



## 當寄出的電子郵件 因列於國際黑名單上而遭客戶信箱封鎖， 要如何將電子郵件IP自國際黑名單移除？

若企業網域信箱寄出的電子郵件，客戶無法收到，可能是企業本身之電子信箱網域或者IP已被列入國際黑名單Realtime Blackhole List (RBL)，故被視為垃圾郵件發送者，而遭到參考RBL清單之客戶信箱封鎖。若需解除封鎖，則可至各RBL組織網站申請解除黑名單封鎖。不同的RBL移除黑名單的方式不同，大部分為向各RBL網站寄出e-mail以申請解除封鎖，並請特別注意，寄出申請e-mail時，郵件之標題內容格式需依照各RBL網站規範，以利作業確實。若IP被一個以上不同RBL組織列入封鎖黑名單，則需至各不同RBL組織提出移除封鎖黑名單申請。

### 解除黑名單主要需執行步驟為：

- (1)查詢企業本身之IP已被哪些RBL組織列入封鎖黑名單。
- (2)向RBL網站提出解除黑名單申請。

台中總公司 04-2705-0888  
台中市西屯區西屯路二段256巷6號3F-6

台北分公司 02-2501-1185  
台北市中山區松江路129號6F-2

高雄分公司 07-229-8788  
高雄市新興區民權一路251號8F-6

免付費專線 0800-666-188

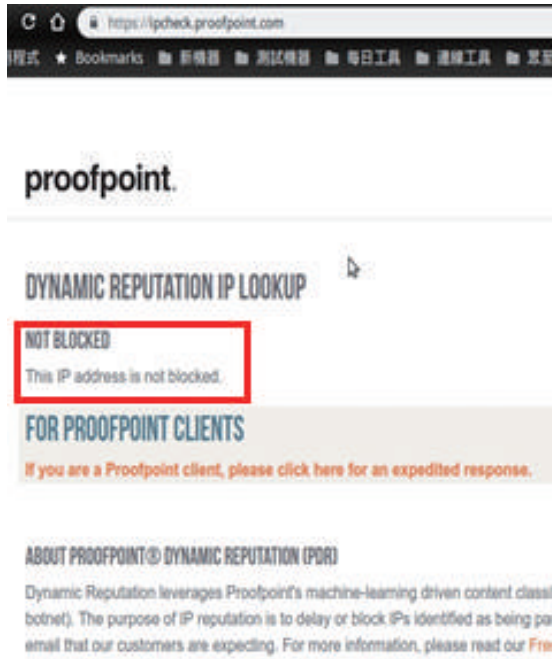
官方網站 | [www.sharetech.com.tw](http://www.sharetech.com.tw)  
銷售諮詢 | [sales@sharetech.com.tw](mailto:sales@sharetech.com.tw)  
技術支援 | [help@sharetech.com.tw](mailto:help@sharetech.com.tw)

# 如何將電子郵件IP自國際黑名單移除?

## (1)查詢郵件IP被哪些網站列入RBLs list

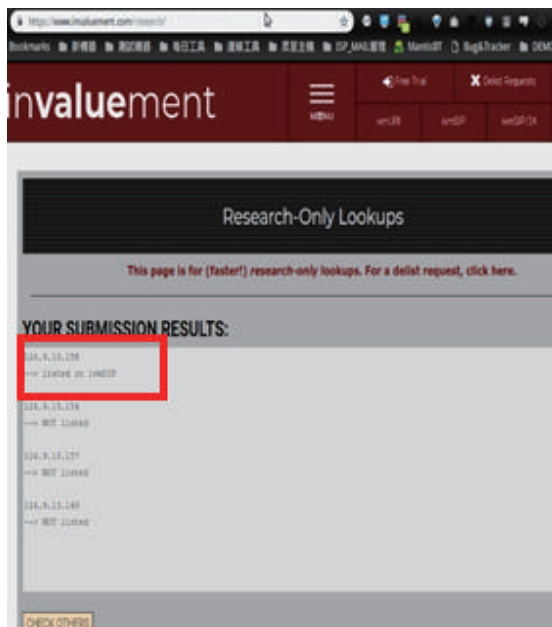
需至各不同RBL組織網站，查詢郵件伺服器IP是否在其封鎖清單中，以下列出主要RBL網站網址(proof point, invaluement, SPAMHAUS, senderbase)及IP是否列入封鎖黑名單之查詢結果：

