

Why do mail servers get blacklisted?

(Mail Hosting: NTT Communications (Thailand) Co., Ltd.)

We have going to explain why it's common for mail servers to get blacklisted.

What is a blacklist?

Most people who attempt to track the global level of spam being sent, estimate anywhere between 80% - 95% of all email transmitted daily on the Internet is spam.

That means that simply relying on manually going through all of your own email, is not the most efficient method for weeding through spam messages anymore these days.

As such there are public blacklists of mail servers that have been relaying spam. This allows other mail servers to check if an email is from a server's IP address that might have possibly been flagged for sending spam in the past.

Why the server on a blacklist?

It's not uncommon for a mail IP address to end up on a public blacklist, especially on a shared server. It could be due to overall volume of mail coming from that server, or messages seem to have characteristics of spam in them.

Another common cause is email forwarders. If you have user@example.com forwarding to user@yahoo.com, if user@example.com is spammed, our mail server could forward that onto Yahoo.

Their servers might see our mail IP address as relaying the spam message to their server, even though it wasn't the originating server of the spam.

If you have any questions or concern ...

Please take note of any error messages and contact support-mail team as soon as possible.

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