

## Outbound Mail Rejected By UCEProtect3

<https://campus.barracuda.com/doc/96022998/>

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

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

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 Block List FAQ: Can Amazon SES have its IP addresses removed from a block list?](#)
- [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 Email Gateway Defense:

- 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

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