

## Re: outlook express

**Source:** <http://www.tech-archive.net/Archive/Internet/microsoft.public.internet.mail/2004-02/0483.html>

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**Date:** 02/11/04

Date: Wed, 11 Feb 2004 11:16:42 -0800

What does the mail that comes back to you say?

When a message is undeliverable, it is returned (bounced) to the sender (assuming there is a correct From address) with an explanation as to why it was undeliverable. There is no standard format. It usually says something about a "fatal" error. After that are several more lines with the real error message.

Some common errors (the wording may vary):

- unknown host, unknown domain, too many hops - The part of the To e-mail address after the "@" is wrong (there is no such ISP) is the most common cause, but on rare occasions there is a temporary Internet problem. This can also be caused by using the recipient's POP3 server name (e.g. @pop.xxx.com) rather than the correct ISP address (e.g. @xxx.com).
- unknown user, unknown account - The part of the To e-mail address before the "@" is wrong. This can also be caused by an extraneous character such a space, comma or semicolon, in the To address. Another possibility is that the part after the "@" is for the wrong service. For example: @prodigy.com is the older Prodigy Classic service, while @prodigy.net is the newer Prodigy Internet service; @msn.com is MSN (The Microsoft Network) service, while @microsoft.com is for Microsoft employees.
- inactive or dormant account - that address used to be valid, but is now closed
- mailbox full, over quota - the recipient's server mail box has reached its limit (typically 5 to 10 MB - varies by ISP), or would exceed its limit with this message. The recipient needs to download the current messages and make sure that they are not leaving messages on the server (a mail program option)
- access denied, message rejected - messages from the sender or the sender's ISP are being blocked by the recipient or the recipient's ISP. This is usually due to previous spamming by the sender or others at the sender's ISP. Some ISPs also block messages if the From address on the message is phony. This can also be caused by using the recipient's POP3 server name (e.g. @pop.xxx.com) rather than the correct ISP address (e.g. @xxx.com).
- cannot relay - the sender tried to send the message via an ISP's SMTP mail server other than the ISP they are currently dialed into (an incorrect setting in the mail program). Another possibility is that there is an error in the To e-mail address, such as an extra "@".
- message undelivered after xx hours or xx days - this is usually a temporary error, and the message will eventually go through without resending. The problem may be at the sender's or recipient's ISP or some part of the Internet in between

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Mike - [http://pages.prodigy.net/michael\\_santovec/techhelp.htm](http://pages.prodigy.net/michael_santovec/techhelp.htm)

Re: outlook express

microsoft.public.internet.mail: Re: outlook express

"papms" <mike@iol21.com> wrote in message news:ddde01c3f0a8\$56eed310\$a101280a@phx.gbl...  
> Send email and it goes out and the person gets the mail.  
> and the email comes back to me. Why?