

# Dedicated servers problems

## What to do if your IP is blocked using Spamhaus Blocklist and belongs to IP range 5.199.168.0/22?

2013-07-15 08:39:29 GMT our IP range 5.199.168.0/22 was placed to Spamhouse SBL blacklist, so if your server IP belongs to this range, you should configure your server resend your outgoing emails throught our SMTP server.

Our SMTP server hostname: austeja.balticervers.com

You current MTA should bounce with error like this:

"Your message did not reach some or all of the intended recipients.

The following recipient(s) cannot be reached:

server.hostname: 550 5.7.1 Service unavailable; Client host [X.XXX.XXX .XXX] blocked using Spamhaus Blocklist, mail from IP banned; To request removal from this list see <http://www.spamhaus.org/query/bl?ip=X.XXX.XXX.XXX>."

### How to configure your server resend outgoing emails?

If you are using **WHM/cPanel** control panel you can configure SMTP resend your emails in your WHM control panel.

#### 1. Choose "Exim Configuration Manager"

The screenshot displays the WHM/cPanel interface for the Exim Configuration Manager. The left sidebar contains a navigation menu with items such as 'Service Configuration', 'Exim Configuration Manager' (highlighted), 'Service Manager', 'Email', 'Mail Queue Manager', 'Restart Services', and 'Mail Server (Exim)'. The main content area is titled 'Exim Configuration Manager' and features a top navigation bar with tabs for 'Basic Editor', 'Advanced Editor', 'Backup', 'Restore', and 'Reset'. Below this, there is a 'Standard options' section with a note about asterisks and a warning about unavailable options. The 'ACL Options' section is visible, showing a setting for 'SpamAssassin™ reject spam score threshold' with a radio button for 'No reject rule by spam score default' and a text input field.


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2. In find filed search "Smarthost support"

3. Select empty filed and add "\* **austeja.balticervers.com**"

Home » Service Configuration » Exim Configuration Manager

## Exim Configuration Manager


Basic Editor  Advanced Editor Backup Restore Reset

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**Standard options**

Note that "\*" before an option indicates that it has not been previously set. Please review all new options carefully before saving your changes.

Options in *italics* are unavailable because of other options that are set.

< All ACL Options Access Lists Domains and IPs Filters Mail RBLs Security > Find smart 

**Mail**

Smarthost support [\[?\]](#)

default

\*austeja.balticervers.co

Visualize ACLs Save

4. Save

If you are using **Directadmin** control panel you can configure SMTP resned your emails by editing your Exim configuration files.

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1. Access SSH console
2. With your favorite editor edit `/etc/exim.conf`

```
vi /etc/exim.conf
```

You should comment these lines:

```
#lookuphost:  
# driver = dnslookup  
# domains = ! +local_domains  
# ignore_target_hosts = 127.0.0.0/8  
# condition = "${perl{check_limits}}"  
# transport = remote_smtp  
# no_more
```

and add:

```
smarthost:  
driver = manualroute  
domains = ! +local_domains  
ignore_target_hosts = 127.0.0.0/8  
condition = "${perl{check_limits}}"  
transport = remote_smtp  
route_list = * austeja.balticserver.com  
no_more
```

to apply new changes you should restart mail server: `service exim restart`

If you have other control panel or custom SMTP server configuration and have some problems to resend your emails, you should contact us.

**Attention.** If your domain have DNS TXT or SPF records, you should create or edit them like this:

```
yourdomain.tld. IN SPF "v=spf1 +a +mx +a:backupmx.balticserver.com ?all"
```

if TXT record:

```
yourdomain.tld. IN TXT "v=spf1 +a +mx +a:backupmx.balticserver.com ?all"
```

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**Restrictions.** There are some restrictions using our SMTP server. One unique mailbox like example@yourdomain.tld can send **100** email per hour.

Unique solution ID: #1105

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