

Troubleshoot and Delist Cloud Gateway IP Addresses from UCEPROTECT Remote Block List

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Introduction

This document describes an outbound mail issue identified on June 16, 2022, for Cisco Secure Email Cloud Gateway customers that involved IP addresses listed by UCEPROTECT.

Problem

Cisco Secure Email Cloud Gateway customers reported increased outgoing mail volumes in delivery queues associated with rejected or bounced messages on June 16, 2022. After information gathering and troubleshooting, Cisco identified IP addresses in an autonomous system number (ASN) assigned to Cisco that UCEPROTECT had listed. UCEPROTECT provides Remote Block List (RBL) services.

Solution

Partners, email administrators, and customers sometimes utilize the UCEPROTECT information as a source of their blocklisting. However, blocklists configured with a UCEPROTECT listing have not been observed to cause any business impact or email flow issues.

To delist from an RBL, UCEPROTECT requires a payment made to the organization, unlike other reputable RBL services. Cisco neither recommends you to pay to delist, and Cisco does not provide payment if such a listing happens in the future.

The reason for Cisco to have such a stance is that UCEPROTECT uses very strict policies for their listing.

Cisco recommends to its customers not to use the UCEPROTECT blocklist and advises their email recipients and partners to do the same.

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

Please contact Cisco TAC or [open a support case](#) online for all support-related concerns.

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

Additional 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](#)
- [Cisco Content Security Virtual Appliance Installation Guide](#) (includes vESA)

Secure Email Cloud Gateway Documentation

- [Release Notes](#)
- [User Guide](#)

Cisco Secure Email and Web Manager Documentation

- [Release Notes and Compatibility Matrix](#)
- [User Guide](#)
- [API Programming Guides for Cisco Secure Email and Web Manager](#)
- [Cisco Content Security Virtual Appliance Installation Guide](#) (includes vSMA)

Cisco Secure Product Documentation

- [Cisco Secure portfolio naming architecture](#)