

Email Issues – Can't send emails

Levart treats unsolicited SPAM emails as a threat to our mail system and the internet globally.

If you are having issues sending emails it may be as a result of the current IP address at your location is actively listed at an abuse blacklist due to malware or a virus on your network.

Abuse blacklists are designed to reduce the instances of unsolicited SPAM and botnets across the internet.

To check if your system is affected:

1. On the computer you are unable to send emails, click on the following link <http://www.whatsmyip.org/> to find your IP address. It is a number at the top of the screen in 4 sets of numbers separated by a full stop similar to '123.123.123.123'
2. Enter the IP address reported by [whatsmyip.org](http://www.whatsmyip.org/) into the following address <https://www.abuseat.org/lookup.cgi>.
The results may advise your current IP has been blacklisted and the reason why.

If you ARE listed:

1. Follow the instructions provided by the blacklist website.
2. If you are unsure of how to carry out the instructions it is highly recommended you utilise the services of an IT professional to clean your computer systems and/or network.

Keeping in mind that it may have been a guest computer if your guest and admin networks/internet connections are not segregated. A segregated guest/admin network and internet connection is highly recommended.

3. Click on the clear or remove buttons on the blacklist once you are certain the malware or a virus on your network has been removed.

Note: It is very important to clear the malware or virus before clicking on the clear or remove buttons on the blacklist as will only result your IP being re-blacklisted if the underlying issue is not fixed. The blacklists will usually only allow you to de-list once or twice before becoming a permanent block.

If you are NOT listed:

1. Please contact Levart and we will investigate further with the following details:
 - a. The IP address obtained above.
 - b. Time of the email attempt.
 - c. From email address.
 - d. To: email address.
 - e. Any error messages.

Please note that webmail at <https://mail.levart.com.au/> will always be available send and receive emails even if you have been blacklisted.

Kind Regards,

Levart Support
1300 538 278 (Australia only)
+61.8 9383 8001
support@levart.com.au