



Connect Reporting and NDR Code
Tech Note

Reporting



- Connect includes a full view of recipient interaction with all communications sent, including opens by type of communication, links that they clicked.
- The device and operating system that they were using.
- And importantly it reports on communications which were reported as non delivered.

Non Delivery

Retries: Retry times, wait hours between retries.

Delivery days: Mon Tue Wed Thu Fri Sat Sun

Delivery rate: Limit to per hour.

NDR Handling:
 Enable 'Extended NDR Handling Mechanism'

NDR Group 1:

Retry times, wait minutes between retries.

NDR Group 2:

NDR Group 3:

- Communication reported as non delivered are recorded under a series of comprehensive codes.
- These can be place in escalation for alternate delivery, by a different means or same means at a different time as dictated by the code of non delivery.
- Ultimately the non delivery can be remediated to print.

EO Connect Non Delivery Report (NDR) Codes:

NDR Code	NDR Description
422	The recipient has exceeded their mailbox limit. It could also be that the delivery directory on the Virtual server has exceeded its limit. (Default 22 MB)
431	Not enough disk space on the delivery server. Microsoft say indicate this NDR maybe reported as out-of-memory error.
432	Classic temporary problem, the Administrator has frozen the queue.
441	Intermittent network connection. The server has not yet responded. Classic temporary problem. If it persists, you will also a 5.4.x status code error.

442	The server started to deliver the message but then the connection was broken.
446	Too many hops. Most likely, the message is looping.
447	Problem with a timeout. Check receiving server connectors.
449	A DNS problem. Check your smart host setting on the SMTP connector. For example, check correct SMTP format. Also, use square brackets in the IP address [197.89.1.4] You can get this same NDR error if you have been deleting routing groups.
465	Multi-language situation. Your server does not have the correct language code page installed.
500	SMTP 500 reply code means an unrecognised command. You get this NDR when you make a typing mistake when you manually try to send email via telnet. More likely, a routing group error, no routing connector, or no suitable address space in the connector.
510	Often seen with contacts. Check the recipient address.
511	Another problem with the recipient address. Possibly the user was moved to another server in Active Directory. Maybe an Outlook client replied to a message while offline.
513	Another problem with contacts. Address field maybe empty. Check the address information.
514	Two objects have the same address, which confuses the categorizer.
515	Destination mailbox address invalid.
516	Problem with homeMDB or msExchHomeServerName - check how many users are affected. Sometimes running RUS (Recipient Update Service) cures this problem. Mailbox may have moved.
517	Problem with senders mail attribute, check properties sheet in ADUC.
521	The message is too large. Else it could be a permissions problem. Check the recipient's mailbox.
522	Sadly, the recipient has exceeded their mailbox limit.
523	Recipient cannot receive messages this big. Server or connector limit exceeded.
524	Most likely, a distribution list or group is trying to send an email. Check where the expansion server is situated.
530	Problem with MTA, maybe someone has been editing the registry to disable the MTA / Store driver.
531	Mail system full. Possibly a Standard edition of Exchange reached the 16 GB limit.
532	System not accepting network messages. Look outside Exchange for a connectivity problem.

533	Remote server has insufficient disk space to hold email. Check SMTP log.
534	Message too big. Check limits, System Policy, connector, virtual server.
535	Multiple Virtual Servers are using the same IP address and port. See Microsoft TechNet article: 321721 Sharing SMTP. Email probably looping.
540	DNS Problem. Check the Smart host, or check your DNS. It means that there is no DNS server that can resolve this email address. Could be Virtual Server SMTP address.
541	No answer from host. Not Exchange's fault check connections.
542	Bad connection.
543	Routing server failure. No available route.
544	Cannot find the next hop, check the Routing Group Connector. Perhaps you have Exchange servers in different Routing Groups, but no connector.
546	Tricky looping problem, a contact has the same email address as an Active Directory user. One user is probably using an Alternate Recipient with the same email address as a contact.
547	Delivery time-out. Message is taking too long to be delivered.
548	Microsoft advise, check your recipient policy. SMTP address should be cp.com. NOT server.cp.com.
550	Underlying SMTP 500 error. Our server tried ehlo, the recipient's server did not understand and returned a 550 or 500 error. Set up SMTP logging.
552	Possibly the disk holding the operating system is full. Or could be a syntax error if you are executing SMTP from a telnet shell.
553	More than 5,000 recipients. Check the Global Settings, Message Delivery properties.
555	Wrong protocol version
563	More than 250 attachments.
571	Permissions problem. For some reason the sender is not allowed to email this account. Perhaps an anonymous user is trying to send mail to a distribution list. Check SMTP Virtual Server Access Tab. Try checking this box: Allow computers which successfully authenticate to relay User may have a manually created email address that does not match a System Policy.
572	Distribution list cannot expand and so is unable to deliver its messages.
573	Check external IP address of ISA server. Make sure it matches the SMTP publishing rule.
574	Extra security features not supported. Check delivery server settings.
575	Cryptographic failure. Try a plain message with encryption.
576	Certificate problem, encryption level maybe to high.
577	Message integrity problem.

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