

(This page is for the information purposes directed mainly towards individuals and company's utilizing their own mail servers, as well as to ISP's who are having problems in sending email or communicating with our domains and email servers)

Sometimes people have trouble sending mail to our domains. The perception is frequently that this is a problem on our end. While that's not impossible, it's highly unlikely. For the past five years, there has been no time when our mail system has been down for anywhere close to the standard five-day delivery period for DNS propagation; the longest outages have been about one day.

A. Reason why email can't reach us:

1. **Incorrect configuration at the senders end** – We are a city and we do receive a lot of email. A large proportion of it is SPAM. We have taken drastic steps towards reducing the amount of SPAM we receive. Much of the spam is clearly for criminal intent. Favorite domains of spammers are *hotmail.com*, *yahoo.com*, *gmail.com*, *msn.com* and *aol.com*. Clearly we can't block these addresses completely since some email being sent from these domains are legitimate emails, but sending email from these domains are more likely to have problems reaching ours. I'd strongly recommend getting a more reputable ISP or one that is not so commonly known to be used for SPAM.
 - a. Our MTA understands both ESMTP (Extended Simple Mail Transfer Protocol) and SMTP (Simple Mail Transfer Protocol) = EHLO and HELO
 - b. The senders Reverse DNS (rDNS) must be setup correctly; Reverse DNS is used to determine the origin of the mail. If the sending server does not have a proper reverse DNS entry, mail from that server will be rejected even if it actually is coming from a top-level domain.
 - c. Our server rejects messages with empty addresses in contradiction to RFC822, RFC821, and RFC1123
 - d. When relaying to our domain, all fields of information need to be present; see RFC1846 (supplying a valid host name in the "mail from:" (address or IP) field, or not issuing the "quit" command and timing out)
 - e. When sending from a web based email, RFC822 must be correctly followed (character and attachment limits)
 - f. We implement the usage of a published Sender Policy Framework (SPF) record to assist in combating return-path address forgery and to help makes it easier to identify spoofed email. The senders address (*return-path* and the *From* or *Sender* header) must be valid
 - g. We have implemented the use of email filters to perform Content Analysis (ex. Bayesian, Keyword, Header, etc.) on all incoming email by relying on the suspicious characteristics of legitimate and illegitimate information requests
 - h. Due to the high volume of SPAM, Non-Delivery Notices (NDN) are only sent for legitimate e-mails
2. **The senders email address or domain has been blocked or Blacklisted** – We currently utilize checking every incoming email against 5 popular Realtime Blackhole Lists (RBLs). Regular checking of all senders' domains is recommended to ensure that your domain is not listed on any blacklist databases. If your domain is listed on any blacklist databases, I am sorry but there is nothing that can be done on our end regarding this. It is the senders' responsibility to opt out to remove their domains from these RBLs. Keep in mind that if you do get your domains unlisted from any of these Blacklist databases, it may take several days to propagate that information through the Internet DNS servers.

- a. bl.spamcop.net - <http://www.spamcop.net/bl.shtml>
 - b. cbl.abuseat.org - <http://cbl.abuseat.org/lookup.cgi>
 - c. dnsbl.njabl.org - <http://www.njabl.org/lookup.html>
 - d. dnsbl.sorbs.net - <http://www.us.sorbs.net/lookup.shtml>
 - e. sbl.spamhaus.org - <http://www.spamhaus.org/sbl/index.lasso>
3. **The problem is on our end** - the fact that we haven't had a serious outage in five years doesn't mean that there won't be one in the future. If so, please have patience if your email doesn't go through right away; it shouldn't take more than a day or two.

B. Emails with attachments not getting through?

1. Please do not send emails with Stationary embedded/attached. Most Stationary will cause the email to get filtered out completely. Just because it looks like it is embedded into your email when you type over it in the message box, doesn't mean it is brought up on the recipients computer the same way. This background image you have in your email gets sent out as an (image) attachment with your email and depending on what mail software they use and how they have it configured; they may or may not see the background image in your email that you sent to them. Many times it just comes in as an attachment to the email. It is recommend to **not** use Stationary within any emails because of this reason; that way you make sure that there is no problem with your emails processing through correctly.
2. Please see below as to which media file formats that can and cannot be sent as attachments:
 - a. Image File Formats that **ARE** filtered:
 - i. .gif - Graphics Interchange Format
 - ii. .tif - Tagged Image File Format
 - iii. .wmf - Windows Metafile
 - iv. .emf - Enhanced Windows Metafile
 - v. .pcx - Paintbrush
 - vi. .png - Portable Network Graphic
 - vii. .eps - Encapsulated Postscript
 - viii. .ico - Icon

(.aspx files will not work as well unless the computer has the .NET Framework installed on their computer)

- b. Image File Formats That **ARE NOT** Filtered:
 - i. .bmp - Bitmap
 - ii. .jpg - Joint Photographic Experts Group
 - iii. .cpt - Corel PhotoDraw
 - iv. .psd - Adobe Photoshop
 - v. .mix - Microsoft PhotoDraw
 - vi. .psp - Paintshop Pro
 - vii. .cil - Microsoft Clipart Gallery
 - viii. .pps - Microsoft PowerPoint
- c. Video File Formats That **Are** Filtered:
 - i. .dvm - DVM Video
 - ii. .fli & .flc - Animator Pro FLI & FLC
 - iii. .asf - Windows Active Streaming Format
 - iv. .ram - RealPlayer Streaming Video

- v. .swf & .swa - Shockwave Video
- vi. .asx - Microsoft Active Streaming Link

d. Sound File Formats That **Are** Filtered:

- i. .asf - Windows Active Streaming Format
- ii. .asx - Microsoft Active Streaming Link
- iii. .ra - RealAudio Sound File
- iv. .ram - RealAudio Link
- v. .rmp - Real Jukebox Metadata Package
- vi. .au - AU Sound File
- vii. .wav - WAV Sound File
- viii. .mp3 - MP3 Sound File

***Please keep in mind that the Image File Formats on the ARE NOT blocked list are not permanent. When the security risk of allowing one of these file types through our email system becomes severe enough, they will be added to the ARE blocked list, and this page will reflect those changes.**