

## "550 Invalid address" email error

(Mail Hosting: NTT Communications (Thailand) Co., Ltd.)

When working with emails, there are times when you run into different errors and receive your email back instead of it going forward to the intended recipient. Email servers will give you what is known as bounceback information. This information is very useful in discovering why your email was not delivered. There can be several different types of errors. This article will focus on the "550 invalid address" error.

### What is the "550 invalid address" error?

This message is basically broken into two parts.

- 1. The error number, and the second is the message.**

The **550** error number means that this is a permanent error, so resending it later will have the same effect.

Error numbers that are in the **400's** are temporary errors and can usually be tried again at a later time.

- 2. The message itself indicates that the email address that the message was sent to does not exist.**

Typically, this means that the receiving server does not have an account registered to that email address. This can be from a recent change in DNS records, or the email address was deleted.

## How can I fix this?

If you are the one that sent the original message and received this as a bounceback,

**1. You will first want to check and ensure there is nothing misspelled in the recipient address.**

This is a common issue and quickly fixed by entering the correct spelling of the email address.

If you have checked and are certain it is correct,

**2. You will want to contact the intended recipient via alternate means and tell them that you received this error.**

This error is coming from the destination server, so there is nothing you or your hosting provider as a sender can do.

**If you have received a notice from someone trying to send you email that they have received this error, you will want to check a couple of things:**

- Did the sender misspell your email address?
- Did you recently change mail records to point to another remote server?
- Did you recently move your domain name to our servers or to another host or point it to new name servers?
- Does the email address actually exist or does it need to be created?

If you have gone over all the steps above and the issue is persisting, you will want to contact support-mail team, so we can troubleshoot the issue further.

**Please take note of any error messages and contact support-mail team as soon as possible.**

Credit: inmotionhosting

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