

Domain Error Messages

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

Most of the time, when a domain has an email problem, they learn about it very quickly from their users, and in addition, it is relatively rare for an entire domain to simply disappear, so most domain errors should be considered temporary, and will likely be remedied soon -- resending mail a little later is usually your best option.

Connection Timed Out / Connection Refused

```
<user@172.16.22.213>: connect to 172.16.22.213: Connection timed out
```

A "**connection refused**," or "**connection timed out**" message usually results from high volumes of mail being processed at the time your message was received.

This could be due to the server receiving more mail than it is used to, an external attack on a domain (such as a mail bomb) or an internal setup problem, causing the domain's mail servers to refuse connections or cut connections before a message is fully sent. Mail exchangers are set up to only accept as much mail as they can handle, so when problem is resolved, you will be able to send your mail without problem.

Domain Not Found

```
<sheabu@domain.com>: Name service error for domain domain.com:  
Host not found, try again
```

A "**domain not found**" error means that the domain name to which you sent the message does not exist.

Usually, this means you misspelled the domain name, but it may indicate a problem with the domain's record that prevents the domain from being found.

There is another Domain Not Found error: "**Sender Address Rejected: Domain Not Found**"

Relay Access Denied

Another domain error that can be due to either the sender's or recipient's domain is a relay access denied error:

```
<receipient@example.com> host wormwood.example.com said:  
554 <receipient@example.com>: Recipient Address rejected:  
Relay access denied
```

This error indicates that, somehow, a message intended for a Yahoo.com address found its way to our example.com mail server, and since our server doesn't accept mail for yahoo.com, the message was rejected. It is quite rare, actually, to reach a completely incorrect mail server when sending email to a domain, so if you receive this message, the problem is usually a misconfiguration error with the receiving domain (for example, if you receive notice that mail sent to NTTCT mail hosting user was rejected by NTTCT mail server with this "**Recipient Address rejected**,"

Another reason for receiving this error is the possibility that a domain has recently changed hosts, and while the change has taken place, the new domain record has not yet propagated fully, and your message reached the old hosting company which no longer accepts mail for the leaving domain. If you receive this error, try resending your message twenty-four hours later.

Another Relay Access Denied error exists: "**Sender Address rejected: Relay Access Denied**"; this is actually an anti-spam bounce.

If you have any questions or concern ...

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

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