
Email Error Definition

Bad-Domain – The domain email address is incorrect i.e. what is after the at symbol (@).

Bad Mailbox – The email box is invalid

DNS – Do Not Send. The client is on the no send list - The Do Not Send list is a list compiled under your account for whenever a recipient clicks on the unsubscribe button. This in turn puts that specific email address on the DNS list.

Other – Alert Solutions SMTP service connected with the recipients SMTP service and the connection was made for 5 minutes without a confirmation.

Policy Related – The email passed through the spam filter but was stopped by the recipients email box settings

Content Related – The email was blocked due to some of the content in the body of the email

Relaying Issues – Alert Solutions SMTP service had trouble connecting to the recipients SMTP service

Routing Errors – Alert Solutions SMTP service made the connection to the recipients SMTP service but the email packet was unable to be delivered correctly to the mailbox

Spam Related – The email was blocked by the recipients SMTP's spam filter.

Bad Configuration - Alert Solutions SMTP service made the connection to the recipients SMTP service but the email packet could not be delivered correctly to the mailbox

Bad connection - Alert Solutions SMTP service made the connection to the recipients SMTP service but the email packet was dropped due to a poor connection

Domain DNS - The whole domain @thedomain.com has been added to your DNS list or is on the globally blocked domain DNS list

Inactive mailbox - Clients SMTP Server has answered and told Alert Solutions Email server that the email is no longer active.

Message expired – Alert Solutions SMTP service connected with the recipients SMTP service and there was sending for 5 minutes and the recipients SMTP's service closed its connection due to inactivity.

No answer From host – After the system default attempts, and after client specified resends, the recipients SMTP service did not answer Alert Solutions SMTP service

Quota-Issues - The Clients email box has a size limit set and they have received too many emails in the box and cannot receive the email sent.

Hard Bounces are:

DNS	Inactive Mailbox
Bad-Domain	Domain DNS
Bad-Mailbox	

Soft Bounces are:

Policy-Related	Quota Issues	Bad Connection	Routing Errors
Other	No answer from host	Bad Configuration	Content Related
Relaying-Issues	Message expired	Spam Related	
Routing-Issues	Bad Connection		
Spam-Related	Bad Configuration		
