Mail Server error codes of OX App Suite Cloud and OX AppSuite Managed MX handlers

Affected version(s): All OX App Suite Cloud and OX App Suite Managed services.

Symptom

Incoming emails get blocked with any *OXS_xxx* error code.

Solution

Here you can find different codes, their description and needed information for Support to get this fixed.
we also got a table from VadeSecure now a so-called postmaster page for their EU platform:

https://postmaster-oxseu.vadesecure.com/

It explains reject codes to mail senders.

Error code	Description	Needed information for Support
OXS_202	Senders mail server does not have a valid DNS entry	Have to be fixed by sender DNS record have to be set as valid Not possible to solve by OX
OXS_303	Check sender domain	Have to be fixed by sender MX and/or A record have to be set as valid Not possible to solve by OX
OXS_304	SPF check failed	Have to be fixed by sender SPF record have to be set as valid Not possible to solve by OX
OXS_403	Unknown recipient	- Date / Time - Sender - Receiver (optional) Subject - The eml file if possible Please check: Does this user exist?
OXS_502	Mail is marked as SPAM	- Date / Time - Sender - Receiver (optional) Subject - The eml file if possible OX get in contact with AVAS partner to get this solved
OXS_503	Message too big	- Date / Time - Sender - Receiver (optional) Subject - The eml file if possible Threshold will be checked by OX
OXS_505	Too many messages per session	- Date / Time - Sender - Receiver (optional) Subject - The eml file if possible Threshold will be checked by OX

OXS_506	Too many recipients	- Date / Time - Sender - Receiver (optional) Subject - The eml file if possible Threshold will be checked by OX
OXS_604	Mail content not allowed	- Date / Time - Sender - Receiver (optional) Subject - The eml file if possible OX get in contact with AVAS partner to get this solved

Related articles

- Signatures not available on Mobile Devices
- How to resolve permission configuration issues
- Updating to 7.10.5 or later - NO_PUBKEY 12111537DFD4BCF6
- Open-Xchange service not starting because of wrong osgi directory permissions
- OOM errors in logfiles