

## Improper forwarding causing mail loop

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

Improper forwarding causing mail loop:

```
554 Too many hops 27 (25 max): from <user@firstdomain.com>  
via mail.firstdomain.com, to <sameuser@seconddomain.com>
```

In general, a "**too many hops**" error indicates a mail loop:

The user has two accounts, forwarding to each other, which creates an endless loop.

A message sent from NTTCT mail hosting is forwarded to another mailbox; if that account is set to forward to NTTCT mail hosting, then a mail loop is created!

Mail goes from NTTCT mail hosting to the mailbox back to NTTCT mail hosting back to the mailbox until the loop is ascertained and the message returned to its sender.

If you have any questions or concern ...

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

Credit: penpublishing

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