



Non-Delivery Receipts

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Troubleshooting Nondelivery Receipts

Determine whether the fault lies with the sender, the recipient, or the Cisco Unity Connection server. To gather more information, send voice messages to the recipient from different users. In addition, send voice messages to different users from the original sender.

Cisco Unity Connection Nondelivery Receipt Status Codes

As you examine a nondelivery receipt (NDR), look for a three-digit code (for example, 4.2.2). Status codes in Cisco Unity Connection have the following meanings:

- 4.2.1—The recipient mailbox has been dismantled.
- 4.2.2—The recipient mailbox is over the allotted quota set by the administrator.
- 4.2.4 —The message was sent to an empty distribution list.
- 4.3.2—The message store where the recipient is located has been dismantled.
- 5.1.1—The recipient mailbox cannot be resolved, possibly because the recipient address does not exist or is not correct.
- 5.2.0—An unknown error condition, and Connection cannot process the message.
- 5.7.2—An error occurred during expansion of a distribution list.



Note

The code 2.0.0 indicates success. Delivery and read receipts will contain this status code; NDRs will not.

As you examine an NDR, note that in general, the first decimal place refers to the class of code: 4.x.x is a transient failure and resend attempts may be successful, and 5.x.x is a permanent error. A more detailed analysis and a list of standard errors for SMTP are available in RFC 1893—Enhanced Mail System Status Codes.

