SMTP Error Codes & SMTP Status Codes & SMTP Reply Codes Reference 2010

What is "SMTP Error" ?   What does it mean ?   There comes a time in the life of a Computer Consultant where, one day, he/she will have to deal with email server problems. It is inevitable. Sometimes these problems will be with the interfacing of the mail server with the ISP, in particular an inability to send mail. After checking the usual suspects such as lack of connection (your broadband line is dead), faulty router, firewall problems, DNS problems, or an incorrect SMTP server name (thanks to some clever ISP changing its SMTP server name without informing anyone – it happens!!), you will likely start delving a little deeper by checking if your email server reports any errors.

Depending on the actual problem it is encountering, your mail server may not be able to provide detailed help on how to resolve the problem, and may instead only be able to provide you with an SMTP Status Code in your server's log (these codes are also known as SMTP Error Codes or SMTP Reply Codes), or emails will be returned to the sender with error text. A classic reply might be, for example, *"SMTP error from remote mail server after end of data - <host ip-address> : 550 Error: Message content rejected"*, or *"SMTP error from remote mail server after RCPT TO <email-address>, 550 5.1.1 User unknown"* or *"SMTP Error: Data not accepted"* or *"SMTP Error: The following recipients failed"*. It is just for such cases that we have produced this document (we use it too !! ☺). What does 550 mean ? What does 550 5.1.1 mean (or, shortened, what does 511 mean ?) ? What does *"Data not accepted"* mean ? What is SMTP error 553, what does it mean ?

So, use this document as a quick reference to common Mail Delivery Errors, SMTP status codes or SMTP error codes for SMTP mail servers such as AA Mail Server, Alt-N MDaemon, ArGoSoft Mail Server, Axigen Mail Server, Barracuda Spam Firewall, Chilkat SMTPQ, CMail, CMailServer, E-Mail Anywhere, FTGate, GMS Mail, Internet Anywhere, Kerio MailServer (KMS), Lotus Notes, MailEnable, Mailman, MailMax, Mailtraq, Merak Mail Server, Microsoft Exchange (Exchange Server 2003 NDR, Non-Delivery Report, error codes), Novell GroupWise, Qmail, PostCast Server, PostConf, PostFix, PowerMTA, QK (QKSoft) SMTP Server, Rockliffe MailSite, SendMail, SquirrelMail, SurgeMail, TFS Secure Message Server, VisNetic Mail Server, WinMail, Zimbra, or any other SMTP / ESMTP standards compliant e-mail MTA.

Note : the following list of SMTP reply codes can also be used to troubleshoot Eudora or FoxMail email problems, Outlook error codes, Outlook Express error codes (Windows 2000/XP), Windows Mail Error Codes (Vista), Thunderbird problems, or other email program problems when those programs send and collect emails directly to and from the Internet as opposed to through a corporate email system. The error codes returned are the same.

Finally, there are no better tools for resolving complex SMTP error situations than the **WHOIS,   Name Server Lookup, Trace Route,** and **PING** tools of our own **The Ultimate Troubleshooter** available on our **AnswersThatWork.com** website – that is how we ourselves quickly solve complex SMTP error situations.

SMTP Status Codes	What the message may mean
101 – Cannot open connection **(also called SMTP Error 1.0.1)**	**SMTP Error 101 :** Typically your SMTP server or email program is unable to even start an SMTP session. Typical replies will be *"SMTP Error 101, Error opening connection"* or *"SMTP Error 101, cannot open SMTP stream"*. All *SMTP Error 101* errors usually point to a configuration problem, such as an incorrectly spelt SMTP server, or an IP address that does not exist, or an SMTP port that does not exist or which the recipient will not accept SMTP connections on, or some other process is already using the default SMTP port, port 25.
111 – Connection refused **(also called SMTP Error 1.1.1)**	**SMTP Error 111 :** Typically from Linux based email systems such as SquirrelMail and Mailman. The message will usually go like this : *"Connection refused, 111 Can't open SMTP stream"*. All *SMTP Error 111* errors usually point to an inability of your server to communicate with the remote SMTP server (either the recipient's SMTP server or your ISP's SMTP server) or to a Linux/SMTP software configuration problem, typically **/etc/hosts not being world readable**, or **a newly installed or reconfigured firewall** preventing connection to the remote SMTP server, or **incorrect hostnames and/or domains** (e.g. does your sending hostname match your IP address in a reverse lookup?), or **exim** not running. Telnet and logs should help you home in on the problem.
211 – System Status message or System Help Reply **(also called SMTP Error 2.1.1)**	**SMTP Error 211 :** SMTP status 211 prefaces a message about the Mail Server status or a System Help reply to the user requesting help information. You might for example issue a command to the mail server to display a list of commands you can use and the server replies with an SMTP Reply 211 followed by the list you requested.
214 – Help Reply message **(also called SMTP Error 2.1.4)**	**SMTP Error 214 :** SMTP status 214 is usually in reply to the "HELP" command. It displays information about the server, usually a URL to the FAQ page of the SMTP software running on the server. As a result this "error" is normally called a reply, as in SMTP Reply 214.
220 – *<Server Name>* service is running **(also called SMTP Error 2.2.0)**	**SMTP Status 220 :** This is normally the first message you will get back from the server. It means the mail service is running (ie. your mail server is running). It will normally contain a welcome message and/or the title of the SMTP software and, sometimes, the version number of the mail server software. SMTP Reply 220 is effectively a ***"Hi There, I have just this second finished starting up – I am ready to go and at your command"*** informational message.

SMTP Status Codes	What the message may mean
221 – The domain service is closing the transmission channel **(also called SMTP Error 2.2.1)**	**SMTP Error 221 :** The server is ending the mail session – it is closing the conversation with the ISP as it has no more mail to send in this sending session. SMTP Status 221 is often misconstrued as an error condition, when it is in fact nothing of the sort. The mail server is simply telling you that it has processed everything it was given in this particular session, and it is now going back into waiting mode. Because SMTP status 221 is often misinterpreted, with some mail servers the Network Administrators have changed the default text of SMTP Reply 221 to something more meaningful and less alarming. For example, a typical SMTP reply 221 might say *"221 Goodbye"* or *"221 Closing connection",* or the most irritating one we've seen *"221 Bye",* Arrrgghh – can you blame anyone for thinking there might be a problem ? Of course not ! So some Network Administrators are these days being quite imaginative by changing the default text of SMTP reply 221 to more user friendly messages like : *"221 Thank you for your business"* (I love that one!), or *"221 All messages processed successfully in this session, SMTP connection is closing".*
250 – Requested mail action OK completed **(also called SMTP Error 2.5.0)**	**SMTP Status 250 :** The mail server has successfully delivered the message! This is the best SMTP reply (250) to receive - your message has been accepted and transmitted OK ! ☺ Yippee. 250 is effectively a status code rather than an error code – there is no such thing as an SMTP error 250.
251 – User not local will forward **(also called SMTP Error 2.5.1)**	**SMTP Status 251 :** The email account is not local to the ISP server but the ISP server will accept the email and will forward it (the server will **RELAY** your message, this is the most common action for ISP Mail servers – the recipient will see your ISP in the mail header as one of the first hops on the way to the recipient's email system). SMTP Error 251 is therefore more of an informational message for technicians tracking how a message reached its destination.

