Email

What is Barracuda and why are they blocking me?

Some customers may find that they are unable to send mail. If you're using the Outlook email client, the error message you receive will reference Barracuda and an IP block.

What is Barracuda?

Barracuda is a networking company that keeps and maintains what is referred to as a spam blacklist. The company collects a list of IP addresses that have previously been reported as spamming IPs.

In order to protect our servers, we subscribe to Barracuda's spam blacklist.

Unfortunately, one side effect is that you may be blocked by Barracuda if your IP address has a bad reputation (someone used it previously to send spam - IP addresses are recycled and assigned to different customers on a regular basis).

What can I do?

1. Visit barracudacentral.org/lookups to check to see if your IP address is blocked. If it is, follow the steps to have it removed. Barracuda will usually de-list the IP in less than sixty minutes.
2. Contact your Internet Service Provider and ask for a new IP assignment.

It's important to note that customers using Internet service provided by Meganet will not be blocked. Nor will customers using the webmail interface we provide.

Unfortunately, we do not have any control over the reputation of another ISP's IP address. So if you find yourself blocked and are unable to complete the steps above, use our webmail interface instead.

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