

The RBL/ORDBL SPAM feature is blocking (or allowing) all incoming email

This problem can occur when a SMTP server is configured as a relay. As shown in the example diagram below, the corporate SMTP email server receives and sends all of its email to the ISP's (Internet Service Provider) SMTP server. The Fortigate's RBL/ORDBL feature uses the connecting IP address to perform the DNSBL lookup, and in this case, the IP will always be the same (i.e. the ISP's SMTP server). If this ISP's SMTP server is on a DNSBL list (as a known/reported SPAMMER), all incoming email will be Tagged or Discarded as SPAM. If this ISP email server is not flagged as a SPAMMER by the DNSBL service, then no incoming email will be Tagged or Discarded as SPAM.