SMTP Status Codes	What the message may mean
252 – **Cannot VRFY (verify) the user – the server will accept the message and attempt to deliver it** **(also called SMTP Error 2.5.2)**	**SMTP Status 252 :** The user account appears to be valid but could not be verified, however the server will try do deliver the message. There are sometimes circumstances where an email address appears to be valid but cannot be verified as definitely valid during the SMTP session between the sending server (your server) and the next server to accept your message. This can happen for example in very large corporation where the first email receiving server might only be an email exchanger server, a gateway server to the eventual server which holds the user mailboxes and which can verify if the intended recipient exists in that organization. When this happens the gateway server will reply with an SMTP Error 252 telling your sending server that it cannot verify the user part of the email address, that the domain part is OK, and that it will forward your email to a server which can do the checking and eventually deliver to the user mailbox if it exists.
354 – **Start mail input end with <CRLF>.<CRLF>, or, as a less cryptic description – "FROM and TO information received, now please provide message body and mark its end with <CRLF>.<CRLF>"** **(also called SMTP Error 3.5.4)**	**SMTP Error 354 :** This is normally in response to the DATA command. The server has received the **From** and **To** information and is now asking for the **"Message Body",** the main part of the message which should be ended by two blank lines separated by a dot (period). Therefore, on receiving an SMTP Reply 354 the sending server should send the body of the message to the receiving server and indicate the end of the message body with **<CRLF>.<CRLF>** (note the full stop between the two Carriage_Return-Line_Feed's).

SMTP Status Codes	What the message may mean
420 – **Timeout communication problem encountered during transmission. This is a Novell GroupWise SMTP error** **(also called SMTP Error 4.2.0)**	**SMTP Error 420 :** In our experience only Novell GroupWise servers use this error (we use GroupWise!). You will get a GroupWise GWIA (GroupWise Internet Agent) **420 TCP Write Error** or **420 TCP Read Error** if there are communication problems during transmission of the actual message after the sending and receiving servers have actually connected. A small number of 420 SMTP errors is normal as occasional peaks of Internet usage may delay the transmission of an email with attachment so much that a timeout occurs. When a timeout occurs on a GWIA send, the message is queued up in the <Domain>\WPGATE\DEFER directory for processing at a later time (as defined in ConsoleOne or GWIA.CFG). **If you experience 420 errors <u>only</u> with specific recipient then it is quite likely that the recipient's anti-spam firewall does not like your server**, your server's external IP address, or that your server's HELO command uses an outbound identification that does not match your server's external IP address (check that your sending domain's DNS is set up correctly). In an ideal world a well behaved recipient server should really be issuing your GroupWise server with a 554 error rather than timing out and causing the GroupWise GWIA to fault with a 420 error. **If you experience too many 420 errors with all email communications, then you have a physical communication problem somewhere.** This could be your <u>server's network card</u>, the <u>network point</u> that your server is plugged into, <u>your switch(es)</u>, <u>your router(s)</u>, <u>your firewall</u>, or your <u>Internet line</u> – problems caused by <u>routers with different MTU sizes</u> is a classic issue. Unless the logs of all those various problem points can give you an instant answer, the only way you will get to the bottom of the problem is to use a packet tracing and inspection program like **Ethereal** or **Wireshark**, its successor, if you're running GroupWise on a Windows or Linux server; on NetWare your only choice is *PacketScan* which you can get here **http://support.novell.com/docs/Readmes/InfoDocument/2967287.html**. In the final analysis, if the tracing of packets, and the changing of hardware does not help then do not discount a <u>slightly faulty hard disk</u> being the cause of all your problems (even if your RAID controller or your hard disk testing software does not detect any problem!).

SMTP Status Codes	What the message may mean
421 – **<*Server name*> Service not available – the sending email program should try again later** or **The SMTP service /server you use has a limit on the number of <u>concurrent</u> SMTP streams your server can use** **(also called SMTP Error 4.2.1)**	**SMTP Error 421 :** **The Mail transfer service is unavailable because of a <u>transient</u> event.** SMTP reply 421 can be caused by many things but generally indicates that the mail server which returns this status code is currently unavailable <u>but may be available later</u>. For example, the server administrator may have stopped the mail service to troubleshoot a problem, or the mail server is right in the middle of rebooting, or the mail server is currently processing too many incoming messages or incoming requests, etc.... **Note : "Mail Server" in this case can be any of the mail servers on the message's route – the sending server (your server), the ISP SMTP server, or the recipient's mail server.** Clearly, if you repeatedly receive an SMTP status 421 then the problem is no longer of a transient nature and you need to investigate or inform the relevant network administrator, ISP tech support, or the recipient. ------------------------------ SMTP Response 421 can also be received as a result of **your message server sending an email where the total number of TO, CC, and BCC users results in a number of simultaneous SMTP connections that is in excess of the number of connections your ISP or SMTP service allows**. A typical error message for this situation would be : *"421 Too many concurrent SMTP connections from this IP address; please try again later"*. Typically, when this happens your server will have sent some of the messages (note that for all servers, each email sent by a user always gets broken down into individual separate emails to each of the recipients in the TO, CC, and BC fields), and will **automatically** retry a little later to send the remaining messages.
422 – **The recipient's mailbox is over its storage limit** or **The size of the message exceeds the recipient's size limits for incoming emails** **(also called SMTP Error 4.2.2)**	**SMTP Error 422 :** Either the recipient's mailbox is over its storage limit or the message delivery directory (folder) on the recipient's mail server is currently over a size limit imposed by the Network Administrator (e.g. possibly as a result of the mail server having been down for some time, having been repaired, and currently in the process of collecting thousands of queued up messages). However, SMTP response 422 can also be received if the email being sent is larger than the incoming emails size limit in operation at the recipient's mail server (particularly when that recipient's mail server is Exchange Server).
431 – **The recipient's mail server is experiencing a Disk Full condition** **(also called SMTP Error 4.3.1)**	**SMTP Error 431 :** The recipient's mail server is experiencing a **Disk Full** error condition, or an **Out of Memory** (too many file handles) error condition (Microsoft Exchange).