(a)proofpoint <https://support.proofpoint.com/rbl-lookup.cgi>



NOT BLOCKED 表示查詢之IP未被列入proofpoint RBL組織之封鎖黑名單中。

(b) invaluement <http://dnsbl.invaluement.com/lookup/>



124.9.13.158之查詢結果為 “listed on ivmSIP”，表示此IP已被列入invaluement RBL組織之封鎖黑名單中。

# 如何將電子郵件IP自國際黑名單移除?

(c)SPAMHAUS <http://www.spamhaus.org/lookup/>

SPAMHAUS

Home SBL XBL PBL DBL DROI

Blocklist Removal Center

Blocklist Removal Center

Blocklist Documents

- ▶ SBL FAQs
- ▶ XBL FAQs
- ▶ PBL FAQs
- ▶ DBL FAQs
- ▶ How Blocklists Work
- ▶ Lookup another address

Blocklist Lookup Results

124.9.13.158 is not listed in the SBL

124.9.13.158 is not listed in the PBL

124.9.13.158 is not listed in the XBL

表示查詢之IP未被列入SPAMHAUS RBL組織之封鎖黑名單中。

(d)senderbase <http://www.senderbase.org/lookup>

Lookup data results for IP Address

124.9.13.158

Search by IP domain or network name for historical threat data.

