



20가지 업무기능 제공, 다우오피스 그룹웨어

# CISCO TALOS RBL 해제 가이드

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다우오피스 운영팀



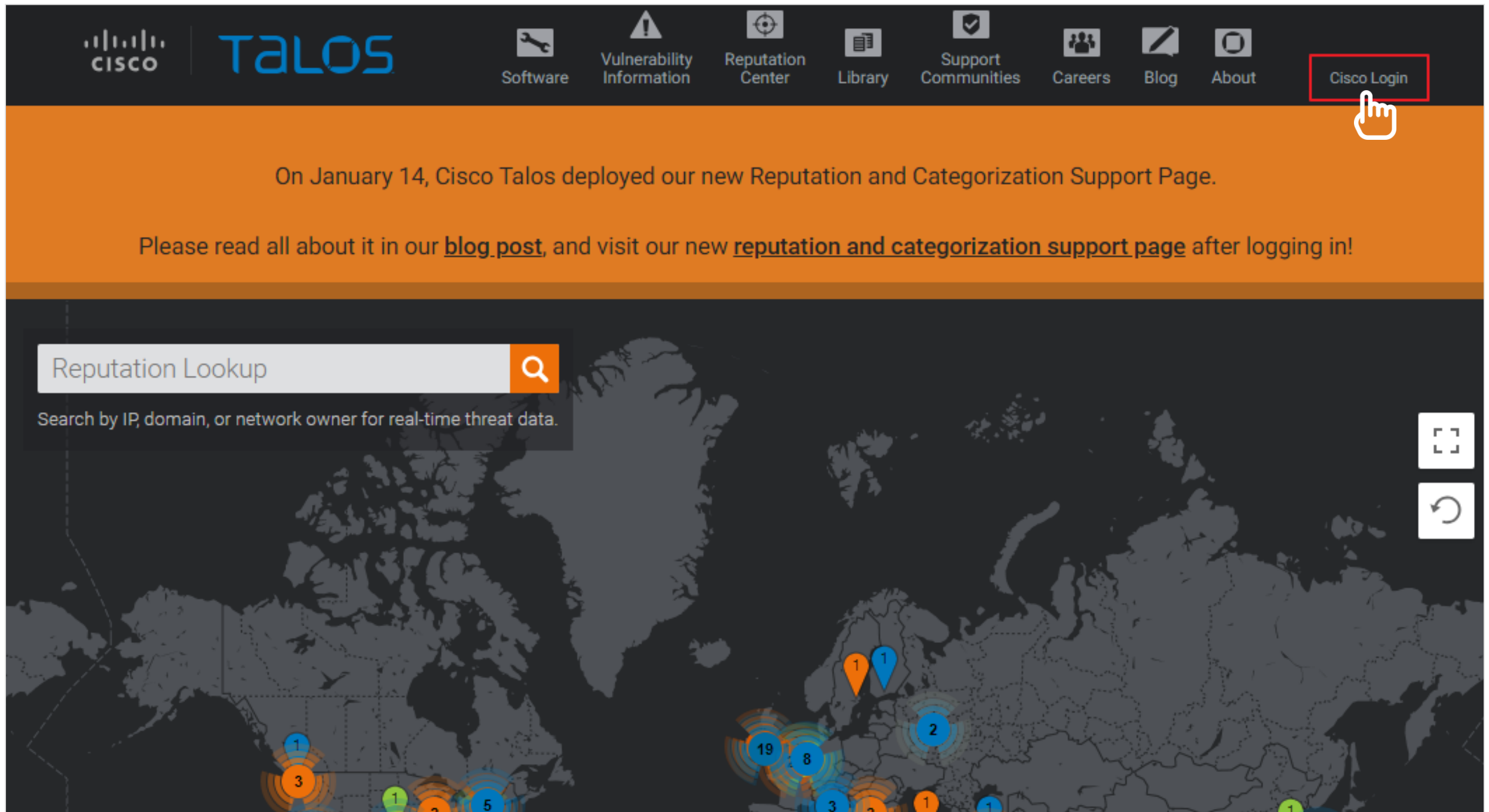
CHAPTER

# 01 CISCO TALOS RBL 해제 가이드

## 01 CISCO TALOS RBL 해제 