SMTP Status Codes	What the message may mean
432 – The recipient's Exchange Server incoming mail queue has been stopped **(also called SMTP Error 4.3.2)**	**SMTP Error 432 :** This is an SMTP status response specific to Microsoft Exchange Server. It indicates that the recipient's mail queue on their Exchange Server has been stopped (frozen), probably while the Network Administrator troubleshoots some problem.
441 – The recipient's server is not responding **(also called SMTP Error 4.4.1)**	**SMTP Error 441 :** This is an error emanating from <u>your</u> server indicating that the recipient's server is not responding. Your server will automatically try again a number of times – how many depends on how your server has been configured.
442 – The connection was dropped during transmission. **(also called SMTP Error 4.4.2)**	**SMTP Error 442 :** Your server started delivering the message but the connection was broken during transmission. This may be an unusual transient error – however, if it keeps happening you should investigate possible problems with your server's network card, your Internet routers, processes hogging the resources of your server, and anything else which could result in a network connection being broken.
446 – The maximum hop count was exceeded for the message **(also called SMTP Error 4.4.6)**	**SMTP Error 446 :** The maximum hop count was exceeded for your message. The most likely cause of this error status code is that your message is looping internally on your server, internally between two of your organisation's servers, or, sometimes, looping between your server and the recipient's server.
447 – Your outgoing message timed out. **(also called SMTP Error 4.4.7)**	**SMTP Error 447 :** Your outgoing message timed out because of problems with the receiving server who objected to your message. Typically there is a problem with the message header (such as too many recipients, in most cases, or a protocol timeout between the two servers).
449 – Routing error **(also called SMTP Error 4.4.9)**	**SMTP Error 449 :** This is a Microsoft Exchange Server specific error code. As per Microsoft's documentation this error code is returned when either of the following conditions occurs : *an SMTP connector is configured to use DNS without a smart host and also uses a non-SMTP address space (e.g. X.400),* or *A message was sent to a recipient who was identified as a member of a routing group that was deleted.* Microsoft recommends using the **WinRoute** tool to troubleshoot this error (Microsoft Knowledgebase article 281382)

SMTP Status Codes	What the message may mean
450 – Requested action not taken – The mailbox was unavailable at the remote end. A secondary SMTP error code may follow "450" to refine the reason for the failure to transmit the message, e.g. *"SMTP Error 450* **(also called SMTP Error 4.5.0)**	**SMTP Error 450 :** The server could not access the mailbox to deliver the message. This could be caused by a process on the remote server *tidying up the mailbox*, or the remote mailbox could be corrupt, or the remote mailbox may be stored on another server which is currently offline, or the network connection went down while sending, or the remote mail server does not want to accept mail from your server for some reason (IP address, blacklisting, etc..). **In general SMTP Error 450 is a transient error at the remote end (the destination), or at one of the routers or servers en route to the remote end, and should induce your mail server to retry after it's preset retry interval.** Example of an SMTP Error 450 reply message : *"450 Please try again later"*, or a classic Novell GroupWise 450 status message : *"The message that you sent has been delayed. The reason given for the delay: 450 Host down (relay.clara.net)".* <u>**SMTP Error 450** is often followed by a second SMTP error code to refine the reason for the email not reaching its destination</u>. For example : *"SMTP Error 450 5.2.3 Msg Size greater than allowed by Remote Host"*. When that is the case and If the error message is not as clearly worded as in this example, then simply search this document for the secondary error code. In this case searching this document for SMTP Error 523 or SMTP Error 5.2.3 would yield an explanation identical to the wording above.

SMTP Status Codes	What the message may mean
451 – Requested action aborted – Local error in processing. or **Requested action delayed – Local problem** or **<IP_Address> has recently sent spam** **(also called SMTP Error 4.5.1)**	**SMTP Error 451 :** The action has been aborted by the ISP's server. **"Local"** (Local Problem, Local Error) refers to the <u>next server</u> that your message will go through after leaving your server, typically <u>your ISP's server</u>, or the <u>SMTP relaying service</u> you are using, or, if your mail server is sending directly to the destinations, the <u>destination mail server</u>. **This error is usually due to overloading at your ISP or your SMTP relaying service from [temporarily] too many messages or some other similar transient failure.** Typically some [hopefully] temporary event prevents the successful sending of the message. The next attempt to send by your server may prove successful. **If this error keeps occurring to the point that it has effectively lost its *transient* nature and has become ..... *frequent (!!),* <u>then the problem is at your end</u>** and you should check your own mail server (if you email out of a corporate network), communications on your side (router, server network card), or inform your ISP if your mail server relays through your ISP or if you are a home user emailing out through Outlook, Outlook Express, Windows Mail, or similar email program. Examples of typical SMTP Error 451 return messages : *"SMTP error 451 Unable to complete command, DNS not available or timed out"* or *"451 Domain of sender address does not resolve"* or *"451 Error getting LDAP results in map",* or *"451 4.7.1 Greylisting in action, please come back in 00:02:00 [minutes]"* or *"The message that you sent has been delayed. The reason given for the delay : 451 Temporary local problem - please try later.".* ----------------------------- With the original SMTP standards having been invented before spam became the scourge of the Internet, there are no SMTP error codes dedicated to anti-spam errors. **As a result, SMTP Error 451 is now increasingly also used to indicate that a message has been rejected by the remote server because of anti-spam measures.** A typical error might be, for example : *"SMTP error from remote mail server after end of data, host <host_address>: 451 <ip_address> has recently sent spam. If you are not a spammer, please try later.".* If all anti-spam related SMTP 451 errors are as descriptive as the one above, then the error itself will tell you what you need to do. **As a general rule, however, you will most times need to take some measures to have either your server, or your ISP's server, taken off some Internet blacklist used by the recipient.**

