

Outbound Mail Rejected By UCEProtect3

<https://campus.barracuda.com/doc/91981468/>

UCEProtect is a DNS blacklisting service consisting of three blacklists that block either a single IP (dnsbl-1 Level 1), a subnet (dnsbl-2 Level 2), or an ASN (dnsbl-3 Level 3).

Barracuda has observed that some organizations are using UCEProtect Level 3 as a blocklist on their mail systems. When UCEProtect blocks AWS ASN AS16509 and your recipient organization uses UCEProtect Level 3 as a blocklist, they are unable to receive mail from you when you send outbound mail using the Barracuda Email Security Service. This can happen even though none of the Barracuda Email Security Service IPs are specifically blacklisted by UCEProtect. Unfortunately, this is out of Barracuda's control. Barracuda recommends the recipient organization to adjust their mail systems to follow the recommended best practices when using UCEProtect Level 3 blocklist.

Based on UCEProtect's recommendations, the use of Level 3 is to incorporate it into a scoring system, to give e.g. 2 points on a 'match' where 5 or more points trigger a spam tag.

For more information, see:

- [AWS Blacklist FAQ: Can Amazon SES have its IP addresses removed from a blacklist?](#)
- [Microsoft: Recipient environment that uses UCEProtect for mail security](#)

Recipient organizations should also allow the following IP address ranges in order to receive mail from the Barracuda Email Security Service:

- 3.24.133.128/25
- 15.222.16.128/25
- 35.157.190.224/27
- 35.176.92.96/27
- 209.222.82.0/24

© Barracuda Networks Inc., 2020 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.