

Bloqueio na Sorbs

Ao tentar realizar um envio de e-mail a mensagem foi retornada para a caixa de entrada com um erro semelhante ao abaixo?

```
This message was created automatically by mail delivery software.
```

```
A message that you sent could not be delivered to one or more of its recipients. This is a permanent error. The following address(es) failed:
exemplo@exemplo.com.br
host server.exemplo.com.br [XX.XX.XX.XX]
SMTP error from remote mail server after RCPT TO:<exemplo@exemplo.com.br>:
550 5.7.0 Your server IP address is in the SORBS DNSBL database
```

Nesse caso, o IP de saída de e-mails do servidor está bloqueado na RBL da [Sorbs](#), onde o envio de e-mails apresentará falhas até que a reputação seja normalizada. Recomendamos que você visite o nosso artigo de ajuda [Como tratar SPAM](#) para maiores detalhes sobre como identificar possíveis abusos na fila de e-mails e em seguida realizar a solicitação de Delist.

Solicitando o Delist

Para a Sorbs, o processo de solicitação de delist é realizado através de uma página disponibilizada pelo próprio suporte, que pode ser acessada clicando [aqui](#).



Será necessário criar uma conta, para isso, basta acessar a opção [Registrar](#), onde será retornada uma página com as seguintes informações para preenchimento:

Name: * 2
Preferred Login ID: * 2
Password: * 2
Confirm Password: *
Email Address: * 2

The following fields are recommended, as it will help us to help you, entering junk here could result in delays processing support requests, you can always update this later. Entering a valid phone number will enable us to call you should you need one to one help with a problem. Your Country and Region is used by support staff to help with language issues. Your address is required if you wish to apply for additional access (such as the IP Management interfaces for ISPs and Companies.)

Home Phone: **
Business Phone: **
Mobile Phone: **
Company: Not Applicable
Address (line 1): Not Applicable *
Address (line 2): Not Applicable
Town/City: Not Applicable *
State/Country: *
Zipcode/Postcode: *
Country: *

The following two fields are important, as it will enable you to reset your password if you forget, staff cannot reset your password for you so set this with care.

Security Question: * 2
Security Answer: * 2

The following two fields are not important, but will help Support Staff gauge their responses to you from a technical standpoint.

Autonomous Systems Number: 0 ?
Skill Level: None, I can play games though. *
▼

Após preencher todos os campos, basta clicar em "Next" e a conta será criada.

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Prosseguindo com a solicitação de delist, após acessar a conta criada, você deverá visualizar a seguinte página:



Created SORBS ticket #2679854

Created SORBS ticket [sorbs.net #2679854] in the database.

You should receive an email about this ticket shortly, please use the SORBS Ticket interface at:

<http://support.sorbs.net/Ticket/Display.html?id=2679854>

to add additional comments or to check on the status.

Note: If you have blocked emails from the sorbs.net domain you will not be able to receive messages and as a result you will not be able to get support or get delisted as it is a requirement that you respond to the SORBS support staff to prove you are a real user and not a bot/spammer.

Linking SORBS Records to SORBS ticket:
552421307 -> 2679854

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Conforme exemplo na imagem acima, será necessário adicionar o IP listado e depois clicar em "Continue", onde será retornada a página com as informações de listagens para o IP:



Information about 162.221.186.34 in the SORBS Database

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Newest Spam listings for: 162.221.186.34 (Limited to a maximum of 30)
Current status of 162.221.186.34 is **Listed**

Seen/Created Time	Host/Netblock	Short Description/Identifier	Select
01:58:31 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input checked="" type="radio"/>
01:57:59 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>
01:54:31 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>
01:53:25 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>
01:53:25 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>
01:33:34 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>
01:31:42 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>
01:23:08 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>
01:07:13 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>
01:05:46 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>
01:04:06 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>
01:03:57 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>
01:02:30 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>
00:59:02 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>
00:58:40 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>
00:55:58 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>
00:55:15 12 Aug 2019 GMT-04	162.221.186.34	551*****32@***...	<input type="radio"/>

Lookup key:
Listed **Listed and Immutable** **Delisted (previously)** **Not Listed and Immutable**

Note: Newer listings will override older ones, if you see red listings at the top you are listed, regardless of any green listings below.

