

How to exclude sorbs.net for a particular IP address in Qmail Mail server install / Fix to Thunderbird mail sent error (Exploitable Server See: <http://www.sorbs.net/lookup.shtml?xx.xx.xx.xx>) error

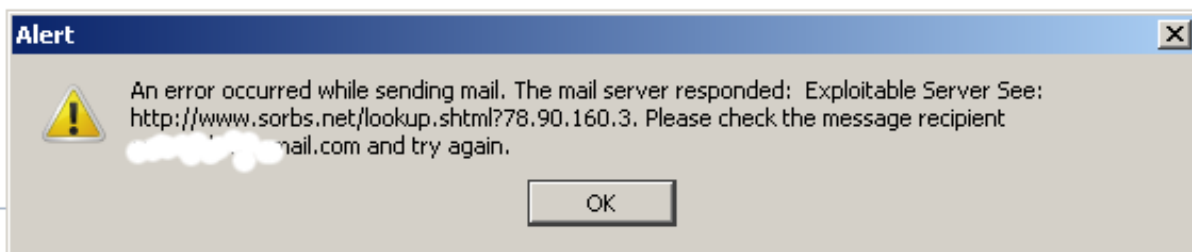
Author : admin

In the office, some of my colleagues has started receiving error messages, while trying to send mail with **Thunderbird** and **Outlook Express**

The exact error they handed to me reads like this:

An error occured while sending mail. The mail server responded: Exploitable Server See:
<http://www.sorbs.net/lookup?xx.xx.xx.xx>. Please check the message recipient

Here is also a screenshot, I've been sent via Skype with the error popping up on a Thunderbird installed on Windows host.



Typing the url <http://www.sorbs.net/lookup?xx.xx.xx.xx> lead me to **sorbs.net** to a page saying that the IP address of the mail client which is trying to send mail is **blacklisted** . This is not strange at all condireng that many of the office computers are running Windows and periodically get infected with Viruses and Spyware which does sent a number of Unsolicited Mail (SPAM).

The sorbs.net record for the IP seems to be an old one, since at the present time the office network was reported to be clear from malicious SMTP traffic.

The error **sorbs.net** disallowing the mail clients to send from the office continued for already 3 days, so something had to be done.

We asked the **ISP** to change the blacklisted IP address of *xx.xx.xx.xx* , to another one but they said it will take some time and they can't do it in a good timely matter, hence to make mail sending work again with POP3 and IMAP protocols from the blacklisted IPs I had to set in the Qmail install to not check the

xx.xx.xx.xx IP against **mail blacklisting databases**.

On *qmail* install disabling an IP check in *RBLSMTPD* is done through editing */etc/tcp.smtp* and following recreate of */etc/tcp.smtp.cdb* - red by *qmailctl* script start.

The exact line I put in the end of */etc/tcp.smtp* to disable the RBLSMTPD check is:

```
xx.xx.xx.xx:allow,RBLSMTPD="",RELAYCLIENT="",QS_SPAMASSASSIN="0"
```

Further on to recreate */etc/tcp.smtp.cdb* and reload the new cdb db records:

```
qmail:~# qmailctl cdb  
qmail:~# qmailctl restart  
...
```

Onwards, the sorbs.net IP blacklist issue was solved and all office computers from xx.xx.xx.xx succeeded in sending mails via SMTP.