

# Email Bounce Report

Last Modified on 08/30/2022 1:53 pm EDT

This report (found in *Reports > Find Reports > Email / Text / Marketing*) is a tool to assist you in identifying email addresses that are repeatedly undeliverable. Use the list to identify which email addresses need to be corrected in order for future emails to be delivered.



If you do not see this report option under the Reports menu, check your user permissions. (Tools > Manage Users & Permissions > User ID > User Permissions > Reports: Email Bounce Report).

#	Loc	Email Address	Current Status	Type	First Name	Last Name	Family	Home Phone Work Phone Cell Phone	Failed Attempts	Most Recent Bounce	First Bounce Date	Remove
1	JRHC	tvalladores@email.com	Mail Block	<a href="#">Contact</a>	Teresa	Valladores	<a href="#">Valladores</a>	(704) 555-4431 (704) 555-4431	1	6/14/2017 6:00:27 PM	6/14/2017 6:00:27 PM	<input type="checkbox"/>
2	JRHC	tpeters@email.com	Relaying Denied	<a href="#">Contact</a>	Trevor	Peters	<a href="#">Peters</a>	(704) 555-1231 (704) 555-1231	1	6/14/2017 6:00:27 PM	6/14/2017 6:00:27 PM	<input type="checkbox"/>
3	JRHC	devans@email.com	Invalid Recipient	<a href="#">Contact</a>			<a href="#">Evans</a>		1	6/14/2017 6:00:27 PM	6/14/2017 6:00:27 PM	<input checked="" type="checkbox"/>

The report lists the *Email Address*, *Current Status* (see *Status Definitions* below), *Type*, *First & Last Name*, *Family Name*, telephone numbers, # of *Failed Attempts*, as well as *Most Recent* and *First Bounce* time stamps.

Use the *Remove* checkboxes to clear the email address from the report once your corrections have been made. You will be asked to confirm that the owner of the email address wishes to receive email communications from you.

Are you sure?

*i* This will remove 'Ireimer@email.com' from this list. Please verify user wants to receive emails.

Ok Cancel

## Status Definitions

<b>Bounced</b>	Undeliverable; possible reasons could be an invalid domain or user, or that the user's mailbox is full or not accepting emails
<b>DNS Problem</b>	Unable to find the domain for the email address
<b>Rejected</b>	Rejected by the email service because the address was previously undeliverable
<b>Undetermined</b>	The response text could not be identified
<b>Invalid Recipient</b>	The recipient is an invalid email address or the error could not be determined
<b>Soft Bounce</b>	The message soft bounced
<b>DNS Failure</b>	The message bounced due to a DNS failure
<b>Mailbox Full</b>	The message bounced due to the remote mailbox being over quota
<b>Too Large</b>	The message bounced because it was too large for the recipient
<b>Timeout</b>	The message timed out
<b>Admin Failure</b>	The message was failed by SparkPost's configured policies
<b>Generic Bounce: No RCPT</b>	No recipient could be determined for the message
<b>Generic Bounce</b>	The message failed for unspecified reasons
<b>Mail Block</b>	The message was blocked by the receiver
<b>Spam Block</b>	The message was blocked by the receiver as coming from a known spam source
<b>Spam Content</b>	The message was blocked by the receiver as spam
<b>Prohibited Attachment</b>	The message was blocked by the receiver because it contained a prohibited attachment
<b>Relaying Denied</b>	The message was blocked by the receiver because relaying is not allowed
<b>Auto-Reply</b>	The message is an auto-reply / vacation email
<b>Transient Failure</b>	Message transmission has been temporarily delayed
<b>Subscribe</b>	The message is a subscribe request
<b>Unsubscribe</b>	The message is an unsubscribe request
<b>Challenge-Response</b>	The message is a challenge-response probe