To open a support ticket about this listing please click here: [Get Help/Support](#)

To check the status of the support tickets relating to this host, click here:

To attempt to delist yourself please click here: [Get Delisted](#)

To read the FAQ relating to this type of listing please click here: [Spam Database](#)

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Na página atual, iremos clicar em "Get Delisted" no centro inferior da página. Como o IP está com uma má reputação na Sorbs, será retornado o seguinte erro ao tentar o Delist:



An Error Occurred Processing Your Request

Sorry we have been unable to delist your address.

Additional information:

Not Authorised to delist this IP!

Additional Information: You must use the listed IP to be authorised, however if you work for the ISP have a Netmanager Account covering the networks for this IP address, the requirement is not applicable.

You may log a support ticket for this issue instead, however, if you have already done this it will close your case if you log a second ticket.

To open a support ticket about this listing please click here: [Get Help/Support](#)

To view any tickets you may have opened against this issue previously please click here: [View Tickets](#)

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Porém, existe a opção de "Get Help/Support", onde iremos abrir um chamado solicitando o delist e explicando que o envio de Spam foi tratado e a fila de e-mails se encontra limpa novamente, segue exemplo:

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You are about to log a support Ticket with the following details:

Name: abuseteam
Email: delisting@hostdime.com
Listing Type: Spam (Spam Received from this host)
Using OS:
Problem host/IP: 162.221.186.34
DNS Record: ERROR resolving 34.186.221.162.in-addr.arpa.
DNS TTL (How long the record is value for): Negative Caching in Effect (Authoritative Result)

The ticket will be logged to the Spam DB Queue (Spam listing types are sent here)

Replies will be made to <delisting@hostdime.com> so if the address is incorrect you should go back to the start and reenter it correctly. Delisting will not happen unless a reply is received from the address submitted.

You should be patient as it can take a while to answer your ticket, if you log more than one ticket about the same address without good reason your request will go to the back of the queue, you may submit additional information by replying to the ticket notification mail.

Enter additional comments related to this issue to support your case for delisting (no HTML allowed):

Hello Sorbs team,

We already cleaned the account that was abusing on this server, now the queue is normal and everything is fine, may you guys proceed with delist?

Thanks in advance!