방법

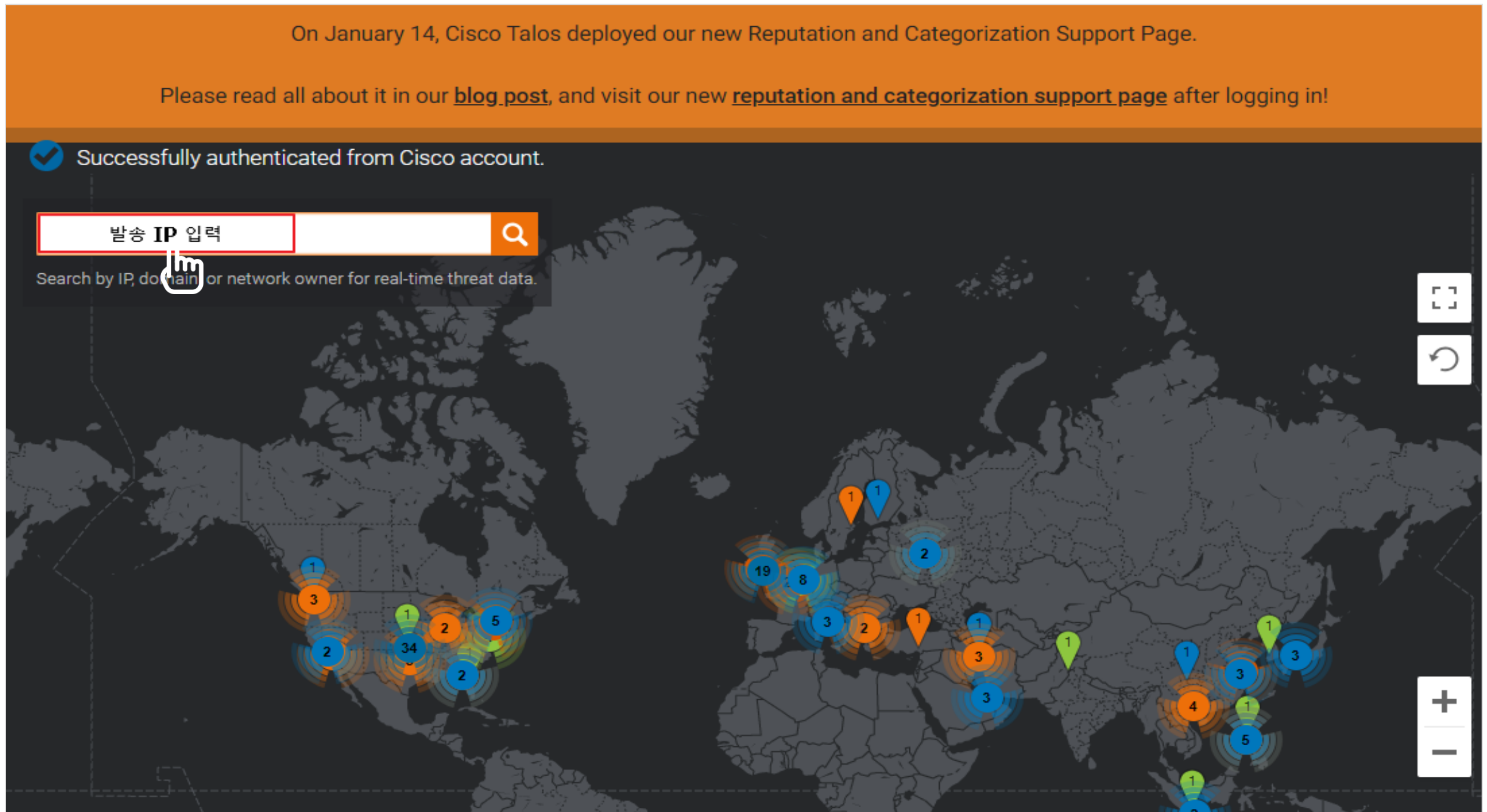
## 1) CISCO TALOS RBL 해제 방법 (1/7)

✓ 1) <https://talosintelligence.com> 접속, 계정이 없다면 생성합니다.



## 1) CISCO TALOS RBL 해제 방법 (2/7)

- ✓ 2) 메일서버 또는 스팸서버의 IP를 입력하여 해당 IP의 EMAIL REP을 확인합니다.

