

## Actividades que debe realizar para comprobar si su IP está en lista negra.

Primero que nada necesita usted saber la IP de su conexión (si es que no logra identificarla en el correo que se le regresó), para obtenerla ingrese en este link: <http://sinfin.net.mx/ip/>



The screenshot shows the Sinfin Web website interface. At the top, there is a navigation menu with links: INICIO, PROMOCIONES, DISEÑO, HOSTING, DOMINIOS, AYUDA Y SOPORTE, and CONTACTO. The main content area features a large, bold IP address: 187.234.50.164. Above the IP address, it says "La dirección IP de su conexión es:" and below it, "Servicio proporcionado por Sinfin Web". The background of the main content area is a collage of various images.

Ahora deberá abrir otra ventana e ingresar a este link: <http://www.kloth.net/services/dnsbl.php>. En el recuadro gris debe anotar los números de su ip incluyendo los puntos, se sugiere copiar y pegar; pulsar el botón Look it up, sólo debe esperar unos momentos en lo que el sitio procesa la información y muestra los resultados:

### Multi DNSBL-check: look up an IP address in DNS blackhole lists

Check an IP v4 internet address against a selected number of common public DNS-based blackhole lists to see if it is blacklisted as a public spam source (also called Multi-DNSBL or Multi-RBL mail abuse by UBE/UCE spam).

Please note: This is just an info on the online tool to look at these DNSBL lists. These lists are not located on this server, we are not blocking your mail traffic to the Internet, we do NOT maintain any of these lists and can NOT remove any/ing. Of course, NONE of these lists is accepting mails from spam sources by rejecting one of these lists, though. Each DNSBL is individually maintained. For any removal follow the link in the output to the homepage of the respective DNSBL maintainer and read the published instructions carefully. This online service is for private, non-commercial use only. Please do not abuse. No bots.

DNSBL-check

IP-Address: 187.232.97.68  ... IP-address to check (in dotted quad notation, e.g., 10.22.33.44).

It may take up to one minute for the program to check all lists in realtime and complete ... please be patient and do not reload.

... here is the Multi-DNSBL-check result for 187.232.97.68 [dsl-187-232-97-68-dyn.prod-infinity.com.mx] from these lists :

Not listed in spam.abuse.ch, dnsbl.abuse.ch [0.0199 sec]  
Not listed in cbl.abuseat.org, cbl.abuseat.org [0.0151 sec]  
Not listed in dnsbl.ahbl.org, www.ahbl.org [0.0024 sec]  
Not listed in ircbl.ahbl.org, www.ahbl.org [0.0198 sec]  
Not listed in virbl.dnsbl.bit.nl, virbl.bit.nl [0.0198 sec]  
Not listed in dnsbl.inps.de, dnsbl.inps.de [0.0082 sec]  
Not listed in ix.dnsbl.manitu.net, www.dnsbl.manitu.net/ [0.0126 sec]  
Not listed in dnsbl.sorbs.net, www.nl.sorbs.net [0.0012 sec]  
Not listed in bl.spamcannibal.org, www.spamcannibal.org [0.0005 sec]  
Not listed in bl.spamcoop.net, www.spamcoop.net [0.0271 sec]  
Not listed in sbl.spamhaus.org, www.spamhaus.org/sbl/ [0.02 sec]  
Not listed in xbl.spamhaus.org, www.spamhaus.org/xbl/ [0.0323 sec]  
**Listed in pbl.spamhaus.org, www.spamhaus.org/pbl/ : 127.0.0.11 : http://www.spamhaus.org/query/bl?ip=187.232.97.68 - (Hit:900) [0.0416 sec]**  
Not listed in dnsbl-1.uceprotect.net, www.uceprotect.net [0.0005 sec]  
Not listed in dnsbl-2.uceprotect.net, www.uceprotect.net [0.0005 sec]  
Not listed in dnsbl-3.uceprotect.net, www.uceprotect.net [0.0005 sec]  
Not listed in db.wpbl.info, www.wpbl.info [0.0005 sec]  
Not listed in list.dnswl.org, www.dnswl.org [0.0005 sec]

Statistics:  
18 checks performed in 18.282 seconds.  
Found 1 listed, 17 unlisted in this collection of DNSBLs.  
Please note, that dnswl.org is a whitelist not a blacklist.