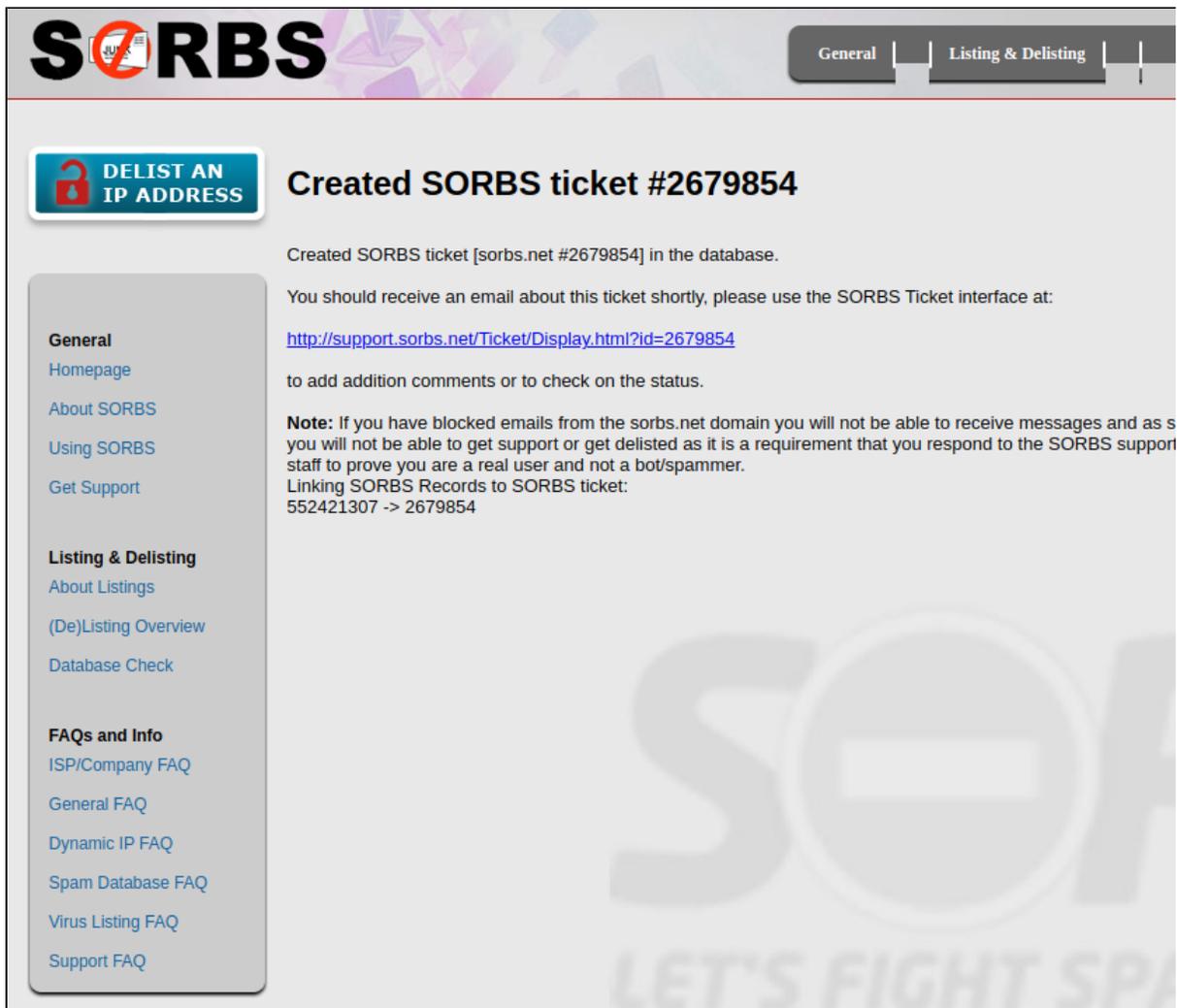
If you do not enter any additional comments your request may be rejected without review. Please use English if you wish to have a fast response as only a few of our support staff speak languages other than English.

If you do not speak English you could try one of the online translators, but please do re-convert the translated text back to your native language to see if it is readable. English speaking SORBS staff may attempt to use Google translate to reply to your native language, but we have found that it often renders the translated text unreadable or with very little sense.

[Open Ticket](#) [Reset Form](#)

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Posteriormente, basta clicar em "Open Ticket" e o chamado de solicitação de delist irá para fila de chamados da Sorbs SPAM, a seguinte página será retornada após a solicitação:



SORBS General Listing & Delisting

DELIST AN IP ADDRESS

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<http://support.sorbs.net/Ticket/Display.html?id=2679854>

to add addition comments or to check on the status.

Note: If you have blocked emails from the sorbs.net domain you will not be able to receive messages and as s you will not be able to get support or get delisted as it is a requirement that you respond to the SORBS support staff to prove you are a real user and not a bot/spammer.
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Pronto, chamado aberto e delist solicitado. Agora só resta esperar a solicitação ser concluída.

As atualizações do delist chegarão no e-mail da conta criada no site da Sorbs.

Este artigo te ajudou?



Your Rating:



Results:



2 rates

Ainda precisa de ajuda?

[ABRIR UM CHAMADO](#)