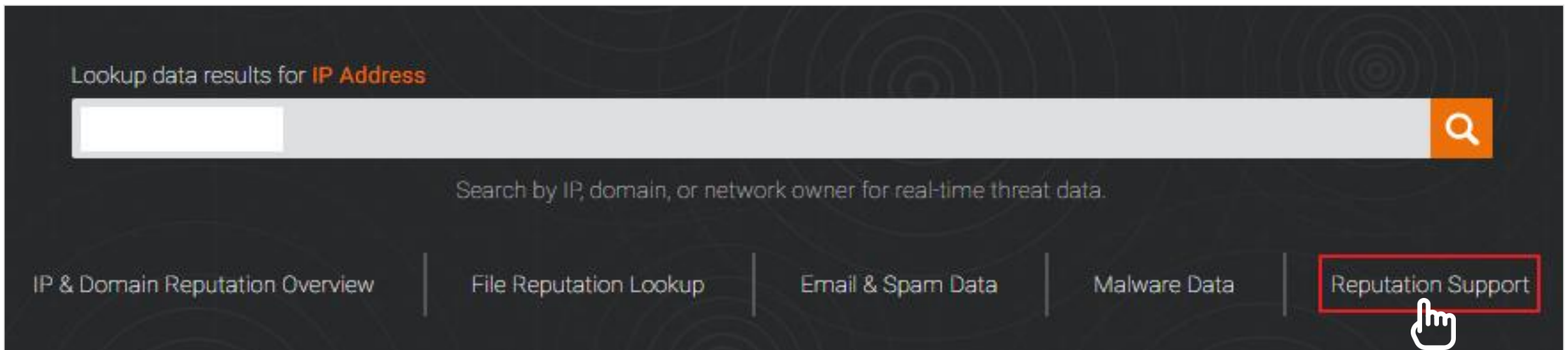


## 1) CISCO TALOS RBL 해제 방법 (3/7)

3) 입력한 IP ADDRESS를 보면 EMAIL REP 부분이 **Poor**인 경우 해당 IP는 차단됩니다.