What to do, if your IP address is listed?  
Since these lists are doing their work carefully, there is a very strong evidence that your IP address is associated with spam activity. Clean your environment or have your ISP to clean his environment if your recipient's mail server is rejecting your mails by using one of these DNSBLs, you may additionally approach your recipient to whitelist your IP address (or have his ISP to do so).

If in doubt, if the lists are alive and the checks are working, you may check for the test IP address 127.0.0.2, which should trigger most lists as a standard test record.

En este ejemplo podemos ver que la ip sí está reportada en una de las listas negras: Listed in pbl.spamhaus.org (es el más común).

Qué debe hacer? Pulsar en ese link para que lo redirija a ese sitio:

Pulsar donde dice: Blocklist Removal Center, se mostrará la pantalla:

**SPAMHAUS** THE SPAMHAUS PROJECT

Home SBL XBL **PBL** DBL DROP ROKSO WHITELIST

Blocklist Removal Center About Spamhaus | FAQs | News Blog

## PBL Advisory

**Blocklist Help**

Blocked? To check, get info and resolve listings go to [Blocklist Removal Center](#)

**Associated Documents**

- ▶ PBL FAQs
- ▶ PBL FAQs (Japanese)
- ▶ DNSBL Usage Terms
- ▶ How Blocklists Work
- ▶ The ZEN Blocklist
- ▶ Datafeed Service

**ISP Account Area**

Private PBL Account Area for ISPs and Network Administrators

### The Policy Block List

The Spamhaus PBL is a DNSBL database of end-user IP address ranges which should not be delivering unauthenticated SMTP email to any Internet mail server except those provided for specifically by an ISP for that customer's use. The PBL helps networks enforce their Acceptable Use Policy for dynamic and non-MTA customer IP ranges.

PBL IP address ranges are added and maintained by each network participating in the PBL project, working in conjunction with the Spamhaus PBL team, to help apply their outbound email policies.

Additional IP address ranges are added and maintained by the Spamhaus PBL Team, particularly for networks which are not participating themselves (either because the ISP/block owner does not know about, is proving difficult to contact, or because of language difficulties), and where spam received from those ranges, rDNS and server patterns are consistent with end-user IP space which typically contain high concentrations of "botnet zombies", a major source of spam. Once aware of them, the ISP/block owner can take over such records at any time to manage them further.

The PBL lists both dynamic and static IPs, any IP which by policy (whether the block owner's or -interim in its absence- Spamhaus' policy) should not be sending email directly to the MX

**DNSBL Usage Terms**

Use of Spamhaus's free public DNSBL service is restricted to low-volume non-commercial users only. To make sure you qualify for free use, please see the terms:

[DNSBL usage terms](#)

Se mostrará la siguiente pantalla y deberá ingresar la ip en el primer recuadro, pulsar Lookup.

**SPAMHAUS** THE SPAMHAUS PROJECT

Home SBL XBL **PBL** DBL DROP ROKSO WHITELIST

Blocklist Removal Center About Spamhaus | FAQs | News Blog

## Blocklist Removal Center

**IP Address Lookup**

This Lookup tool is **only** for IP Addresses domains or email addresses. If you do not know what an IP address is, or what IP to look up, please contact your Internet Service Provider and ask them to help you.

Enter an IP Address

If your IP address is listed on one of our IP blocklists; SBL, XBL or PBL (collectively known as the 'Zen' blocklist), this lookup tool will tell you which one and will give you a link to information on what to do.

**Domain Lookup**

This Lookup tool is **only** for Domains (not IP Addresses). The DBL only lists domains currently involved in spam, therefore it is extremely unlikely that normal domains will be on the DBL.

Enter a Domain Name

If your Domain is listed on the Spamhaus Domain Blocklist (DBL), this Lookup tool will give you a link to information on what to do.

**Associated Documents**

- ▶ How Blocklists Work
- ▶ What is an "IP Address"?

