IP-Sperre von Microsoft aufheben lassen

Microsoft sperrt anhand von unklaren Richtlinien scheinbar wahllos IP-Adressen für die Maileinlieferung zu ihren Diensten (outlook.com, hotmail.com, live.de,...). Traurige Beispiele dafür findest du bei Disroot und hier. Nachfolgend findest du ein paar Hinweise zum Vorgehen, um die eigene IP-Adresse entsperren zu lassen.

Eine Sperre erkennen

- Auf der Ebene des Mailservers ist die Sperrung an gescheiterten TLS-Verbindungen zu MS-Diensten zu erkennen:

```
relay=hotmail-com.olc.protection.outlook.com[104.47.0.0]:25, delay=2.9,
delays=2/0/0.67/0.18, dsn=5.7.1, status=bounced (host hotmail-
com.olc.protection.outlook.com[104.47.0.0] said:
550 5.7.1 Unfortunately, messages from [51.75.0.0] weren't sent. Please
contact your Internet service provider since part of their net work is
on our block list (S3140).
You can also refer your provider to
http://mail.live.com/mail/troubleshooting.aspx#errors.
[SG2APC01FT042.eop-APC01.prod.protection.outlook.com]
```

- Über den Smart Network Data Service (SNDS) kannst du den Status deiner IP-Adressen einsehen. Eine vorherige Anmeldung ist dafür notwendig.

IP Testen

Die folgenden Tests geben Hinweise darauf, ob mit deinem Setup alles in Ordnung ist:

- https://www.mail-tester.com/
- https://www.internet.nl/
- https://talosintelligence.com/reputation_center

Kontakt aufnehmen

Kontakt kann über dieses Formular aufgenommen werden. In der Regel wird Microsoft die Entsperrung bei der ersten Anfrage ablehnen. Deine mögliche Antwort darauf könnte so aussehen:

```
Hello,


I would like to ask to have 0.0.0.0 considered manually delisted
from the outlook.com blocklist.
```

```
According to the IP status page with Smart Network Data Services
(SNDS), our mail server with the IP address of 0.0.0.0 is
blocked due to user complaints or other evidence of spamming.

In fact the user complaint rate is below 0.1 % for all the days that we
can retrieve data for (have a look at the attached csv export from
SNDS).

As you can sure examine there was never a report sending to us by you
JMRP.

We do believe, however, that this IP is simply being blocked as a
consequence of a larger sweep against our service provider.

The mail server adheres to all Microsoft Policies when delivering email
to your mail servers. It's actively monitor with SNDS and JMRP.

The following technologies are implemented on this server:
SPF, DKIM, Mail filtering and scanning for Spam for incomming and outgooing
mails.

Additionally, We can offer the following:

The mail server 0.0.0.0 is not listed on any public blocklist. The
mail server can deliver email to every other major service provider.

As you see there's no reason to keep up with the blocking. We ask you
to unblock 0.0.0.0.

Regards,
YOUR_NAME
```

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