Email

IT Status

1/25/2016 UPDATE on Blacklisting: A VT News article was released today about blocking Remote Desktop Protocol (RDP) in efforts to mitigate ongoing problems with blacklisting. Those who use RDP will need to use the VPN first to access Virginia Tech on-campus resources [https://www.vtnews.vt.edu/notices/012316-it-blackslist.html](https://www.vtnews.vt.edu/notices/012316-it-blackslist.html) [1]

1/14/2016 UPDATE on Blacklisting: As we continue to make efforts to improve our reputation, if you receive any bounceback messages, rather than forwarding those messages to 4Help, please go to [www.4help.vt.edu](http://www.4help.vt.edu) [2] and submit an incident. Submitting an incident is the best way to ensure that your messages are received and responded to in a timely manner.

1/4/2016 UPDATE on Blacklisting: We continue to have a poor reputation and are being blocked by many organizations (AOL and Yahoo) to name two. We take this situation very seriously and are continually working to counter the problem and improve the situation. However, due to rules imposed by such organizations as Senderbase and other third party mail reputation vendors, we are limited in our ability to quickly resolve the issue.

12/21/15 UPDATE on Blacklisting: We take this situation very seriously and are continually working to counter the problem and improve the situation. However, due to rules imposed by such organizations as Senderbase and other third party mail reputation vendors, we are limited in our ability to quickly resolve the issue.

Because of compromises caused by Virginia Tech affiliates responding to phishes or clicked malicious links, and resulting in compromised machines, email sent from Virginia Tech is being blocked or "blacklisted" by several companies and organizations, including many EDUs. You may receive "bounceback", "denied", or "delayed" error messages when sending an email even though a similar email was sent previously. The email may contain a return message with wording similar to: "554 Your access to this mail system has been rejected due to the sending MTA's poor reputation. If you believe that this failure is in error, please contact the intended recipient via alternate means."

Until Virginia Tech is no longer blacklisted, we ask that you use an alternate means of communication, such as a phone call or use of a non-Virginia Tech email address.

12/16/15 update: Currently Virginia Tech is definitely still being blacklisted by AOL, Hotmail and other .EDU's. Though the situation is improving, we are still in the process of remediating the situation. There may be other smaller ISPs also blocking us as well.

11/25/15: Compromised machines caused Virginia Tech email to be "Blacklisted" with various domains. The machines have been dealt with, and the blacklisting cleanup is under way however there will be some cases of undeliverable mail until the Process is complete.

Service Degraded

Service Degraded [Resolved]

Created: Mon, 11/30/2015 - 4:16pm Resolved: Mon, 01/25/2016 - 10:01am Duration: 7 weeks 6 days 17 hours 7405 Views

Source URL: [https://computing.vt.edu/content/email-0](https://computing.vt.edu/content/email-0)

Links:
[1] [https://www.vtnews.vt.edu/notices/012316-it-blackslist.html](https://www.vtnews.vt.edu/notices/012316-it-blackslist.html)
[2] [http://www.4help.vt.edu](http://www.4help.vt.edu)