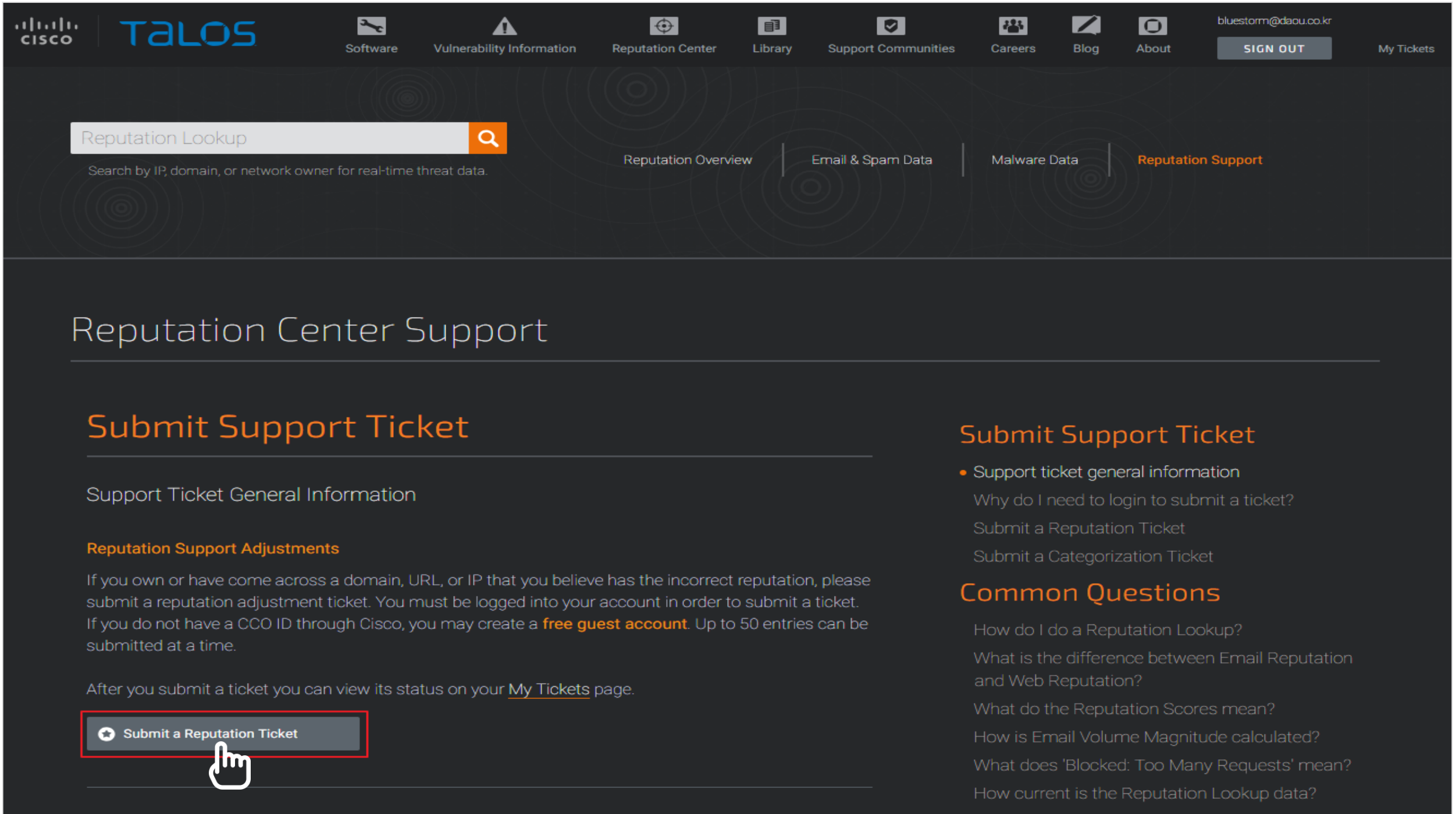
IP ADDRESS	HOSTNAME	FWD/REV DNS MATCH	LAST DAY VOL.	LAST MONTH VOL.	BLACKLISTS	EMAIL REP.
		Yes	0.0	2.6	No	Poor
-	-	No data	0.0	0.9	No	Neutral
-	-	No data	0.0	0.9	No	Neutral
-	-	No data	0.0	0.9	No	Neutral

4) 화면 오른쪽 상단에 Reputation Support 메뉴를 클릭합니다.



## 1) CISCO TALOS RBL 해제 방법 (4/7)

✓ 5) Submit a Reputation Ticket 메뉴를 클릭합니다.



The screenshot displays the Cisco Talos Reputation Center Support page. The top navigation bar includes links for Software, Vulnerability Information, Reputation Center, Library, Support Communities, Careers, Blog, and About. A user is logged in as `bluestorm@daou.co.kr` with a `SIGN OUT` button and a `My Tickets` link.

The main content area features a `Reputation Lookup` search bar with the text "Search by IP, domain, or network owner for real-time threat data." Below this, the `Reputation Center Support` section is visible, with a sub-section titled `Submit Support Ticket`.

Under `Submit Support Ticket`, there is a link for `Support Ticket General Information` and a section for `Reputation Support Adjustments`. The `Reputation Support Adjustments` section explains that users can submit a reputation adjustment ticket if they believe a domain, URL, or IP has an incorrect reputation. It also mentions that users can create a `free guest account` if they do not have a CCO ID through Cisco. A note states that up to 50 entries can be submitted at a time.

Below this, a message indicates that after submitting a ticket, users can view its status on their `My Tickets` page. A red box highlights the `Submit a Reputation Ticket` button, which is being clicked by a hand cursor.

On the right side of the page, there is a `Common Questions` section with several questions related to reputation lookup and ticket submission.

# 1) CISCO TALOS RBL 해제 방법 (5/7)

- 6) DISPUTE 하위에 IP ADDRESS를 입력하여 LOOKUP 메뉴를 클릭합니다.
- 7) REPUTATION을 Neutral로 변경합니다.

## Submit a Reputation Ticket

URL/IPs/Domains to Dispute

You can inspect up to 50 entries for reputation disputes at one time.

To submit this ticket you must replace the existing reputation for each disputed url.