Siguiente pantalla:

The screenshot shows the Spamhaus Blocklist Removal Center homepage. At the top, there is a navigation menu with links for Home, SBL, XBL, PBL, DBL, DROP, ROKSO, and WHITELIST. Below the menu is a yellow banner with the text "Blocklist Removal Center" and "About Spamhaus | FAQs | News Blog". The main content area is titled "Blocklist Removal Center" and features a "Blocklist Lookup Results" section. This section displays the following information: "187.232.97.68 is not listed in the SBL", "187.232.97.68 is listed in the PBL, in the following records:", a bulleted list containing the link "PBL1535236", and "187.232.97.68 is not listed in the XBL". To the left of the main content is a "Blocklist Documents" sidebar with links for SBL FAQs, XBL FAQs, PBL FAQs, DBL FAQs, How Blocklists Work, and Lookup another address. A blue arrow points to the "How Blocklists Work" link. To the right of the main content is a text box explaining that the lookup tool is for manual (non-automated) lookups only. Below the lookup results is a "Not Listed" and "Listed" section with explanatory text.

Aparece la ip en rojo e inmediatamente abajo un link que dice: PBL..... Pulsar ese link para ir a la siguiente pantalla:

The screenshot shows the Spamhaus PBL Advisory page. At the top, there is a "PBL Advisory" header. Below the header is a "Ref: PBL1535236" and "187.232.0.0/15 is listed on the Policy Block List (PBL)". To the right of the main content is an "Associated Documents" sidebar with links for PBL Home, PBL FAQs, and How Blocklists Work. The main content area is titled "Outbound Email Policy of The Spamhaus Project for this IP range:" and contains the following text: "This IP address range has been identified by Spamhaus as not meeting our policy for IP addresses permitted to deliver unauthenticated 'direct-to-mx' email to PBL users." "Important: If you are using any normal email software (such as Outlook, Entourage, Thunderbird, Apple Mail, etc.) and you are being blocked by this Spamhaus PBL listing when you try to send email, the reason is simply that you need to turn on "SMTP Authentication" in your email program settings. For help with SMTP Authentication or ways to quickly fix this problem click here." "See also: <http://www.spamhaus.org/faq/answers.lasso?section=Spamhaus%20PBL>". Below this is a "Removal Procedure" section with the text: "If you are not using normal email software but instead are running a mail server and you are the owner of a Static IP address in the range 187.232.0.0/15 and you have a legitimate reason for operating a mail server on this IP, you can automatically remove (suppress) your static IP address from the PBL database." A blue arrow points to a button labeled "Remove an IP from PBL". Below this is an "About The PBL" section with the text: "The Spamhaus Policy Block List ("PBL") is an international anti-spam system maintained by The Spamhaus Project in conjunction with Internet Service Providers and is used by Internet networks to enforce inbound email policies. The PBL database lists end-user IP address ranges which should not be delivering unauthenticated email to any mail server except those provided for specifically for that customer's use. The PBL lists only IP addresses (not domains or email addresses)."

Pulsar el botón Remove an IP from PBL, y pasamos a la siguiente pantalla:

## PBL Advisory

### PBL Self-Service IP Removal

#### Automatic removal mechanism for single Static IP addresses

This function allows mail server operators with Static IP addresses listed on the PBL (such as IPs within a range previously identified as Dynamic but which has been recently reassigned as Static) to automatically remove their Static IP addresses from the PBL database.

#### Before removing an IP address from the PBL database you must understand this:

**1 THE PBL IS NOT A BLACKLIST.** You are not blacklisted for spamming or for anything you have done. The PBL is simply a list of ALL of the world's end-user broadband IP space, i.e. IP space normally assigned to broadband/ADSL customers. It is perfectly normal for dynamic IP addresses (DSL, DHCP, cable, dialup) to be listed on the PBL. In fact all IP addresses in the world which are not designated mail server machines "should be" on the PBL.

The PBL does not prevent you sending email unless your email program is not authenticating properly when it connects to your ISP or company's mail server. This can happen if you have forgotten to turn on 'Authentication' in your 'outgoing mail' account settings, or if the username/password your email program is giving to your outgoing mail server is wrong.

