Troubleshoot and Delist Cloud Gateway IP Addresses from UCEPROTECT

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Introduction

This document describes an identified outbound mail issue for Cisco Secure Email Cloud Gateway that involved IP addresses listed by UCEPROTECT.

Problem

On June 16, 2022, an increase in outbound messages held in delivery queues on Cisco Secure Email Cloud Gateway was reported, along with rejected or bounced messages. After gathering information and troubleshooting, Cisco identified IP addresses within a Cisco-assigned autonomous system number (ASN) that UCEPROTECT, a Remote Block List provider, had listed. UCEPROTECT provides Remote Block List (RBL) services.

Solution

Partners, email administrators, and other uses sometimes use UCEPROTECT information as a source for their blocklisting. In these cases, individual recipients that rely on a UCEPROTECT-based blocklist can reject messages. However, a UCEPROTECT listing has not been observed to cause broad business impact or general email flow issues.

In order to delist from an RBL, UCEPROTECT requires a payment to the organization, unlike other reputable RBL services. Cisco does not recommend that you pay in order to delist, and Cisco does not provide payment if such a listing occurs in the future. Cisco takes this position because UCEPROTECT uses very strict listing policies.

Cisco recommends that you do not use the UCEPROTECT blocklist, and advises them to ask their email recipients and partners to do the same.



Note: Cisco does not support the delist payment requirement to UCEPROTECT, nor does it support the delist practices and policies of UCEPROTECT.

For all support-related concerns, contact the Cisco TAC or open a support case.

Note: Cisco TAC automatically closes open support cases related to the UCEPROTECT RBLs. However, TAC does provide support for other RBL listings. For further assistance, engage your Cisco Customer Experience (CX) team.

Related Information

Cisco Secure Email Gateway Documentation

- Release Notes
- User Guide
- CLI Reference Guide
- API Programming Guides for Cisco Secure Email Gateway
- Open Source Used in Cisco Secure Email Gateway

Secure Email Cloud Gateway Documentation

- Release Notes
- User Guide

Cisco Secure Email and Web Manager Documentation

- User Guide
- API Programming Guides for Cisco Secure Email and Web Manager

Cisco Secure Product Documentation

- Cisco Secure portfolio naming architecture

Other

- Cisco Technical Support & Downloads