SMTP and ESMTP error code list

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

It is important to figure out why your email bounces. If you receive an email bounce, you can look in the bounce message to find the proper error code that will give you the reason for the bounce. Below is a list of the **Standard SMTP error codes** and the **Extended SMTP (ESMTP) error codes**.

SMTP Error Codes

This list of codes is the standard SMTP error codes you will find in most email bounces.

200 Codes

211 - System status / system help reply
214 - Help message
220 - Domain service ready
221 - Domain service closing transmission channel
250 - Requested mail action completed and OK
251 - Not Local User, forward email to forward path
252 - Cannot Verify user, will attempt delivery later
253 - Pending messages for node started

300 Codes

354 - Start mail input ; end with .
355 - Octet-offset is the transaction offset

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400 Codes

421 - Domain service not available, closing transmission channel

432 - Domain service not available, closing transmission channel

450 - Requested mail action not taken: mailbox unavailable. Request refused

451 - Requested action aborted: local error in processing Request is unable to be processed, try again

452 - Requested action not taken: insufficient system storage

453 - No mail

454 - TLS not available due to temporary reason. Encryption required for requested authentication mechanism

458 - Unable to queue messages for node

459 - Node not allowed: reason

500 Codes

500 - Syntax error, command unrecognized

501 - Syntax error in parameters or arguments

502 - Command not implemented

503 - Bad sequence of commands

504 - Command parameter not implemented

510 - Check the recipient address

512 - Domain cannot be found. Unknown host.

515 - Destination mailbox address invalid

517 - Problem with senders mail attribute, check properties

521 - Domain does not accept mail

522 - Recipient has exceeded mailbox limit

523 - Server limit exceeded. Message too large

530 - Access Denied. Authentication required

531 - Mail system Full

533 - Remote server has insufficient disk space to hold email

534 - Authentication mechanism is too weak. Message too big

535 - Multiple servers using same IP. Required Authentication

538 - Encryption required for requested authentication mechanism

540 - Email address has no DNS Server

541 - No response from host

542 - Bad Connection

543 - Routing server failure. No available route

546 - Email looping

547 - Delivery time-out

550 - Requested action not taken: mailbox unavailable

551 - User not local; please try forward path

552 - Requested mail action aborted: exceeded storage allocation

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553 - Requested action not taken: mailbox name not allowed

554 - Transaction failed

Extended SMTP (ESMTP) standards

The Extended SMTP error codes work in 3 digit combinations.

For example: **5.2.1 is a Permanent Error** where the receiving email is not accepting messages.

The first number is the email message status.

The second 2 numbers pinpoint the exact information about the error.

2 *Successfully sent the email;*

4 *Temporary problem when sending the email. The email server typically will try to send it again till it reaches retry timeout.*

5 *Permanent or Fatal error. This can be caused by a non-existent email address, DNS problem, or your email was blocked by the receiving server.*

Below is a list of the Extended SMTP error codes.

> **ⓘ** *Note*
>
> *X can be a 4 or a 5 depending on is it's temporary or permanent.*

x.1.x Codes

X.1.0 - Other address status

X.1.1 - Bad destination mailbox address

X.1.2 - Bad destination system address

X.1.3 - Bad destination mailbox address syntax

X.1.4 - Destination mailbox address ambiguous

X.1.5 - Destination mailbox address valid

X.1.6 - Mailbox has moved

X.1.7 - Bad sender's mailbox address syntax

X.1.8 - Bad sender's system address

x.2.x Codes

X.2.0 - Other or undefined mailbox status
X.2.1 - Mailbox disabled, not accepting messages
X.2.2 - Mailbox full
X.2.3 - Message length exceeds administrative limit
X.2.4 - Mailing list expansion issue

x.3.x Codes

X.3.0 - Other or undefined mail system status
X.3.1 - Mail system full
X.3.2 - System not accepting network messages
X.3.3 - System not capable of selected features
X.3.4 - Message too big for system
X.3.5 - System incorrectly configured

x.4.x Codes

X.4.0 - Other or undefined network or routing status
X.4.1 - No answer from host
X.4.2 - Bad connection
X.4.3 - Routing server failure
X.4.4 - Unable to route
X.4.5 - Network congestion
X.4.6 - Routing loop detected
X.4.7 - Delivery time expired

x.5.x Codes

X.5.0 - Other or undefined protocol status
X.5.1 - Invalid command
X.5.2 - Syntax error
X.5.3 - Too many recipients
X.5.4 - Invalid command arguments
X.5.5 - Wrong protocol version

x.6.x Codes

X.6.0 - Other or undefined media error
X.6.1 - Media not supported
X.6.2 - Conversion required and prohibited
X.6.3 - Conversion required but not supported
X.6.4 - Conversion with loss performed
X.6.5 - Conversion failed

x.7.x Codes

X.7.0 - Other or undefined security status
X.7.1 - Delivery not authorized, message refused
X.7.2 - Mailing list expansion prohibited
X.7.3 - Security conversion required but not possible
X.7.4 - Security features not supported
X.7.5 - Cryptographic failure
X.7.6 - Cryptographic algorithm not supported
X.7.7 - Message integrity failure

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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