Email Bounce- Retry timeout exceeded

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

Occasionally, you may send an email message that returns a bounce-back message with an error such as the following:


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This message was created automatically by mail delivery software.

A message that you sent could not be delivered to one or more of its
recipients. This is a permanent error. The following address(es) failed:

retry timeout exceeded
```

The following article explains some details on why this error occurs and some actions that the support-mail team may need to take in order to resolve the problem.

This particular error message occurs when **problems occur with either the server sending the email or with the receiving server that is the destination of the message**.

After a certain amount of failed attempts to deliver an email, the server sending the message will add the message ID to a database. The messages in this database are not included in the next cycle of attempts to transmit email messages.

After a period of time, the messages in that database are then re-submitted for the next round of transmission attempts.

This process continues until it reaches a failure point where the server will no longer attempt to send the message. After the attempts to deliver the message have been exhausted, you would then see the bounce-back message: **Retry timeout exceeded**.

There are a wide variety of reasons that this error can occur.

The issue will need to be reviewed by support-mail team to review the mail logs. This will help to identify the specific cause of the error. Here are a few of the common causes:

- The mail box is full

- SMTP port for sending messages is blocked

- Spam filter issues

- Network routing issues

Again, those are just a few of the possibilities. The issue requires that support-mail team representative review the email logs in order to pinpoint the exact source of the problem.

If you have any questions or concern …

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

Credit: inmotionhosting
Last update: 24/02/2017