

Web Hosting

Server rejecting emails sent from Bytehouse Exchange email accounts due to wrong/incorrect spf record

Following error may occur when sending emails from domains with incorrect spf record.

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Inx01.abcd.com rejected your message to the following email addresses:

user@domain.com (user@domain.com)

A problem occurred while delivering this message to this email address. Try sending this message again. If the problem continues, please contact your helpdesk.

Inx01.abcd.com gave this error:

192.168.20.56 is not allowed to send mail from example.com. Please see <http://www.openspf.net/Why?scope=mfrom;identity=user@example.com;ip=192.168.20.56>

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If a domain hosted in bytehouse exchange is using spf record, then it should contain "include:spf.serverdata.net" and "a:mailers.bytehouse.co.uk". If domain is not using spf, then there is no need to add spf record

If domain contains spf record, you can add spf records in the following format.

Eg: "v=spf1 +a +mx a:mailers.bytehouse.co.uk include:spf.serverdata.net -all"

If you experience any issues or if you need assistance in adding the spf records, please contact Bytehouse Technical Support.

Unique solution ID: #1241

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Last update: 2015-06-30 09:11