



## **Erado SMTP Error Codes**

When errors occur during the sending and receiving process we provide custom error codes to help in determining where the error occurred and what caused the error.

The codes below are designed to provide a quick overview and reference to the most common sending and receiving error codes initiated by Erado.

If the error message you receive does not start with server\_name.erado.com – i.e. s10-sea-a.erado.com or ems-1-10-a.erado.com – or contain "erado.com" then the error is from a server outside Erado's control, and we will be unable to assist you.

### **400 Series Error Code**

#### **421 out of memory**

Server is out of memory

#### **421 service temporarily unavailable, please try again later**

The mail server is not accepting email at this time

#### **421 unable to read controls**

The mail server has an internal configuration issue

#### **451 timeout**

The senders mail server or mail client did not complete sending the message within a twenty minute time period

#### **451 qqt failure**

The mail server received the message however the message was malformed or the message was damaged either be the sender or the mail server and the message can not be sent

#### **454 oops, problem with child and I can't auth**

#### **454 oops, child won't start and I can't auth**

#### **454 oops, unable to open pipe and I can't auth**

#### **454 oops, unable to write pipe and I can't auth**

The 454 errors above all relate to sender authentication and are internal server errors. If you have received one of these errors please contact technical support

### **500 Series Error Code**

#### **501 Syntax error**

As the mail client or mail server talked to each other, one or both gave a response that the other didn't understand

#### **501 malformed auth input**

The senders username, password, or both could not be read properly.

#### **501 auth exchange canceled**

The senders username, password, or both could not be read properly.

#### **502 unimplemented**



Senders mail server or email client gave a non-valid command.

**503 AUTH first**

The senders email client did not authenticate while trying to send an email message. Please check your email client and make sure "My Server Requires Authentication" is checked.

**503 you're already authenticated**

The mail client tried to authenticate a second time.

**503 no auth during mail transaction**

The senders email client did not authenticate while trying to send an email message. Please check your email client and make sure "My Server Requires Authentication" is checked.

**503 MAIL first**

The email client did not provide the senders address.

**503 RCPT first**

The email client did not provide any recipient addresses.

**504 auth type unimplemented**

The senders email client tried to authenticate is an unsupported format. Please visit <http://support.erado.com> and find your mail client and recheck your setting.

**535 authentication failed**

Can not verify the senders username and password.

**552 sorry, that message size exceeds my databytes limit**

The total size of the message is over 75 megs. Most mail servers only accept messages up to 50 megs in size.

**553 relaying denied**

Your mail client did not authenticate properly.

**553 sorry, that domain isn't in my list of allowed rcpthosts**

The inbound mail server or scanner is not accepting mail properly for the listed domain .The email client did not authenticate properly.

**554 See RFC 2821 Section 2.3.7 Bare linefeeds specifically prohibited**

An email client or mail server tried to send an email in an invalid format.

**554 too many hops, this message is looping**

The message is passed through too many mail servers indicating a loop.

**555 syntax error**

As the mail client or mail server talked to each other, one or both gave a response that the other didn't understand



**572 Anti-Spam Policy. Maximum recipient count exceeded. Message Rejected - Message Not Sent**

The maximum number of recipients (100) one hundred has been exceeded. This is an anti-spam and blacklist policy to increase the deliverability of customers email.

**573 Anti-Spam Policy. Maximum invalid recipient count exceeded. Message Rejected - Message Not Sent**

The maximum number of invalid recipients (10) ten has been exceeded. This is an anti- spam and blacklist policy to increase the deliverability of customers email