Reputation Overview | Email & Spam Data | Malware Data | Reputation Support

輸入IP以查詢是否在封鎖黑名單上

LOCATION DATA

Team: Taiwan

OWNER DETAILS

IP ADDRESS: 124.9.13.158

FWREV DNS MATCH: Yes

HOSTNAME: 124.9.13.158.abuse.ch.124.9.13.158

DOMAIN: 124.9.13.158

NETWORK OWNER: 124.9.13.158

REPUTATION DETAILS

EMAIL REPUTATION: Good

WEB REPUTATION: Positive

WEIGHTED REPUTATION: Neutral

SPAM LEVEL: None

EMAIL VOLUME: 00

VOLUME CHANGE: 100%

LAST DAY: None

LAST MONTH: 00

BLACKLISTS

BL.SPAMHAUS.NET: Not Listed

CBL.ABUKAT.ORG: Not Listed

PBL.SPAMHAUS.ORG: Not Listed

SBL.SPAMHAUS.ORG: Not Listed

SAUS SECURITY INTELLIGENCE BLACKLIST

BLACKLISTED: No

若顯示Not Listed即表示不在此封鎖黑名單上

若查詢結果為Not Listed 即表示查詢之IP未被列入senderbase RBL組織之封鎖黑名單中。

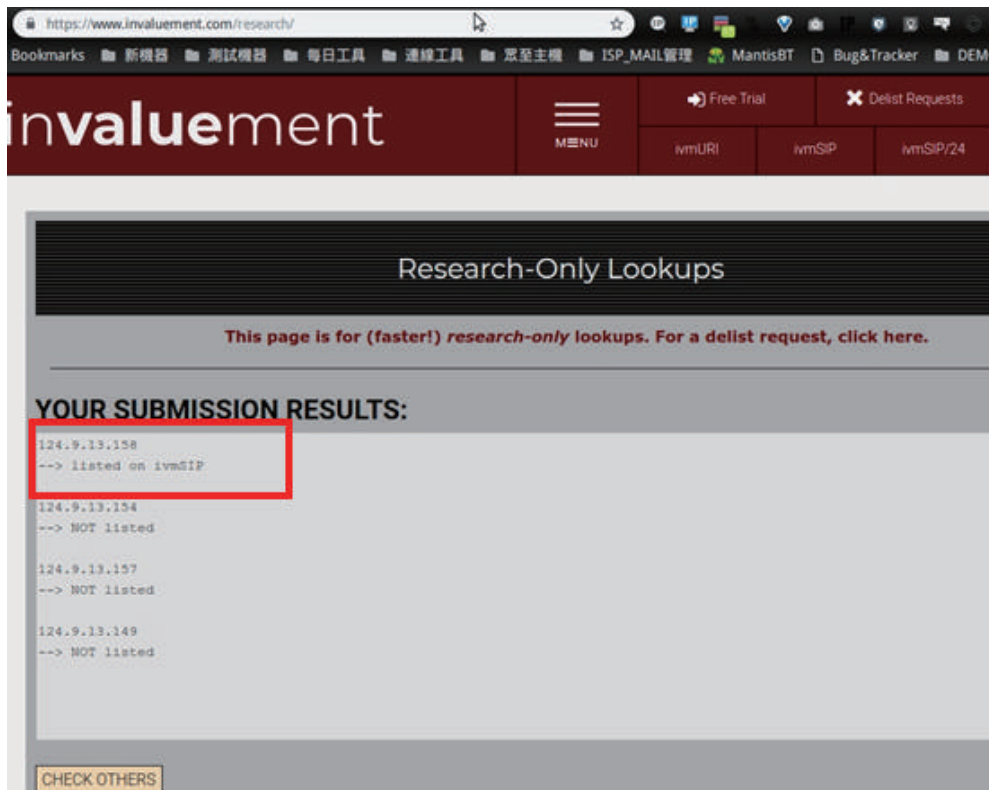
# 如何將電子郵件IP自國際黑名單移除？

## (2)向RBL網站提出解除黑名單申請

如果確認郵件IP或電子郵件網域在RBL封鎖清單中，則需對個別郵件封鎖清單業者申請移除黑名單，大部分為以e-mail提出解除黑名單申請：

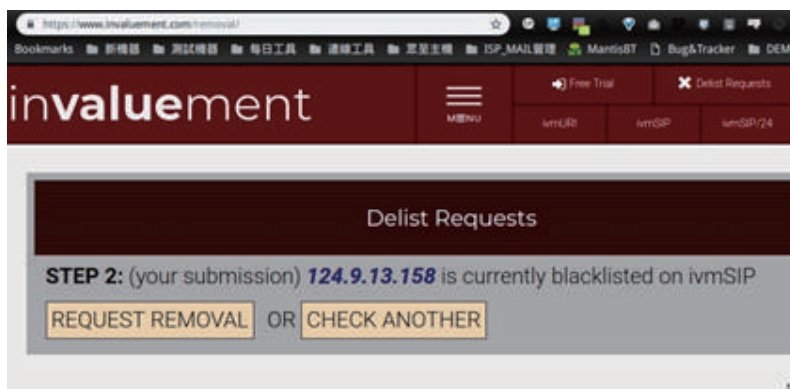
以invaluemnt網站<http://dnsbl.invaluemnt.com/> 為範例移除黑名單封鎖步驟

1.至<http://dnsbl.invaluemnt.com/lookup/> 查詢IP是否在封鎖清單中：



當IP下方顯示listed on 1vmSIP，即表示此IP已被列入郵件黑名單中。

2.至<https://www.invaluemnt.com/removal/> 輸入要自黑名單移除的IP，並按下“REQUEST REMOVAL”鍵。



# 如何將電子郵件IP自國際黑名單移除?

3. 網站會依照IP產生一特定格式e-mail標題: " ivmSIP:124.9.13.158#9A2EBE7739# "
- 請依規定標題寄出e-mail至 [delist@invaluemart.com](mailto:delist@invaluemart.com) 以解除封鎖。
- 信件內容則需依照網站要求，以此網站舉例如下：
- 說明此IP會被列入黑名單的可能原因。
  - 說明此IP不應再被列入黑名單的理由。
  - 為確保此申請的可信度，請提供您的聯絡資訊。
  - 請提供信件未送達紀錄文字部分。
  - 您的電子信箱來源請使用另一個合法電信網域或企業網域。
  - 若此封申請信件來自免費網域並且沒有任何合法聯絡資訊，則此申請視為無效。

**Delist Requests**

**STEP 3:** The final step is for you to send an e-mail to [delist@invaluemart.com](mailto:delist@invaluemart.com), using the following subject line:

**ivmSIP: 124.9.13.158 #9A2EBE7739#**

Also, in the body of the message, please:

- Explain why you think this got blacklisted, if known.
- Explain why you think it should no longer be listed.
- Provide your contact information, to give your request more credibility.
- Provide the text of the Non-Delivery Report, if known? Or, if you don't have an NDR, how did you discover that this was listed?
- Your 'from' e-mail address should be using either a legitimate ISP or your organization's domain name. Therefore, avoid sending requests from a freemail address (yahoo, gmail, hotmail, etc), if possible.
- We reserve the right to ignore requests which are BOTH (a) sent from freemail services (or hidden reg domains) AND (b) which have zero legitimate contact information. [A+B = an anonymous request!] Other requests which otherwise egregiously ignore the instructions listed above may be treated likewise!  
*NOTE: This last point is primarily aimed at certain snowshoe spammers and certain blackhat ESPs who constantly spam the removal request form, try to be as anonymous as possible... and yet spam is continually sent from the very IPs and domains they submitted for a delisting.*

**WARNING:** You MUST send the e-mail message, using the instructions above, for your delist request to be fully submitted.

提出e-mail申請後，若符合此RBL網站規定並且IP異常問題已解決，則IP即可自封鎖黑名單中移除。