

## Admins - Demande #3314

### Se faire accepter les courriels par hotmail

12/09/2018 10:10 - Isabella Vanni

<b>Statut:</b>	Fermé	<b>Début:</b>	12/09/2018
<b>Priorité:</b>	Urgente	<b>Echéance:</b>	
<b>Assigné à:</b>	Quentin Gibeaux	<b>% réalisé:</b>	0%
<b>Catégorie:</b>		<b>Temps estimé:</b>	0.00 heure
<b>Version cible:</b>	Septembre 2018	<b>Temps passé:</b>	0.00 heure
<b>Difficulté:</b>	2 Facile		

**Description**

Les adresse @hotmail.fr et @hotmail.com sont en bounce depuis début septembre 2018. Ça ne représente pas beaucoup de membres (55 personnes physiques), mais il faudra quand même résoudre le problème rapidement.

Message de [MAILER-DAEMON@april.org](mailto:MAILER-DAEMON@april.org):  
<xxxxx@hotmail.xx>: host eur.olc.protection.outlook.com[104.47.6.33] said: 550 5.7.1 Unfortunately, messages from [195.154.56.24] weren't sent. Please contact your Internet service provider since part of their network is on our block list (S3140). You can also refer your provider to <http://mail.live.com/mail/troubleshooting.aspx#errors>. [VE1EUR02FT004.eop-EUR02.prod.protection.outlook.com] (in reply to MAIL FROM command)

Exemples de membres déjà impactés :

792  
1885  
5053  
8011  
9147  
9343  
9916  
10146  
10260  
10309

### Historique

#### #1 - 14/09/2018 15:43 - Quentin Gibeaux

Formulaire rempli :

[https://support.microsoft.com/en-us/getsupport?oaspsworkflow=start\\_1.0.0.0&wfname=capsub&productkey=edfmsb3&locale=en-us&ccsid=635895147582758202](https://support.microsoft.com/en-us/getsupport?oaspsworkflow=start_1.0.0.0&wfname=capsub&productkey=edfmsb3&locale=en-us&ccsid=635895147582758202)

Successfully Submitted!

Thank you for reporting your concern to us.

We review these submissions very carefully and will take appropriate steps to address this issue. Because of legal and privacy concerns, we may not provide you with any additional updates about this submission.

Service Request #: 1440804419

Use this number when communicating with Support about this issue. Please ensure that you can receive e-mail messages from @css.one.microsoft.com.

Thank you again for contacting us.

#### #2 - 14/09/2018 15:45 - Quentin Gibeaux

Méthode identique à <https://agir.april.org/issues/2903#note-1>

#### #3 - 14/09/2018 15:52 - Quentin Gibeaux

Dear Quentin Gibeaux

Please note that your ticket number is in the subject line of this mail.

62.210.101.52  
62.210.101.106  
195.154.56.24  
212.83.135.186  
5.39.92.91

88.191.250.11  
195.154.56.24

Note: Errors are unlikely, however, if an error is indicated, please resubmit the specific IP or IP range.

Thank you,

Outlook.com Deliverability Support

Please do not reply to this message as it is from an unattended mailbox. Any replies to this email will not be responded to or forwarded. This service is used for outgoing emails only and cannot respond to inquiries.

**#4 - 14/09/2018 16:18 - Quentin Gibeaux**

Unfortunately, your ticket was incorrectly routed. Please use the following link to resubmit your request:

<http://go.microsoft.com/fwlink/?LinkID=614866&clcid>

**#5 - 14/09/2018 16:21 - Quentin Gibeaux**

- Fichier Screenshot\_2018-09-14 https support microsoft com.png ajouté

Requête relancée

Successfully Submitted!

Thank you for reporting your concern to us.

We review these submissions very carefully and will take appropriate steps to address this issue. Because of legal and privacy concerns, we may not provide you with any additional updates about this submission.

Service Request #: 1440808273

Use this number when communicating with Support about this issue. Please ensure that you can receive e-mail messages from @css.one.microsoft.com.

Thank you again for contacting us.

**#6 - 14/09/2018 16:38 - Quentin Gibeaux**

Dear Quentin Gibeaux

Please note that your ticket number is in the subject line of this mail.

