

## Admins - Anomalie #1781

### Problème de réception mail envoyés depuis les serveurs de l'april chez hotmail et laposte

09/09/2016 10:15 - Quentin Gibeaux

<b>Statut:</b>	Fermé	<b>Début:</b>	09/09/2016
<b>Priorité:</b>	Normale	<b>Echéance:</b>	
<b>Assigné à:</b>	François Poulain	<b>% réalisé:</b>	0%
<b>Catégorie:</b>		<b>Temps estimé:</b>	0.00 heure
<b>Version cible:</b>		<b>Temps passé:</b>	0.00 heure
<b>Difficulté:</b>	2 Facile		

**Description**

Il semble y avoir des soucis de réception mail chez laposte et hotmail ; ceux-ci sont rejetés

Sep 9 09:30:46 mail postfix-slow/smtp[6850]: DD2288FD: to=<\*\*\*\*\*@laposte.net>, orig\_to=<\*\*\*\*\*@april.org>, relay=smtpz4.laposte.net[194.117.213.1]:25, delay=24, delays=0.03/0/24/0.01, dsn=5.5.0, status=bounced (host smtpz4.laposte.net[194.117.213.1] said: 550 5.5.0 SPF: 62.210.101.52 is not allowed to send mail. LPN007\_401 (in reply to MAIL FROM command))

Concernant laposte, c'était peut être qu'il manquait virola et calamus dans l'enregistrement SPF

44FD1CBC: to=<\*\*\*\*\*@live.fr>, relay=mx4.hotmail.com[65.55.37.120]:25, delay=1.8, delays=0.05/0/1.6/0.16, dsn=5.0.0, status=bounced (host mx4.hotmail.com[65.55.37.120] said: 550 SC-001 (COL004-MC4 F5) Unfortunately, messages from 62.210.101.52 weren't sent. Please contact your Internet service provider since part of their network is on our block list. You can also refer your provider to http://mail.live.com/mail/troubleshooting.aspx#errors. (in reply to MAIL FROM command))

Pour hotmail, ça a l'air plus délicat...

### Historique

#### #1 - 09/09/2016 20:46 - Edouard Dausque

Pour laposte, je vois sur le serveur mail qu'il y a eu 2 échecs, et beaucoup d'autres qui n'ont pas été en échecs.. Je n'ai pas réussi à voir pourquoi.

D'après <http://www.arobase.org/forums/messages-perdus-avec-poste-net-probleme-smtp-t26706-30.html#p86014>, laposte.net est strict (de façon incorrecte) vis-à-vis du spf..

#### #2 - 15/09/2016 21:27 - Edouard Dausque

Problème encore présent :

```
host smtpz4.laposte.net[194.117.213.1] said: 550 5.5.0
Service refuse. Veuillez essayer plus tard. service refused, please try
later. LPN007_510 (in reply to end of DATA command)
```

#### #3 - 15/09/2016 21:28 - Edouard Dausque

chez free.fr

```
SMTP error from remote mail server after end of data:
host mx1.free.fr [212.27.48.6]: 550 spam detected
```

#### #4 - 03/11/2016 16:27 - François Poulain

A priori chez free la mention spam detected n'est pas abusée. C'est juste que leur politique antispam (rejet) est plus méchante que la notre (marquage).

Il reste néanmoins des soucis avec la poste :

```
Nov 3 07:35:20 mail postfix-slow/smtp[26294]: 74E2CED6: to=<bling@laposte.net>, orig_to=<bling@april.org>, relay=smtpz4.laposte.net[194.117.213.1]:25, delay=28, delays=0.02/0/28/0.01, dsn=5.5.0, status=bounced (host smtpz4.laposte.net[194.117.213.1] said: 550 5.5.0 SPF: 62.210.101.52 is not allowed to send mail. LPN007_401 (in reply to MAIL FROM command))
```

