

Re: OE6 rejects some messages

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6_outlookexpress/2005-06/m

- *From:* "Bob Greene" <rgreene@xxxxxxxxxx>
 - *Date:* Thu, 9 Jun 2005 06:15:20 -0400
-

Thanks for the reply.

I'm having my wife send mail to the two parties, with a request to forward the bounce message to me – and then we'll take it from there.

"Michael Santovec" <michael_santovec@xxxxxxxxxxxxx> wrote in message news:upp8f1JbFHA.616@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

> What does the bounce message 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.

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- > – 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
- >
- > --
- >
- > Mike – http://pages.prodigy.net/michael_santovec/techhelp.htm
- >
- >
- > "Bob Greene" <rgreene@xxxxxxxx> wrote in message
- > [news:OPS\\$3S1BbFHA.2212@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](news:OPS$3S1BbFHA.2212@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)
- >> My wife has had reports from two friends that they can no longer e-mail her;
- >> I have an address in the same domain, and I can receive from these friends
- >> with no problem – him@xxxxxxx works fine – her@xxxxxxx causes a bounce
- >> back – only to two people. She can send to these people, but their replies
- >> bounce. One is a US domain; the other foreign (.dk).
- >>
- >> I've checked blocked sender list and message rules – not there. Where else

>> to look?
>>
>> Any ideas?
>>
>>
>
>

• **References:**

- ◆ **OE6 rejects some messages**
 - ◇ *From:* Bob Greene
 - ◆ **Re: OE6 rejects some messages**
 - ◇ *From:* Michael Santovec
-
- Prev by Date: **Re: Yahoo Problems**
 - Next by Date: **Printing Problem**
 - Previous by thread: **Re: OE6 rejects some messages**
 - Next by thread: **Please HELP!! Lost emails within certain folders only in OE**
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