

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	<ul style="list-style-type: none">• Date / Time• Sender• Receiver• (optional) Subject• The eml file if possible Please check: Does this user exist?
OXS_502	Mail is marked as SPAM	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Date / Time• Sender• Receiver• (optional) Subject• The eml file if possible Threshold will be checked by OX
OXS_505	Too many messages per session	<ul style="list-style-type: none">• Date / Time• Sender• Receiver• (optional) Subject• The eml file if possible Threshold will be checked by OX

OXS_506	Too many recipients	<ul style="list-style-type: none"> • Date / Time • Sender • Receiver • (optional) Subject • The eml file if possible <p>Threshold will be checked by OX</p>
OXS_604	Mail content not allowed	<ul style="list-style-type: none"> • Date / Time • Sender • Receiver • (optional) Subject • The eml file if possible <p>OX get in contact with AVAS partner to get this solved</p>

Related articles

- [Android calendar sync with Exchange Active Sync is not working](#)
- [Adding a gmail IMAP account to AppSuite](#)
- [Signatures not available on Mobile Devices](#)
- [How to resolve permission configuration issues](#)
- [Updating to 7.10.5 or later - NO_PUBKEY 12111537DFD4BCF6](#)