SMTP Status Codes	What the message may mean
452 – Requested action not taken – Insufficient storage. **(also called SMTP Error 4.5.2)**	**SMTP Error 452 :** The ISP server's disk system has run out of storage space, so the action had to be cancelled. Unless you are with an ISP which is so slack that they have not implemented **Disk Full Alerts**, this error usually indicates that your ISP's mail server is overloaded from too many messages. This can happen even to the best ISPs when, for example, there have been problems and none of the ISP's customers could send mail; as soon as the problems are fixed there is almost always a situation where thousands of users and organizations are trying to send mail all at the same time, and those numbers can occasionally result in the ISP's mail servers' hard disks temporarily filling up, with SMTP Error 452 being the result. The next attempt to send by your server may prove successful. **SMTP Error 452 :** Most ISPs mail servers impose a maximum number of concurrent connections that client's mail servers can attempt to make, and they usually also have a limit on the number of messages that are sent per connection. With business customers these maximums are rarely reached, if ever. Nevertheless, If you have a lot of messages queued up, for example as a result of the connection to your ISP going down for a significant amount of time (and you have hundreds of users in your organization, or it happened just as you were about to send that large mailshot!), there could be a situation where the output of messages from your server goes over the maximum number of messages per connection allowed by your ISP. This is another case where the ISP's server may issue a 452 SMTP error. As above, the next attempt to send by your server may prove successful. **SMTP Error 452 :** This error can also be indicative of a problem <u>on your own mail server</u>. Here is an example of an SMTP 452 error : *""452 Out of memory"*
465 – Code Page unavailable on the recipient server **(also called SMTP Error 4.6.5)**	**SMTP Error 465 :** This is an Exchange Server-specific error code. This error is returned by the recipient's server if the incoming email specifies a Code Page that is not installed on the recipient's server, normally because not all language files were installed on the server during either the installation of Windows or of Exchange Server. <u>Update :</u> in 2010 we are seeing other mail server programs and web applications now using SMTP Error 465. For example the osTicket product will return *"465 SMTP: Invalid response code received from server"* if the SMTP server you are using in your configuration of osTicket, requires **authentication** and you have set up the authentication incorrectly.

SMTP Status Codes	What the message may mean
471 – **This is a local error with the sending server and is often followed with *"Please try again later"*** **(also called SMTP Error 4.7.1)**	**SMTP Error 471 :** This is always a local error with your own mail server. **SMTP Error 471 (or 4.7.1) is usually tagged onto a primary SMTP error code**, for example *"SMTP Error 450 4.7.1"*, or *"SMTP Error 451 4.7.1"*, or *"SMTP Error 550 4.7.1";* example : *"451 4.7.1 Greylisting in action, please come back in 00:02:00 [minutes]".* In all the cases that we have seen SMTP Error 471 is usually caused by anti-spam or virus scanning software on your server (the sending server) getting into problems through a bug in the software, or because of a bad automatic update from the antivirus/anti-spam manufacturer, because of lack of memory on your server, or because of hard disk problems.
500 – **Syntax error command not recognized.** **(also called SMTP Error 5.0.0)**	**SMTP Error 500 :** The last command sent by your server was not recognized as a valid SMTP or ESMTP command, or is not formatted in the way the server expected. This includes situations where the command is too long. Note that commands that are recognized, but not implemented, are handled by different status messages (see 502 and 504). **Note :** A *"500 unrecognized command"* server response is often a case of antivirus software and/or firewall interfering with incoming and/or outgoing SMTP communications. Read your antivirus / firewall software documentation thoroughly to solve the problem. Examples of SMTP Error 500 error messages : *"SMTP Permanent Error: 500 Access Denied By Port Access"* or *"SMTP Error 500 Line too long"*.

SMTP Status Codes	What the message may mean
501 – Syntax error in parameters or arguments (e.g. invalid email address) **Can sometimes also be indicative of communication problems** **(also called SMTP Error 5.0.1)**	**SMTP Error 501 :** The command was correct and recognised, but the parameters (the arguments, e.g. email address) were not valid. For example, the following email address will definitely give an SMTP Error 501 with most mail servers, happy_larry@hotmail.com, as "\\" is not allowed in email addresses, which makes this email address invalid. **In the vast majority of cases SMTP Error 501 is caused by invalid email addresses, an invalid domain name recipient, or a Unix / Linux SEND MAIL command which does not follow the established standards.** For example, a typical return error message might be : *"<remote-server-ip-address> does not like recipient. Remote host said: 501 Invalid Address"*. In cases where the error is not caused by an invalid email address, or by the <u>failure to assign a valid email address to the mandatory "From" property</u>, an SMTP Error 501, particularly if repeated, can be indicative of communications problems, such as a noisy line, intermittent drops in network connections, etc... ----------------------------- If you write your own SMTP program, rather than use established SMTP software, you may get a 501 error if you send to recipients hosted on a Microsoft Exchange server and you add a trailing space or dot to the domain name in your programming code. In such case you will typically get a *"501 5.5.4 Invalid Address"* error. See this Microsoft Knowledgebase article for more details : **http://support.microsoft.com/kb/291828**. ----------------------------- Lastly, if you virus scan incoming emails on an Exchange server, with the antivirus scanning software integrated into Exchange, then the problem may be a bug in your antivirus software – try turning it off to see if the problem disappears.
502 – Command not implemented. **(also called SMTP Error 5.0.2)**	**SMTP Error 502 :** The command or function issued by your mail server is valid but has not been activated (typically, it is not supported on this particular server).

SMTP Status Codes	What the message may mean
503 – **Bad sequence of commands.** *or* **This mail server requires authentication** **(also called SMTP Error 5.0.3)**	**SMTP Error 503 :** In the original standards SMTP Status 503 indicates that the commands have been sent in the wrong order, for example your mail server has sent the "Hello" command before sending the "Mail" command. This can often be caused by a drop in network connection just as your server was sending a command, resulting in the ISP's server not receiving it and consequently not understanding the command that followed it. Note : this error, particularly if repeated, can be indicative of communications problems, such as a noisy line, intermittent drops in network connections, intermittently faulty router, etc... The typical pattern will be that you get the error, then messages transmit without problems, then you get error 503 again, etc… ---------------------------- **SMTP Reply Code 503** is nowadays more often an indicator that the SMTP server you are trying to use requires authentication and you tried to send a message without authentication (username + password). This SMTP Error 503 is permanent in that the SMTP server will not log any errors in its log and it will not retry – you will have to resend the email using authentication. Example of such an error : *"SMTP Error (state 13): 503 This mail server requires authentication when attempting to send to a non-local e-mail address. Please check your mail client settings or contact your administrator to verify that the domain or address is defined for this server."*.
504 – **Command parameter not implemented.** **(also called SMTP Error 5.0.4)**	**SMTP Error 504 :** The command and parameter are both valid, but the parameter is not implemented on the ISP server, or an additional parameter or action is missing. For example, an often encountered SMTP Error 504 is : *"504 Need to authenticate first"*. If you are receiving this error in a Microsoft **Exchange Server** environment where the error shows up in the Application Log as Event ID 7004 or 7010, then read this Microsoft Knowledgebase article http://support.microsoft.com/kb/843106.
510 – **Bad Email Address** **(also called SMTP Error 5.1.0)**	**SMTP Error 510 :** Bad email address. This status code is generated by the sender's local mail server. If the email was addressed internally, then it means that the addressee, as written in the email's TO, CC, or BCC fields, does not exist in your organization's email system. If the email was addressed externally, then the recipient's email address was misspelt.

