

Failed Recipient - Barracuda Networks - Reputation

If you receive barracudanetworks.com/reputation delivery failure error, your email is being blocked by Barracuda Networks

“Failed Recipient: username@domainname.ext
Reason: Remote host said: 554 Service unavailable; Client host [mail.domainname.com] blocked using Barracuda Reputation;
<http://www.barracudanetworks.com/reputation/?r=1&ip=12.34.567.891>”

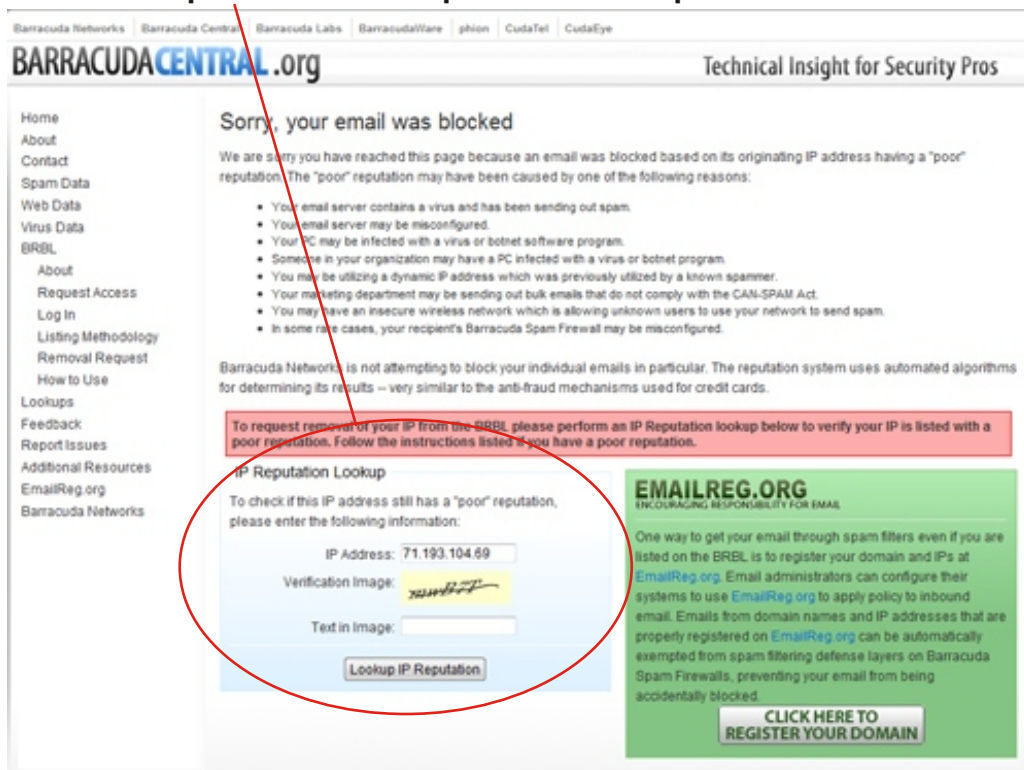
Solutions:

- 1 The quick short-term solution is to either use your smartphone, or log on to our Web mail (SmarterMail) system at <http://mail.domainname.ext> to send your e-mail. This avoids using your IP address to send the e-mail.
- 2 The other options is to call the recipient and have their IT department add you as a trusted sender in their barracuda spam filtering system. This will only clear sending to this company. Other companies using Barracuda will still have you blocked.
- 3 Then to remove the block at barracuda, follow the link listed in the delivery failure notice. (i.e. <http://www.barracudanetworks.com/reputation/?r=1&ip=12.34.567.891>). Follow the instructions to unblock your IP address that your ISP (Internet Service Provider) has assigned you. (IP Reputation Lookup) Then wait for it to clear. This could take hours. (See below)

To follow the link listed in the delivery failure (#3), click on the link provided in the undelivered e-mail returned to you.

(i.e. <http://www.barracudanetworks.com/reputation/?r=1&ip=12.34.567.891>)

Follow the instructions to perform an IP Reputation Lookup



The screenshot shows the Barracuda Central website with a message: "Sorry, your email was blocked". The message explains that the email was blocked due to a "poor" reputation of the originating IP address. It lists several reasons for this, such as the email server containing a virus or being misconfigured. A red box highlights the instruction: "To request removal of your IP from the BRBL, please perform an IP Reputation lookup below to verify your IP is listed with a poor reputation. Follow the instructions listed if you have a poor reputation." Below this is the "IP Reputation Lookup" form, which is circled in red. The form asks for the IP Address (71.193.104.69), a Verification Image (a yellowed-out image), and the Text in Image. A "Lookup IP Reputation" button is at the bottom of the form. To the right of the form is a green box for "EMAILREG.ORG" with a "CLICK HERE TO REGISTER YOUR DOMAIN" button.