Email Error 550- Article no. 2088

Self-Service Support Alert: this article is available for customers on help.astound.com

Introduction

Full Error Message:

- SMTP error (send mail) from remote mailer after RCPT TO:<e-mail@abc.com>: host abc.def.ghi.com [12.345.67.89]: **550 Message exceeds the size limit**

Resolution Steps

Error 550 Message Exceeds the Size Limit:

- This error explains the issue originates with the **other party's email service**, not our company
    - The message is **not too large** for our company cable modems or email servers, but **too large** for the **other party's** servers

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=432