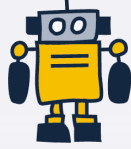


91.231.132.99 has 1 listing



Please don't be alarmed! We understand finding your IP address or domain on a blocklist can be worrying. This website will give you information about why you are listed, and what you can do to ensure you don't get listed again.

Where it is possible to request removal, we will help you through the process. However, if your IP is listed on the Spamhaus Blocklist (SBL), removal can only be requested by your Internet Service Provider (ISP).

Close

CSS Blocklist - Why is this IP address listed?



Your IP address is either exhibiting suspect behavior, is misconfigured, or has a poor sending reputation.

As a result, the IP is listed in the [CSS Blocklist \(CSS\)](#).

Click on **Show Details** to see if you can request a delisting from this blocklist. This will also display any further information we have relating to this listing.

Hide details ^

Why was this IP listed?

CSS listings are influenced by:

- Email showing indications of unsolicited nature;
- Poor email list hygiene;
- Sending out bad email due to a compromise, insecure installation or misconfigured server;
- Other indicators of low reputation or abuse.

CSS listings are based on a wide range of inputs and are always the result of multiple events and heuristics.

What should be done about it?

If this is a shared server, please call your hosting company or ISP!

To solve this problem:

- The [reputation problem](#) needs to be addressed and resolved, or
- The compromise needs to be [found and fixed](#), or
- The [misconfiguration](#) must be corrected.

HELO/EHLO & DNS CHECKS:

You can test a server's HELO configuration by sending an email from it to helocheck@abuseat.org. A bounce that contains the required information will be returned immediately. It will look like an error, but it is not. Examine the contents of this email.

- If the HELO/EHLO value does **NOT** exist in DNS, that should be corrected
- If the HELO/EHLO value is **NOT** correct, that should be fixed
- If the HELO/EHLO is using a domain that does **NOT** exist, that should be corrected
- If the HELO/EHLO **IS** what you expect it to be **AND** it exists in DNS, then there is a spambot or some other kind of malware! This needs to be found and removed.

NOTE: this check does not currently work on IPv6. This is only a syntax check, NOT a verification that the DNS problem has been resolved.

If the HELO configuration is correct and as expected, then there is another problem, probably malware.

MALWARE CHECKS:

- Secure your firewall to not allow any packets outbound on port 25, except those coming from any email server(s) on your local network. Remote sending of email to servers or printers on the Internet will still work if web-based, or correctly configured to use port 587 using SMTP-AUTH.

- Guest networks should also be secured - infected personal devices are a big issue!

NOTE: limiting port 25 outbound will only prevent the abusive connections from leaving your network and will *not* find or remove the malware. In order to do that, we suggest setting up network logging/packet logging to monitor anomalous traffic. This will help identify sources of malware if the scans do not find anything.

- Perform complete scans with an up to date anti-virus/malware on all devices behind this IP on a scheduled basis.
- Remember to check personal devices such as laptops, phones, tablets, as well as routers, etc. Malware can be on almost anything that is connected to the internet, including a [smart doorbell](#).
- Consider the router or firewall as a source of the problem if scans find no other devices.

This FAQ can be helpful: <https://www.spamhaus.org/faq/section/Hacked...%20Here's%20help>

For more details about CSS, listing criteria and removal please see [our FAQ](#).

Requesting removal

If the problem on 91.231.132.99 has been addressed, you can start the delisting process.

I have read all the information relating to this listing and understand that re-listing may occur if I haven't fully resolved these issues.

Next Steps



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