

Definition of email soft bounce and hard bounce

Email bounce has categorize in two category, which is hard bounce and soft bounce. A soft bounce email referring to recipient mail server temporary rejection, automatically attempt action shall carry out by sender outgoing mail server. In default Ebuzzzzz bounce setting, more than 3 times of soft bounce will be categorize as hard bounce. Hard bounce in email deliver is referring to permanent rejection, one of the good example is intended recipient email does not exist under destination server.

To be more precise on differentiate both category, may refer chart below.

Bounce code	Bounce type	Description
5.0.0	Hard	Address does not exist
5.1.0	Hard	Other address status
5.1.1	Hard	Bad destination mailbox address
5.1.2	Hard	Bad destination system address
5.1.3	Hard	Bad destination mailbox address syntax
5.1.4	Hard	Destination mailbox address ambiguous
5.1.5	Hard	Destination mailbox address valid
5.1.6	Hard	Mailbox has moved
5.1.7	Hard	Bad sender's mailbox address syntax
5.1.8	Hard	Bad sender's system address
5.2.0	Soft	Other or undefined mailbox status
5.2.1	Soft	Mailbox disabled, not accepting messages
5.2.2	Soft	Mailbox full
5.2.3	Hard	Message length exceeds administrative limit.
5.2.4	Hard	Mailing list expansion problem
5.3.0	Hard	Other or undefined mail system status
5.3.1	Soft	Mail system full
5.3.2	Hard	System not accepting network messages
5.3.3	Hard	System not capable of selected features
5.3.4	Hard	Message too big for system
5.4.0	Hard	Other or undefined network or routing status
5.4.1	Hard	No answer from host
5.4.2	Hard	Bad connection
5.4.3	Hard	Routing server failure

5.4.4	Hard	Unable to route
5.4.5	Soft	Network congestion
5.4.6	Hard	Routing loop detected
5.4.7	Hard	Delivery time expired
5.5.0	Hard	Other or undefined protocol status
5.5.1	Hard	Invalid command
5.5.2	Hard	Syntax error
5.5.3	Soft	Too many recipients
5.5.4	Hard	Invalid command arguments
5.5.5	Hard	Wrong protocol version
5.6.0	Hard	Other or undefined media error
5.6.1	Hard	Media not supported
5.6.2	Hard	Conversion required and prohibited
5.6.3	Hard	Conversion required but not supported
5.6.4	Hard	Conversion with loss performed
5.6.5	Hard	Conversion failed
5.7.0	Hard	Other or undefined security status
5.7.1	Hard	Delivery not authorized, message refused
5.7.2	Hard	Mailing list expansion prohibited
5.7.3	Hard	Security conversion required but not possible
5.7.4	Hard	Security features not supported
5.7.5	Hard	Cryptographic failure
5.7.6	Hard	Cryptographic algorithm not supported
5.7.7	Hard	Message integrity failure
9.1.1	Hard	Hard bounce with no bounce code found. It could be an invalid email or rejected email from your mail server (such as from a sending limit).