

## Why do I get the message 'Error 550 IP in XBL, SBL, PBL, RBL, or SCBL' when I send email?

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If you receive an error message telling you there is an 'Error 550 IP' in XBL, SBL, PBL, RBL, or SCBL, this is because your IP address is appearing in a spam blacklist. This may be caused by your computer being taken over to send spam.Â If you are running a full virus, trojan, and spyware scan on your computer and making certain that you are using an active firewall, and your IP address is dynamically generated, it is possible that another machine used the IP address previously.Â Restarting your computer or router should give you a new IP address. There are two primary spam blacklists that you may be appearing on, and they give separate error messages. First, check your IP address by visiting <http://www.whatsmyip.net>. Copy the IP address given to you. If you have received an XBL, SBL, or PBL error, go to <http://www.spamhaus.org/lookup/> and enter in the IP address to see if it is currently listed in the live Spamhaus blocklists.Â If you have checked your system and you are certain that your IP address should be removed, follow the steps provided. If you have received a SCBL or RBL error, go to <https://www.spamcop.net/bl.shtml> and enter in your IP address to see if it is currently listed in the live SpamCop blocking list.Â If you have checked your system and you are certain that your IP address should be removed, follow the steps provided. However, if the IP address listed in the error message is 79.170.4, please raise a Support Ticket with our Customer Services team, detailing the error you are receiving and the IP address listed in the error.

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<https://www.heartinternet.uk/support/article/why-do-i-get-the-message-error-550-ip-in-xbl-sbl-pbl-rbl-or-scbl-when-i-s>