

Requests [cPanel](#) > [My activities](#)

## getting blocked for spam AT&T & Yahoo

### Ticket details



webmaster

9 months ago

553 5.3.0 flph829 DNSBL:RBL 521 < 74.208.129.213 >\_is\_blocked.For assistance forward this error to [abuse\\_rbl@abuse-att.net](mailto:abuse_rbl@abuse-att.net)

Was blocked last week by Yahoo. Used mailips and changed ips resolved issue. Now all of a sudden getting reports of mail returns.

Checked mailips file and showed zero bytes. My entries were "gone"...

What I need is for cp group to see if they can locate what may have caused issue?

Also why my mailips in /ect/mailips file was overwritten by system with blank file?

annamariaparadise.com: 74.208.129.202

\*: 74.208.129.39 (Temporary use all other domains that were using 74.208.129.213 )

What I really need is a way to stop all cpanel user mail forwards... Could be clients are reporting themselves!

Only Google and Microsoft are intelligent enough not to block forward spam.

Any solution to stop these mail blocks ones and for all would be welcome.

We have not had a client infected for a long long time. Only increased volume of main in and out.



Aaron Horsley

9 months ago

Hello,

Upon reading of your reported issue, this problem does not appear to be related to or caused by cPanel or by the basic configuration of the cPanel bundled software. As such, I will first perform an investigation

or by the basic configuration of the cPanel-bundled software. As such, I will first perform an investigation

to determine whether cPanel is or is not related to the reported issue. If it is found to be related, we will work to resolve your problem.

However, if the problem is determined to be unrelated to cPanel or to the basic configuration of the cPanel-bundled software, I will investigate to see if I can be of any assistance as a courtesy, such as by providing documentation or other additional resources on how to resolve the issue.

We want everyone who uses cPanel to have an amazing experience, both with our software and our support. Sometimes that means pointing you to an expert or external resource about your particular problem if it is not a cPanel-related issue.

Please stand by while I begin my investigation. I will update you with my findings shortly.

Sincerely,

--

Thank you for using cPanel,

Aaron Horsley

Technical Analyst II

cPanel, L.L.C.

Need a doc? Find our documentation at <https://documentation.cpanel.net/>

Find out what's new in version 84!

<https://documentation.cpanel.net/display/84Docs/84+Release+Notes>

Thank you for using cPanel,

Aaron Horsley

Technical Analyst II

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Aaron Horsley

9 months ago

Hello again,

By default, that file is empty. I see the "Send mail from accounts IP address" and "Reference /etc/mailips for custom IP for outgoing SMTP connection" is also off.

The /etc/mailips file controls the IP address from which each domain sends mail. You can enable this and then use your preferred text editor to create an /etc/mailips file that resembles one of the following examples:

```
example.com: 192.168.0.2
sub.example.com: 192.168.0.2
addon.example.com: 192.168.0.3
*: 192.168.0.1
```

As far as preventing mail forwards, can you expand on this more? You may want to look into tuning Spam Assassin to train the mail server to better handle this and to scan the outgoing mail server.

There's also a feature request for SpamAssassin learning through the cPanel interface, you may want to vote for this as well <https://features.cpanel.net/topic/spamassassin-bayes-training-via-cpanel>

For training SA, this should help <https://chemicloud.com/kb/article/how-to-train-spamassassin/> as well as our forum post here <https://forums.cpanel.net/threads/how-to-train-spamassassin-with-sa-learn.655075/>

Standing by.

--

Thank you for using cPanel,

Aaron Horsley  
Technical Analyst II

cPanel, L.L.C.

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Thank you for using cPanel,

Aaron Horsley  
Technical Analyst II