### Type of Ticket

Submit only Reputation Tickets

☒ Email - Sender IP addresses to be investigated

☐ Web - Websites, URIs, or web IP addresses to be investigated

DISPUTE	REPUTATION	
<div>1</div> <div>IP address</div>	<div>POOR</div> <div>3</div> <div>Select a Reputation</div> <div>Select a Reputation</div> <div>Good</div> <div>Neutral</div> <div>Unknown</div>	<div>1</div> <div>X</div>

2

LOOKUP

If the reputations do not populate as you enter them, click the 'Lookup' button.

## 1) CISCO TALOS RBL 해제 방법 (6/7)

- ✓ 8) Comments and Site Description (please provide as much detail as possible) 에 적당한 내용을 입력합니다.

Comments and Site Description (please provide as much detail as possible).

We have taken steps to prevent spam from being sent.

IP release request.

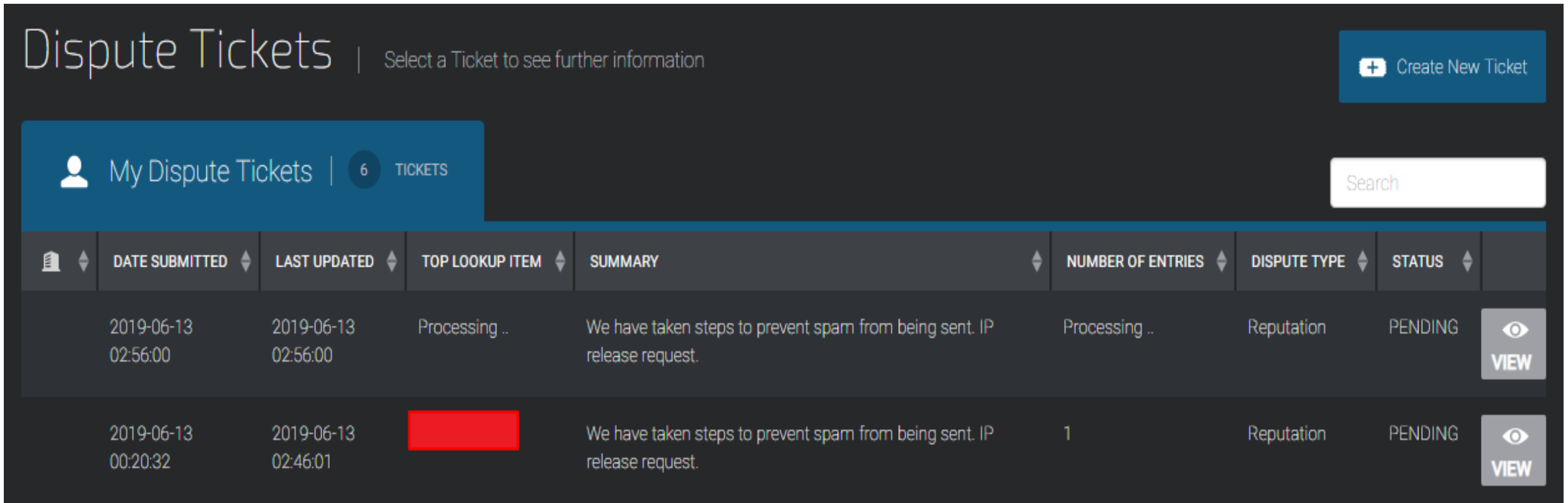
### < 예시 >

We have taken steps to prevent spam from being sent.  
IP release request.



## 1) CISCO TALOS RBL 해제 방법 (7/7)

9) 제출한 Ticket에 대한 현재 처리 상태를 확인할 수 있습니다.





Dispute Tickets | Select a Ticket to see further information

Create New Ticket

My Dispute Tickets | 6 TICKETS

Search

DATE SUBMITTED	LAST UPDATED	TOP LOOKUP ITEM	SUMMARY	NUMBER OF ENTRIES	DISPUTE TYPE	STATUS	
2019-06-13 02:56:00	2019-06-13 02:56:00	Processing ..	We have taken steps to prevent spam from being sent. IP release request.	Processing ..	Reputation	PENDING	 VIEW
2019-06-13 00:20:32	2019-06-13 02:46:01		We have taken steps to prevent spam from being sent. IP release request.	1	Reputation	PENDING	 VIEW



# Thank you.

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<https://care.daouoffice.co.kr>