## #5 - 03/11/2016 16:47 - François Poulain

Et avec d'autre. On a du mal à émettre du courriel...

```
Nov 2 15:14:03 mail postfix-slow/smtp[28566]: C0598113C: to=<bling@live.fr>, orig_to=<bling@april.org>, relay=mx4.hotmail.com[134.170.2.199]:25, delay=94, delays=0.13/92/1.7/0.24, dsn=5.0.0, status=bounced (host mx4.hotmail.com[134.170.2.199] said: 550 SC-001 (BLU004-MC1F20) Unfortunately, messages from 62.210.101.52 weren't sent. Please contact your Internet service provider since part of their network is on our block list. You can also refer your provider to http://mail.live.com/mail/troubleshooting.aspx#errors. (in reply to MAIL FROM command))
```

## #6 - 03/11/2016 16:52 - François Poulain

En fait ça ne sent pas bon du tout cette affaire.

```
root@mail:~# grep '62.210.101.52' /var/log/mail.info -c
2707
```

## #7 - 03/11/2016 17:08 - François Poulain

à tout hasard je rempli ce formulaire

[https://support.microsoft.com/en-us/getsupport?oaspsworkflow=start\\_1.0.0.0&wfname=capsub&productkey=edfmsbl3&locale=en-us&ccsid=636137859226697867](https://support.microsoft.com/en-us/getsupport?oaspsworkflow=start_1.0.0.0&wfname=capsub&productkey=edfmsbl3&locale=en-us&ccsid=636137859226697867)

## #8 - 03/11/2016 17:52 - François Poulain

Un exemple d'email qu'on a échoué à transmettre, et qui m'interpelle :

```
# grep A0804F47 /var/log/mail.info
Nov 3 17:39:02 mail postfix/cleanup[8628]: A0804F47: message-id=<OTg00DA3Mjcw.b9c3ad4bf6f979ec9249e7e3b029bacd@data-leadefficient.online>
Nov 3 17:39:02 mail postfix/local[8623]: 8C5A0DF4: to=<rbataille@april.org>, relay=local, delay=0.15, delays=0.08/0/0/0.07, dsn=2.0.0, status=sent (forwarded as A0804F47)
Nov 3 17:39:02 mail postfix/qmgr[8587]: A0804F47: from=<noreply.imprimantemultifonction@data-leadefficient.online>, size=13093, nrcpt=1 (queue active)
Nov 3 17:39:03 mail postfix/smtp[8609]: A0804F47: to=<renaud-b@utopixia.com>, orig_to=<rbataille@april.org>, relay=mx3-cl.celeonet.fr[193.25.197.210]:25, delay=0.56, delays=0.07/0/0.42/0.07, dsn=5.7.1, status=bounced (host mx3-cl.celeonet.fr[193.25.197.210] said: 550 5.7.1 <renaud-b@utopixia.com>: Recipient address rejected: Message rejected due to: SPF fail - not authorized. Please see http://www.openspf.net/Why?s=mfrom;id=noreply.imprimantemultifonction@data-leadefficient.online;ip=62.210.101.52;r=renaud-b@utopixia.com (in reply to RCPT TO command))
Nov 3 17:39:03 mail postfix/bounce[8661]: A0804F47: sender non-delivery notification: 35874DF4
Nov 3 17:39:03 mail postfix/qmgr[8587]: A0804F47: removed
```

Ça ressemble méchamment pas à du Ham. Malheureusement, je n'ai vu aucune autre trace qui me permette de voir le message et/ou ses entêtes. Est-ce possible de demander à postfix de ne pas supprimer ces messages ? J'ai l'impression qu'on relaie du spam et que ça niut fortement à notre réputation...

## #9 - 03/11/2016 18:00 - François Poulain

à tout hasard je rempli ce formulaire

[https://support.microsoft.com/en-us/getsupport?oaspsworkflow=start\\_1.0.0.0&wfname=capsub&productkey=edfmsbl3&locale=en-us&ccsid=636137859226697867](https://support.microsoft.com/en-us/getsupport?oaspsworkflow=start_1.0.0.0&wfname=capsub&productkey=edfmsbl3&locale=en-us&ccsid=636137859226697867)

```
From: <WINLV.EDFS.WW.00.EN.MSF.RMD.TS.T01.SPT.00.EM@css.one.microsoft.com>
To: <fpoulain@april.org>
CC:
Subject: Reported deliverability problem to Outlook.com SRX1361525224ID
Date: Thu, 3 Nov 2016 16:53:32 +0000
X-Mailer: Microsoft Avondale Mailer
```

Dear François Poulain

We have completed reviewing the IP(s) you submitted. The following table contains the results of our investigation.