62.210.101.52  
&amp  
#xD  
&amp  
#xA  
62.210.101.106  
&amp  
#xD  
&amp  
#xA  
195.154.56.24  
&amp  
#xD  
&amp  
#xA  
212.83.135.186  
&amp  
#xD  
&amp  
#xA  
5.39.92.91  
&amp  
#xD  
&amp  
#xA  
88.191.250.11  
&amp  
#xD  
&amp  
#xA  
195.154.56.24

Note: Errors are unlikely, however, if an error is indicated, please resubmit the specific IP or IP range.

Thank you,

Outlook.com Deliverability Support

Please do not reply to this message as it is from an unattended mailbox. Any replies to this email will not be responded to or forwarded. This service is used for outgoing emails only and cannot respond to inquiries.

**#7 - 14/09/2018 17:15 - Quentin Gibeaux**

Dear Quentin Gibeaux

We need additional information to investigate IPs that you submitted to our system:

IP/IP Range

62.210.101.52  
&amp;  
#xD  
&amp;  
#xA  
62.210.101.106  
&amp;  
#xD  
&amp;  
#xA  
195.154.56.24  
&amp;  
#xD  
&amp;  
#xA  
212.83.135.186  
&amp;  
#xD  
&amp;  
#xA  
5.39.92.91  
&amp;  
#xD  
&amp;  
#xA  
88.191.250.11  
&amp;  
#xD  
&amp;  
#xA  
195.154.56.24

Unfortunately, your ticket was incorrectly routed. Please use the following link to resubmit your request:

<http://go.microsoft.com/fwlink/?LinkID=614866&clcid>

Providing accurate and complete information in this form is critical for us to fully investigate the issue.

Thank you,

Outlook.com Deliverability Support

J'abandonne... (pour l'instant)

**#8 - 14/09/2018 17:22 - Quentin Gibeaux**

Successfully Submitted!

Thank you for reporting your concern to us.

We review these submissions very carefully and will take appropriate steps to address this issue. Because of legal and privacy concerns, we may not provide you with any additional updates about this submission.

Service Request #: 1440817001

Use this number when communicating with Support about this issue. Please ensure that you can receive e-mail messages from @css.one.microsoft.com.

Thank you again for contacting us.

Relancé avec l'alias mail april de PoluX

**#9 - 21/09/2018 12:19 - Quentin Gibeaux**

- Assigné à changé de François Poulain à Quentin Gibeaux

- Version cible changé de Backlog à Septembre 2018

```
(April) root@mail:~# echo test qgull@mail -r fpoulain@april.org -s test fpoulain_amie@hotmail.com
#Dans les logs :
```

```
Sep 21 12:17:05 mail postfix/smtp[23903]: 8B4A41151: to=<fpoulain_amie@hotmail.com>, relay=127.0.0.1[127.0.0.1]:10024, delay=1.3, delays=0.25/0/0/1.1, dsn=2.0.0, status=sent (250 2.0.0 from MTA(smtp:[127.0.0.1]:10025): 250 2.0.0 Ok: queued as 9A479110E)
```

```
Sep 21 12:17:06 mail postfix/smtp[23908]: 9A479110E: to=<fpoulain_amie@hotmail.com>, relay=hotmail-com.olc.protection.outlook.com[104.47.9.33]:25, delay=0.75, delays=0.2/0/0.27/0.28, dsn=2.6.0, status=sent (250 2.6.0 <20180921101704.8B4A41151@vip.april.org> [InternalId=25142738586502, Hostname=VE1EUR03HT150.eop-EUR03.prod.protection.outlook.com] 8233 bytes in 0.102, 78.125 KB/sec Queued mail for delivery)
```

Ça a l'air résolu

#### #10 - 21/09/2018 12:22 - Quentin Gibeaux

- Statut changé de Nouveau à Résolu

#### #11 - 03/10/2018 21:24 - Quentin Gibeaux

- Statut changé de Résolu à Fermé

### Fichiers

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Screenshot_2018-09-14 https support microsoft com.png	175 ko	14/09/2018	Quentin Gibeaux
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