from Akismet screening. Given the current setup, though, there may not be much we can do. By unspamming, you train Akismet to recognize good content. By then approving the comments, you add the commenters to the list of users who have had at least one approved comment, which Akismet might take into account when scanning for spam.

Is the administrator receiving email notifications when comments are held for spam?

I'm copying Ray here because the pattern - overaggressive moderation by Akismet - parallels part of [#11160](#), and there may be a larger issue here.

#4 - 2019-03-26 11:40 AM - Boone Gorges

- Assignee set to Raymond Hoh

- Target version set to Not tracked

#5 - 2019-04-16 11:58 AM - Raymond Hoh

- Related to Bug #11313: Overly aggressive spam filters added