SMTP Status Codes	What the message may mean
511 – Bad Email Address **(also called SMTP Error 5.1.1)**	**SMTP Error 511 :** Bad email address. This error is similar to error 510 and as with error 510, this status code is generated by the sender's local mail server. If the email was addressed internally, then it means that the addressee, as written in the email's TO, CC, or BCC fields, does not exist in your organization's email system. If the email was addressed externally, then the recipient's email address was misspelt. Here is an example of a 511 error : *"511 sorry, recipient address has invalid format"*.
512 – The host server for the recipient's domain name cannot be found (DNS error) **(also called SMTP Error 5.1.2)**	**SMTP Error 512 :** This SMTP reply code is received when one of the servers on the way to the destination is unable to resolve the domain name of a recipient email address. Said differently : one of the servers on the way to the destination, including your server or your ISP, has a DNS problem or, possibly correctly, does not like one of the email addresses in the message's TO, CC, and BCC fields. The first check you should perform to resolve a 5.1.2 reply code is to check all the recipient email addresses for incorrect domain names (misspelt domain names, or, maybe, totally non-existent domain names) – remember, error code 512 is very specifically an error with the <u>**domain name**</u> of one of the recipient email addresses. You can call the recipient(s) or use the WHOIS tool of The Ultimate Troubleshooter. If all the recipient email addresses check out as regards the domain part of the email addresses, then one of the servers on the way to the recipient(s) has DNS problems – usually this will be one of the first 2 servers in the chain, your own mail server (or your network) or your ISP's mail server. Examples of typical SMTP error 512 messages : *"5.1.2 - Bad destination host 'DNS Hard Error looking up domain"*, or *"SMTP Error 550 5.1.2 Host unknown – host cannot be found"*, or how about this fantastically informative error message *"5.1.2 The message could not be delivered because the recipient's destination email system is unknown or invalid. Please check the address and try again, or contact your system administrator to verify connectivity to the email system of the recipient."*. ------------- In summary : **most SMTP error 512 conditions are caused by misspellings of the domain name part of a recipient email address**. However, with the proliferation of spam, error 512 is also often encountered by automatic "out-of-office" replies to junk mail because the domain names used by junk mail are often bogus domain names.

SMTP Status Codes	What the message may mean
513 – Address type is incorrect (most mail servers) or **Relaying denied or Authentication required (a small percentage of mail servers)** **(also called SMTP Error 5.1.3)**	**SMTP Error 513 :** This status code (from the sender's mail server) is usually symptomatic, in an Exchange + Outlook environment, of the user's Outlook Contacts having been imported from another system or PST and where some of the addresses are not defined correctly. Or, in any environment it is simply that the end-user simply did enter the email address completely wrongly, such as copying it from a website and not replacing "at" with "@", e.g. : John.DoeatUCLA.edu (which should have been John.Doe@UCLA.edu), or John.Doe@UCLA.edu" (", quotes, is not allowed in email addresses and is often included in error as a result of copying and pasting an email from somewhere). The user should check all the recipient addresses in the email, including those that were inserted from Contacts. **Note :** the SMTP reply code 5.1.3 is often a secondary reply code. Some mail servers, for example, might reply *"SMTP error 501 5.1.3 Invalid address"*, or *"SMTP error 553 5.1.3 User address required !"*, or *"SMTP error 501 5.1.3 Bad recipient address syntax"*, or *"SMTP error 513 Relaying Denied - Can not send e-mails to some addresses"*, or this excellently informational Exchange Server 2007 error (the whole error message is in green below) : *"SMTP error 550 5.1.3 STOREDRV.Submit; invalid recipient address.* *Delivery has failed to these recipients or distribution lists:* *The format of the recipient's e-mail address isn't valid. A valid address looks like this: username@microsoft.com. Microsoft Exchange will not try to redeliver this message for you. Please check the e-mail address and try sending the message again, or provide the following diagnostic text to your system administrator.* *5.1.3: The format of the recipient e-mail address is not valid. Valid SMTP e-mail addresses can contain only letters, numbers, hyphens, periods, and only one @ symbol. Troubleshooting: Verify that the SMTP address of the recipient is formatted correctly and resend the message."* ------------- **SMTP Error 513** is also used by a small percentage of mail servers to indicate a completely different error, namely that you need to authenticate to the mail server before being able to send your message (SMTP authentication). A typical error message might be : *"SMTP error 553 Authentication is required to send mail as username@ispdomainname.com"*. In such cases you simply need to configure your mail server, or your email program to send emails with SMTP authentication.

SMTP Status Codes	What the message may mean
523 – **The Recipient's mailbox cannot receive messages this big** **(also called SMTP Error 5.2.3)**	**SMTP Status 523 :** This error will be received when the total size of the message you have sent (ie: message + all of its attachments) **exceeds** the size limits on the Recipient's server. Many companies implement the good practice of configuring their servers with limits on the size of emails they can receive to prevent their systems running out of space as a result of a spam attack where the spam emails contain large attachments, or as a result of valid but not very technically savvy senders sending enormous scans (through not knowing that scanning at 1200dpi rather than the usually perfectly usable and acceptable 300dpi, will create humongous attachments). Check the size of the email you sent, and, specifically, the size of the attachments you included, and consider splitting your email into smaller emails. If that does not work, check with the Recipient the maximum size of email they can receive, and if that is still prohibitive then consider FTP arrangements between you and the recipient. SMTP Error 523 is often a **secondary** SMTP error code rather than a primary error code, as in the following examples : *"SMTP Error 450 5.2.3 Message Size greater than allowed by Remote Host"* or *"SMTP Error 552 5.2.3 Data size exceeds maximum permitted"* or *"SMTP Error 552 5.2.3 Message exceeds maximum fixed size"*, and so on ....
530 – **Authentication is required** or **Your server has been blacklisted by the recipient's server** or **The recipient's mailbox does not exist** **(also called SMTP Error 5.3.0)**	**SMTP Error 530 :** **Originally this error has always pointed to a problem with the SMTP server you are using requiring authentication (a username + password every time you send an email), as per the examples below. However read this entry fully ....** One example would be because that SMTP server, typically your ISP's SMTP server, requires all email sent through it to be done with authentication (and your email program or server is not configured to do so). The other classic example of this error is when you are trying to send emails through a particular ISP's SMTP server but you are not doing so through that ISP's broadband connection. For example : at home you use Verizon and you have configured Windows Mail (Outlook / Outlook Express) on your laptop to send emails through the Verizon SMTP server available free of charge to you as a Verizon customer. All works well without authentication. You then take a vacation to visit friends in Canada and at their house their wireless Internet is through Telus. The first time you try to send emails you get a *"530 Authentication is required"* error. This is because the Verizon SMTP server realises that you are trying to access it through a DSL service not provided by Verizon (your friends' DSL service is provided by Telus) and it will only allow you to access it if you can provide your Verizon username + password (authentication) thus confirming that

