

Admins - Anomalie #5455

Se faire accepter les courriels par hotmail

07/02/2021 12:23 PM - Frédéric Couchet

Status:	Fermé	Start date:	07/02/2021
Priority:	Normale	Due date:	
Assignee:	François Poulain	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	Octobre 2021	Spent time:	0.00 hour
Difficulté:	2 Facile		

Description

Hotmail refuse de nouveau de relayer nos courriels, message vu dans les logs mail (suite à l'envoi d'un courriel à une personne ayant une adresse hotmail) :

```
status=bounced (host hotmail-com.olc.protection.outlook.com[104.47.18.97] 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 (S3150). You can also refer your provider to http://mail.live.com/mail/troubleshooting.aspx#errors. [AM6EUR05FT060.eop-eur05.prod.protection.outlook.com] (in reply to MAIL FROM command))
```

On a 23 membres avec une adresse hotmail selon :

```
@mail:# grep hotmail /etc/postfix/aliases/gdtdc.aliases
```

On a déjà eu ce souci : <https://agir.april.org/issues/3314>

il y a visiblement un formulaire mais je ne sais pas trop quelles infos il faut mettre :

https://support.microsoft.com/en-us/getsupport?oaspsworkflow=start_1.0.0.0&wfname=capsub&productkey=edfsmsbl3&locale=en-us&ccsid=635895147582758202

Je laisse faire un admin sys.

History

#1 - 09/01/2021 10:22 PM - Quentin Gibeaux

- Assignee set to François Poulain

- Target version changed from Backlog to Septembre 2021

#2 - 09/29/2021 10:05 PM - Quentin Gibeaux

- Target version changed from Septembre 2021 to Octobre 2021

#3 - 10/08/2021 10:33 AM - Elsa Pottier

En détaillant les bounces le 29/09 j'ai vu passer le cas de 2 membres dont les courriels n'ont pas été délivrés, adresses outlook:

```
host eur.olc.protection.outlook.com[104.47.17.161] 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 (S3150). You can also refer your provider to
http://mail.live.com/mail/troubleshooting.aspx#errors.
[VI1EUR05FT054.eop-eur05.prod.protection.outlook.com] (in reply to MAIL
FROM command)
```

et

```
outlook-com.olc.protection.outlook.com[104.47.51.33] 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 (S3150). You can also refer your provider to <http://mail.live.com/mail/troubleshooting.aspx#errors>. [BN1NAM02FT044.eop-nam02.prod.protection.outlook.com] (in reply to MAIL FROM command)

Hier un nouvel adhérent nous a signalé ne pas avoir reçu nos courriel de confirmation, adresse hotmail:

```
host eur.olc.protection.outlook.com[104.47.17.161]
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 (S3150). You can also refer your provider to
http://mail.live.com/mail/troubleshooting.aspx#errors.
[VI1EUR05FT068.eop-eur05.prod.protection.outlook.com] (in reply to MAIL
FROM command)
```

#4 - 10/08/2021 10:39 AM - François Poulain

Thank you

Your request was submitted

Support request number: SR1529709678

#5 - 10/08/2021 04:47 PM - François Poulain

La réponse du robot :

```
From: <WINLV.EDFS.WW.00.EN.MSF.RMD.TS.T01.SPT.00.EM@css.one.microsoft.com>
To: <noc@april.org>
CC:
Subject: [noc] Reported deliverability problem to Outlook.com SRX1529709678ID
Date: Fri, 8 Oct 2021 14:15:59 +0000
Reply-To: noc@april.org
Sender: noc-request@april.org
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.

```
Not qualified for mitigation
195.154.56.24; 62.210.101.106; 62.210.101.52;
Our investigation has determined that the above IP(s) do not qualify
for mitigation.
```

Please ensure your emails comply with the Outlook.com policies, practices and guidelines found here: <http://mail.live.com/mail/policies.aspx>.

To have Deliverability Support investigate further, please reply to this email with a detailed description of the problem you are having, including specific error messages, and an agent will contact you.

More information needed

88.191.250.11;

We were unable to identify anything on our side that would prevent your mail from reaching Outlook.com customers.

If you are still experiencing deliverability issues, please reply to this email with a detailed description of the problem you are having, including specific error messages, and an agent will contact you.

If this is a new IP space, and you have not yet begun to send mail to Outlook.com users, please reply to this email and one of our support team members will contact you to collect more information.

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

<https://sendersupport.olc.protection.outlook.com/snds/JMRP.aspx>

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

#6 - 10/08/2021 04:48 PM - François Poulain

Donc la main gauche dit « 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 (S3150). » et la main droite dit « Our investigation has determined that the above IP do not qualify for mitigation. ».

#7 - 10/27/2021 09:45 PM - Quentin Gibeaux

- *Status changed from Nouveau to Fermé*

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