

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 |

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|---------|--------------------------|---|
| 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

- [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](#)