SMTP Status Codes	What the message may mean
	as a paid Verizon customer you are allowed to use their SMTP server even though you are connecting to it through a Telus DSL service. <u>If at that point you then configure Windows Mail / Outlook / Outlook Express to use authentication, the problem will disappear</u>. In another example GMAIL (Googlemail) introduces a secondary SMTP error 570 with its 530 replies. Here is a typical GMAIL response telling that you need to use authentication : *"530, response: 5.7.0 Must issue a STARTTLS command first"*. -------------- In a departure from the original intended use for error 530, one of the most irritating misuse of **SMTP response 530 is its use to either indicate that your server has been blocked by the recipient's server or that the recipient's mailbox does not exist**. And to make matters worse, the explanation text attached to the error is totally misleading. Judge for yourself – how would you ever suspect that *"SMTP error 530 : The message cannot be delivered due to a configuration error on the server. Please contact your Administrator."* either means that the <u>recipient's server has actually blacklisted your server</u> or <u>that the recipient's mailbox does not exist</u> ? Mad !!! This misuse of error 530 is a fault of the outgoing mailserver, almost always your own ISP's server which should return a 554 or similar error (for example : *"554 this user doesn't have a Yahoo.com account"*), but which instead returns a 530 error.
541 – Recipient Address Rejected – Access denied (typically by the recipient's antispam program / appliance) **(also called SMTP Error 5.4.1)**	**SMTP Error 541 :** This response is almost always sent back by an anti-spam, intrusion prevention, or mail filtering appliance / firewall **at the recipient's end**. Typically SMTP response 541 will be tagged along as a sub-error of SMTP Error 550. For example : *"SMTP error from remote mail server – 550 5.4.1 billing@thatcompany.com : Recipient address rejected – Access Denied"* or one from the Proventia anti-spam appliance *"#5.5.0 smtp;541 Internet Security Systems' Proventia(TM) intrusion prevention appliance blocked forwarding of message"*. The only way to solve SMTP Error 541 is to ask the recipient to whitelist you.
550 – Requested actions not taken as the mailbox is unavailable. **550 is always a problem <u>external</u> to your own mail server.**	**SMTP Error 550 :** This response can be caused by quite a few situations. **550 is always a problem external to your own mail server.** Usually it is at the **recipient's end**, but it could also originate from inside your own "walls" through being caused, for example, <u>by a firewall appliance which scans your outgoing emails once they've left your server</u>.

SMTP Status Codes	What the message may mean
Usually it is at the recipient's end, but it could also originate from inside your own "walls" through being caused, for example, by an appliance which scans your outgoing emails once they've left your server. **(also called SMTP Error 5.5.0)**	------------- **SMTP Error 550** will be returned by many servers **If the recipient email address simply does not exist on the remote side** (you will often get *"550 Invalid recipient"* or *"550 User account is unavailable"* or *"<ip-address-of-remote-server> does not like recipient - 550 Address rejected"* or *"550 No such user here"* or *"550 Not our Customer"* or *"550 Account not available"* or *"Remote host said : 550 – Barack.Obama@ThisCompany.com, this THISCOMPANY.COM Mailbox Does Not Exist – Giving up"*). In this case the sender of the email needs to contact the recipient verbally to get the correct email address. ------------- **SMTP Error 550 will sometimes also be returned by the recipient's anti-spam firewall** if, for example, the anti-spam firewall does not like the sender (typically because the sender needs to be whitelisted). A typical example of an SMTP Error 550 return message by an anti-spam firewall might be : *240.240.240.240 does not like recipient.* *Remote host said: 550-Verification failed for* *John.Doe@YourDomain.com* *550-Previous (cached) callout verification failure* *550 Sender verify failed* *Giving up on 240.240.240.240.* ------------- **SMTP Error 550 can also be returned by your own mail and web filtering appliance** where the message leaves your mail server and is intercepted by your web and mail filtering appliance, <u>before it leaves your premises</u>, and for whatever configuration reasons it thinks your email is spam or dangerous for the recipient (in other words it tries to protect your company from accidentally sending viruses and accidental spam emails – through a PC being infected with a bot – to your customers). Here is a typical example of such a response : *The attached file had the following undeliverable recipient(s):* *John.Doe@comcast.net* *Transcript of session follows:* *Command: Data...* *Response: 550 Cyberoam Anti Spam Engine has identified this email as a spam. Ref-id:str=0001.0A0B0206.4BA7422C.01F5,ss=1,vtr=str,vl=0,pt =* ------------- **SMTP Error 550** will also be returned **if the user's**

SMTP Status Codes	What the message may mean
	mailbox is not local and Mail Relay is not enabled, <u>or the sending address is invalid</u> (the latter is a way, by the remote server, to control spam).

	Other situations of **SMTP Error 550** include sending mail to <u>**recipients outside of your domain where this is not allowed**</u>.

	SMTP Error 550 is also returned when you are attempting to send through a server <u>**which requires SMTP authentication**</u> and you have not supplied credentials (ie. your mail server, or email program, is attempting to send without SMTP authentication)

	Yet another set of circumstances where an **SMTP error 550** might be issued include an incorrect **From** address when used <u>**with an ISP where you can send mail only if the From address is from a domain that they host for you**</u> (at the time of writing, September 2008, and still at time of this update, March 2010, British Telecom in the UK is such an ISP – you have to notify them through a lengthy, ridiculous, and almost soul destroying procedure, involving proving that you own the domain, for them to allow you to send emails from a domain name that they do not host for you).

	Another case of **SMTP Error 550** is <u>**when the recipient's server is down**</u> (or cannot receive mail at this time) and the ISP's servers will retry periodically for a limited amount of time (this is often accompanied by a return mail from your ISP informing the sender of the email of just that situation).