If you are using a normal email program, such as Outlook, Entourage, Thunderbird, Apple Mail, and you are being blocked by a Spamhaus PBL listing when you try to send email, the reason is simply that **YOU NEED TO TURN ON 'SMTP AUTHENTICATION'** in your email program's account settings. See: [How do I turn on SMTP Authentication?](#)

**2** You should only remove an IP address from the PBL if (A) the IP address is Static and has proper Reverse DNS assigned to your mail server, and (B) if you have a specific technical reason for needing to run a 'direct-to-MX' email service, such as a mail server appliance, of the Static IP address. In all other cases you should NOT remove an IP address from the PBL.

**3** By removing your IP address from the PBL database you are assuming responsibility for any Spam that may later originate from the IP address. If spam is then detected from an IP address excluded from PBL, it may be listed in SBL or XBL under the criteria of those lists.

**4** When requesting a removal, do NOT give a FreeMail or free webmail address (such as @gmail.com, @hotmail.com, @yahoo.com, etc.). The PBL system does not process removals from freeMail accounts (the system will simply discard any removals you make if you use any 'freeMail' address). Always use your real address and your own domain.

**5** You can not remove an IP address that is also listed in another Spamhaus database (such as SBL or XBL) due to other existing spam issues. You can not remove an IP address that has been set to 'non-removable' by your ISP. In this case you need to contact your ISP to resolve the issue.

**6** Removed IP addresses are not actually deleted from the PBL master database, instead they are added to a suppression database which removes the IP address from the current PBL zone build. You can only remove one IP address. Safeguards are built in to prevent abuse of the removal facility by spammers (and particularly by automated bots).

If you have understood this page, click below to begin the removal process:

I have read and I have understood this page  
Remove IP Address...

Pulsar en el recuadro blanco para aceptar que se ha leído y comprendido e inmediatamente pulsar el botón Remove IP Address para ir al siguiente paso:

## PBL Advisory

### Policy Block List IP Removal Form

#### Information Required

IP Address to remove	<input type="text" value="187.232.97.68"/>
Your Email Address	<input type="text" value="sucuentadecorreo@sudominio"/>
Use your real address at your own domain. Do not use a free email address ( <b>no gmail/hotmail/yahoo/etc.</b> ). See <a href="#">why</a> .	
This IP is in Country	<input type="text" value="Mexico"/>
This IP Address is	<input type="text" value="Dynamic"/>
This IP Belongs to	<input type="text" value="A Personal Computer"/>
Numbers Picture	
Enter the Numbers shown	<input type="text" value="949663"/>
(If you cannot see the numbers picture above, make sure your web browser accepts cookies from <a href="#">www.spamhaus.org</a> )	
<input type="button" value="Submit"/>	

Next step: To verify this request, a confirmation email will be sent to the email address you entered above. The email will contain a token (5-digit code) which you must enter at Step 2 (Verify Request) to de-list this IP address. Without this code your request cannot be processed.

Debe ingresar los datos que solicitan en cada recuadro: su ip; su cuenta de correo de su dominio, elegir el país (México), dejar Dynamic y A personal Computer, capturar los números del capché y pulsar submit para el siguiente paso (en caso de que no le lleve a la siguiente pantalla, es porque alguno de los datos que se ingresaron no es correcto).

Si los datos son correctos le llevará a la siguiente pantalla:

## PBL Advisory

### Removal Process

- ▶ **Step 1:**  
Request Removal
- ▶ **Step 2:**  
**Verify Request**

Please  
This information is kept  
confidential. See [Privacy  
Policy](#)

### Verify Your Removal Request

An email message has been sent to the email address you entered in Step 1. The email message contains a unique 5-digit code which you must enter here to complete this IP removal process. If you do not enter the correct code this IP removal process can not complete.

Please enter your 5-digit code

Finish

Por último, en el recuadro deberá ingresar el código de 5 dígitos que le llegará a la cuenta de correo que ingresó en el paso anterior y pulsar Finish.

Se mostrará un mensaje indicando que en 30 minutos estará funcionando de forma normal.