

## Common Errors When Sending Mail

**Subject: Returned mail: User Unknown**

**Subject: Message Status: Undeliverable**

What does it mean?

You sent a message to an email address that isn't recognized by the receiving email server. The receiving email server name is specified after the '@' sign in the email address. The email message got all the way to the receiving mail server (so that part is correct), but you may have entered the user part of the email address incorrectly or the user may no longer have an account on that server.

What can you do about it?

Double-check with the person you are sending the email to that you have their correct email address. Be sure to carefully check what you've typed to ensure that capitalization matches, that all words are spelled properly, and that all the punctuation, like dots (.) and underscores (\_), are in the right place. There are no spaces allowed in email addresses. All email addresses should end with an '@' sign and the name of the mail server you are sending to.

**Subject: Mail Failed, Returning to Sender**

What does it mean?

This error message is essentially the same as Returned mail: User unknown, but the body of the message generally contains more meaningful information on why the message could not be delivered by the receiving mail server.

What can you do about it?

Double-check with the person you are sending the email to that you have their correct email address. Be sure to carefully check what you've typed to ensure that capitalization matches, that all words are spelled properly, and that all the punctuation, like dots (.) and underscores (\_), are in the right place. There are no spaces allowed in email addresses. All email addresses should end with an '@' sign and the name of the mail server you are sending to.

Carefully read the body of the returned message, because it may contain more helpful information on specifically what went wrong.

### **Subject: Returned Mail: Host Unknown What does it mean?**

Not only can email fail because of problems with the identification of the addressee, but messages can also be returned because the domain name in the address is unrecognizable. This error message means that the receiving email server (the one after the '@' sign in the email address you were sending to) could not be found.

This type of error message usually comes from the outgoing Bell Sympatico email server, after it has been unable to identify the addressee's server and therefore has been unable to send the message. Unlike messages like Returned mail: User Unknown which come back almost immediately from the receiving email server, messages for "host unknown" can be delayed because the Bell Sympatico email server will try different ways to identify the other server.

What can you do about it?

It's possible that this is just a temporary glitch. First, wait a while and then try resending your email message. The receiving mail server may have been down temporarily.

If that doesn't work double-check with the person you are sending the email to that you have their correct email address, especially the part after the '@' sign in their email address. Be sure to carefully check what you've typed to ensure that capitalization matches, that all words are spelled properly, and that all the punctuation, like dots (.) and underscores (\_), are in the right place. There are no spaces allowed in email addresses.

Some email servers are only available within a corporate firewall, and are not actually connected to the Internet. If this is the case, it will not be technically possible for your recipient to receive your email message.

## **Subject: Returned Mail: Cannot Send Message For < XX > Days**

What does it mean?

If you do not receive a Returned Mail: Host Unknown error right away, you may receive this error message if the outgoing Bell Sympatico email server has been trying to send your message for several days.

What can you do about it?

This can be a frustrating error, mainly because you don't know there has been a problem until several days have passed. There is really not much you can do to resolve this problem except contact the person you were trying to email to find out when their email server will be back up and running.

In the meantime, you could try alternative ways of sharing documents with them such as via FTP, or even FAXing or couriering documents.

## **NNTP server error**

What does it mean?

You're trying to log on to a Usenet newsgroup, but you can't get to it. The Bell Sympatico Internet service provides access to the most popular Usenet newsgroups. More information on configuring and using newsgroups with Microsoft Internet Explorer and Netscape Communicator is available.

If you get this error message, perhaps the newsgroup no longer exists, or Bell Sympatico does not provide access to it.

What can you do about it?

Make sure that you have the correct newsgroup name, and that it still exists. If you still receive the error, wait a while and try again. If the problem still persists, it likely means that Bell Sympatico does not provide access to that newsgroup for some reason.