	Another case of **SMTP Error 550** is when the recipient's server requires you to make a change to the **To** part of your email to achieve successful delivery of the email (some organizations configure their receiving mail servers in this way <u>when they have changed their domain name and want to force the senders to update his address books</u> – for example, **My-Great-Company.com** has changed its domain to **MyGreatCompany.com** and you are still using the old domain name).

	Yet another set of circumstances when the **SMTP Error 550** is received is <u>**when the recipient's mailbox has**</u>

SMTP Status Codes	What the message may mean
	been suspended. For instance, the QMAIL SMTP mail program has an endearing way of telling you about a mailbox that has been suspended : *"I'm afraid I wasn't able to deliver your message to the following addresses. This is a permanent error; I've given up. Sorry it didn't work out. <email-address@email-domain>: <ip-address-of-remote-server> does not like recipient. Remote host said: 550 [SUSPEND] Mailbox currently suspended - Please contact correspondent directly."*. ------------- Another circumstance of an **SMTP Error 550** is **when the recipient's mailbox has been disabled**. The typical reasons for this are the mailbox being full (the user needs to delete messages before new ones will be accepted) or the user not having paid a bill. An example of the reply you will receive is : *"550 mailbox temporarily disabled"* ------------- SMTP Error 550 can also occur when either your DNS or your ISP's DNS is not configured correctly for the recipient's mailserver details, or the recipient's MX record is configured incorrectly. A typical error message for this type of error might be : *"550-Verification failed for my@exchangeserver.com - 550-Unrouteable address - 550 Sender verify failed (in reply to RCPT TO command) "*. ------------- *"Mailbox is inactive"*. Another instance of error 550 is when there is a temporary system-wide problem at the ISP. The error takes two forms, the one just quoted, or : *"5.1.0 - Unknown address error 550-'Mailbox is inactive"*. **This error is almost always a problem at the hosting ISP which hosts the POP box(es) of the recipient's email address or domain.** You need to inform the recipient that there is a problem with their hosting company. So, for example, if you are sending an email to *John.Doe@clara.net* and you get the *"Mailbox is inactive"* error, then you need to tell John Doe that his hosting ISP, ClaraNET, are having problems with incoming emails and that he should talk to them.

SMTP Status Codes	What the message may mean
551 – User not local or invalid address – Relay denied. **(also called SMTP Error 5.5.1)**	**SMTP Error 551 :** If neither the sending mail address nor the recipient's address are locally hosted by the server, then the ISP's servers may refuse to relay the message on. Some ISPs implement this restriction to thwart spammers. In our view, here at AnswersThatWork, this is a lazy and incompetent method of fighting spam as most of the time it does nothing but inconvenience no-one other than the ISP's vast majority of considerate and law abiding users. In our experience this usually goes hand in hand with barely competent technical support. At the time of writing, 14-Sep-2008, a typical culprit for this is BT, British Telecom, in the UK. The way in which it manifests itself is as follows : you have a domain that is hosted by **CrystalTech.com** but your ISP is **DodgyISP.com** and you try to send emails from your domain to **WhatANiceBunchOfPeopleYouAre@yahoo.usa**. Neither your domain nor Yahoo.usa are hosted by *DodgyISP.com*, as a result your email is not accepted by *DodgyISP's* mail servers and your mail server is returned an SMTP Error 551. To correct the problem you have to call *DodgyISP.com* and ask them to enter your domain name as an <u>allowed sender</u>.
552 – Requested mail actions aborted – Exceeded storage allocation. or **Size of the incoming message exceeds the incoming size limit** **(also called SMTP Error 5.5.2)**	**SMTP Error 552 : The recipient's mailbox has reached its maximum allowed size** (this is often accompanied by a return mail from your ISP or mail server informing the sender of the email of just that situation). Example : *"552 sorry, mailbox Alan@ThisCompany.com is over quota temporarily (#5.1.1)"*. -------------- Some mail servers have extended the scope of **SMTP Reply Code 552** by also including errors where the **size of the incoming message exceeds the size limit specified by the Network Administrator**, as in, for example, *"SMTP Error 552 5.2.3 Message size exceeds fixed maximum message size (7000000)",* which effectively says that the incoming message was larger than the 7MB limit (7,000,000 bytes) set by the Network Administrator of the recipient's mail server.

SMTP Status Codes	What the message may mean
553 – **Requested action not taken – Mailbox name invalid.** or **You are attempting to send emails through a specific ISP's SMTP server without authentication and without being connected to the Internet through that ISP's service** or **You are sending from an Exchange server configured to send via DNS and you do not have a public reverse DNS record pointing back to your Exchange server** **(also called SMTP Error 5.5.3)**	**SMTP Error 553 : There is an invalid email address in the "To", "CC", or "BCC" field of the email message.** Here is a typical SMTP Error 553 response : *"Hi. This is the QMAIL-send program at <ip-address>. I'm afraid I wasn't able to deliver your message to the following addresses. This is a permanent error; I've given up. Sorry it didn't work out. <Email-address-you're-sending-to> : <remote-mail-server-ip> does not like recipient. Remote host said: 553 5.3.0 <Email-address-you're-sending-to>. Addressee unknown. Giving up.".* -------------- **SMTP Status 553** is also sometimes returned by an ISP mail server. **When this happens this is almost always because you are trying to send through a specific ISP's SMTP server and yet you are <u>not</u> connected to the Internet through that ISP**; for example : you have connected to the Internet through a <u>Comcast</u> broadband connection but your email program (Outlook Express, Windows Mail, ...) is configured to send emails through the SMTP server of <u>Tiscali</u>. A typical such error message might be : *"553 sorry, relaying denied from your location".* ------------- **SMTP Error 553** can also be received if **you are sending from a Microsoft Exchange server configured to send directly via DNS (rather than by relaying to an ISP's SMTP server) and there is no public reverse DNS record pointing back to the public IP of your Exchange Server**, in which case some receiving mail servers return a 553 error because they weren't able to verify that your server's HELO name matched its public outgoing IP address. A typical error message for this 553 response might be : *"5.5.0 smtp;553 sorry, that domain isn't allowed to be relayed thru this MTA (#5.7.1)"* **or** *"5.5.0 smtp;553 sorry, that domain isn't in my list of allowed rcpthosts (#5.7.1)".*
554 – **Transaction failed.** **Nowadays SMTP status 554 is in most cases returned when the recipient server believes your email is spam or your IP address or ISP server has been blacklisted on one or more Internet blacklists.** **or**	**SMTP Error 554 :** There was a permanent error trying to complete the mail transaction which will not be resolved by resending the message in its current form. Some change to the message and/or destination must be made for successful delivery. For instance, **Yahoo** often returns the following <u>**if the recipient email address does not exist**</u> on the Yahoo systems : *"554 delivery error: This user doesn't have a Yahoo.com account"*. Another typical Yahoo SMTP Error 554 reply is : *"554 delivery error: Sorry your message to <Email-Address> cannot be delivered. This account has been disabled or discontinued"*. In the case of an **IBM Lotus Domino server** on the other