Conditionally mitigated  
62.210.101.52

Our investigation has determined that the above IP(s) qualify for conditional mitigation. These IP(s) have been unblocked, but may be

subject to low daily email limits until they have established a good reputation.

Please note that mitigating this issue does not guarantee that your email will be delivered to a user's inbox.

Ongoing complaints from users will result in removal of the mitigation.

Mitigation may take 24 - 48 hours to replicate completely throughout our system.

If you feel your issue is not yet resolved, please reply to this email and one of our support team members will contact you for further investigation.

Regardless of the deliverability status, Outlook.com recommends that all senders join two free programs that provide visibility into the Outlook.com traffic on your sending IP(s), the sending IP reputation with Outlook.com and the Outlook.com user complaint rates.

Junk Email Reporting program (JMRP) When an Outlook.com user marks an email as "junk", senders enrolled in this program get a copy of the mail forwarded to the email address of their choice. It allows senders to see which mails are being marked as junk and to identify mail traffic you did not intend to send. To join, please visit [http://support.msn.com/eform.aspx?productKey=edfsjmrpp&page=support\\_home\\_options\\_form\\_byemail&ct=eformts](http://support.msn.com/eform.aspx?productKey=edfsjmrpp&page=support_home_options_form_byemail&ct=eformts).

Smart Network Data Services program (SNDS). This program allows you to monitor the 'health' and reputation of your registered IPs by providing data about traffic such as mail volume and complaint rates seen originating from your IPs. To register, please visit <http://postmaster.live.com/snds/>.

There is no silver bullet to maintaining or improving good IP reputation, but these programs help you proactively manage your email eco-system to help better ensure deliverability to Outlook.com users.

Thank you,

Outlook.com Deliverability Support

#### **#10 - 17/11/2016 14:30 - François Poulain**

A priori on n'a plus de soucis avec Hotmail. Youpi :)

Par contre il reste des soucis avec laposte.net.

Dans les logs actuels, du 7 au 17 novembre, on a 18 rejets, ex :

```
Nov 16 00:11:01 mail postfix-slow/smtp[21928]: C429FC80: to=<xxxxxxx@laposte.net>, orig_to=<xxxxxxx@april.org>, relay=smtpz4.laposte.net[194.117.213.1]:25, delay=651, delays=590/60/0.08/0, dsn=5.5.0, status=bounced (host smtpz4.laposte.net[194.117.213.1] said: 550 5.5.0 SPF: 62.210.101.52 is not allowed to send mail. LPN007_401 (in reply to MAIL FROM command))
```

Or coté spf tout semble aller bien.

D'ailleurs, un test à la mimine vers une adresse (@laposte) que je relève est ok.

Donc il faut voir à quoi ressemble ces emails rejetés. Peut être que ces rejets sont légitimes mais que la raison invoqué n'est pas la vraie raison du rejet.

#### **#11 - 17/11/2016 15:35 - François Poulain**

- Statut changé de Confirmé à Fermé

Ces rejets sont visiblement légitimes. Donc, youpi, ya plus de soucis officiellement. :)

Un onliner bash pour voir où essaient d'aller les bounces :

```
root@mail:~# for bounce_id in $(for id in $(grep 'not allowed' /var/log/mail.info{,.1} | awk -F ':' '{print $5}'); do grep "$id: sender non-delivery notification:" /var/log/mail.info{,.1} | awk -F ':' '{print $7}'; done); do grep --color "$bounce_id: to=" /var/log/mail.info{,.1}; done
```

#12 - 26/12/2020 01:37 - Christian P. Momon

- Assigné à mis à François Poulain