SMTP Status Codes	What the message may mean
With Yahoo, on the other hand, this usually means the email address does not exist or has been disabled. **or** **With IBM's Lotus Domino this is either a Domino bug or a Disk Full error** **(also called SMTP Error 5.5.4)**	hand, this is either a **disk full** error (the first thing to check), or a **Lotus Domino bug** which has appeared in various guises in many versions of Lotus Domino as far back as 2002. Eight years, Eight years and counting and IBM still suffer from this bug – the mind boggles ! Click on this link to read the latest IBM Knowledgebase article on this error at the time of writing : **http://tinyurl.com/ygfgoov**. -------------- In most other cases, however, a recipient mail server will return an SMTP REPLY 554 **when its anti-spam firewall does not like the sender's email address, or the sender's IP address, or the sender's ISP server (because, for example, they are listed in an RBL)** and where you will therefore either need to have the sender whitelist you in their anti-spam program/appliance, or, worse, you will need to take steps to have either your IP address or your ISP's servers (if you send mail through your ISP) de-listed from one or more RBLs (RBL = Realtime Blackhole List – also called Realtime Blacklist nowadays). For example, a 554 error returned by a **Comcast** server might look like this : *"Username@comcast.net SMTP error from remote mail server after initial connection : host mx2.comcast.net : 554 IMTA11.emeryville.ca.mail.comcast.net <Your-server-IP-address> was found on one or more DNSBLs, see http://help.comcast.net/content/faq/BL000010"*, where DNSBLs = DNS Blacklists. In this case, therefore, if you get such a message back it is telling you your IP address, or your ISP's mail server is listed on one of the anti-spam blacklist databases that Comcast uses to filter out spam on incoming emails to Comcast mailboxes – click the link provided in the error message to see how you may be able to un-blacklist yourself as far as Comcast is concerned. Here is another example from the **OZEMAIL ISP** in Australia, *"SMTP error from remote mail server after initial connection to host mx1.ozemail.com.au : 554 filter.ozemail.com.au"* – not very informative, as you can see, but the name of the server returning the SMTP reply 554 is what gives this away as OZEMAIL's anti-spam not liking you : **filter.ozemail.com.au**. **"Filter"** in the name of a recipient server is almost always an indication that that server is an anti-spam and antivirus server. And here is a **Twitter** example : *"SMTP error: Email Error: RCPT TO invalid mail server response: 554 5.7.1 : Recipient address rejected".* Note that SMTP Error 554 can also often be buried in the middle of SMTP Error 550 errors. Here is an example of a recipient mail server returning an SMTP Error 554 because its **Barracuda anti-spam** firewall appliance rejected the

SMTP Status Codes	What the message may mean
	email (the cause, as shown below, is <u>Barracuda Reputation</u> which means your IP address or your ISP's server is blacklisted on Barracuda's RBL) : *240.240.240.240 does not like recipient.* *Remote host said: 550-Verification failed for* *<u>John.Doe@YourDomain.com</u>* *550-Called: 250.250.250.250* *550-Sent: RCPT TO:<u>John.Doe@YourDomain.com</u>* *550-Response:* *554 : Service unavailable; Client host [server11.virgohosting.net] blocked using Barracuda Reputation;* *<u>http://recipientdomain.barracudacentral.com/q.cgi?ip=230.230.230.230</u>* *550 Sender verify failed* *Giving up on 240.240.240.240* Here is a Yahoo example : *"UP Email not accepted for policy reasons. Please visit* ***<u>http://help.yahoo.com/help/us/mail/defer/defer-04.html</u>****"*. Whenever you see the word ***"Reputation"*** in a return error you need to think **"Outgoing IP address + Spam going from that address"**. The outgoing IP address is often not yours, unless you know you're a spammer (!!), but that of your ISP where one of its servers has been used by spammers and as a result has been blacklisted on the Internet and unfortunately your emails are going through that server. Here is a classic example of this type of return SMTP error : *"554 Your access to this mail system has been rejected due to the sending MTA's poor reputation. If you believe that this failure is in error, please contact the intended recipient via alternate means."*.
571 – I have been told not to work with you !!! **(Also called SMTP Error 5.7.1)**	**SMTP Error 571 is usually a <u>subset</u> of SMTP Error 550.** So typically you will get an *"SMTP Error 550 571"* or an *"SMTP Error 550 5.7.1"*. **SMTP Error 571 is almost always the recipient's server telling your sending server that *"it has been told not to work with you !"*.** The explanation text which follows the error response usually does a good job of telling you why the remote server does not want to work with your server (typically it will be because your server/email-address is not whitelisted, or you are not allowed to send messages through this ISP's SMTP server without providing authentication, relaying not permitted, or your server is on an RBL blacklist). Typical SMTP 571 responses are : *<u>"5.5.0 SMTP; 571 Delivery not authorized, message refused"</u> or <u>"550 5.7.1 Mail from Ip Address refused by blackhole site dialups.mail-abuse.org"</u> or <u>"571 email address we do not relay"</u> or <u>"550 5.7.1 Relaying prohibited"</u>*.

SMTP Status Codes	What the message may mean
The following addresses had permanent delivery errors	**"The following addresses had permanent delivery errors"** / **"The following address had permanent delivery errors" :** Either of these sentences are usually followed by one or more email address(es). The error message is effectively saying that the email addresses listed do not exist, or no longer exist (if you used to be able to email to them successfully). You need to get the sender to verbally verify with the recipient what his/her new email address is.
Mailbox is inactive (The hosting ISP is having problems)	A typical error message might go like this : *"A message that you sent could not be delivered to one or more of its recipients. This is a permanent error. The following address(es) failed : XXXXXX* ***Mailbox is inactive****"*. **This error is almost always a problem at the hosting ISP which hosts the POP box(es) of the recipient's email address or domain.** You need to inform the recipient that there is a problem with their hosting company. So, for example, if you are sending an email to *John.Doe@clara.net* and you get the *"Mailbox is inactive"* error, then you need to tell John Doe that his hosting ISP, ClaraNET, are having problems with incoming emails and that he should talk to them.

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