

## AOL Email “Returned to Sender” codes & Errors

<http://postmaster.info.aol.com/errors/>

AOL WEB MASTER INFO <http://postmaster.info.aol.com/info/>

- **554 RTR:BB**  
<http://postmaster.info.aol.com/errors/554rtrbb.html>  
AOL works with many ISPs to maintain lists of dynamic and residential IP addresses. Per our E-mail Guidelines, we do not accept mail from these addresses, as it is difficult to determine who is responsible for mail being generated by these IP's.
- **554 RTR:RD**  
<http://postmaster.info.aol.com/errors/554rtrrd.html>  
The reverse DNS of your IP Address is typical of a dynamic IP Address and has generated AOL Member complaints.
- **554 RTR:SC**  
<http://postmaster.info.aol.com/errors/554rtrsc.html>  
This error message is indicative of a block due to successive dynamic blocks issued against your IP address.
- **554 RTR:DU**  
<http://postmaster.info.aol.com/errors/554rtrdu.html>  
AOL works with <http://mail-abuse.org> to maintain lists of dynamic and residential IP addresses. Per our E-mail Guidelines, we do not accept mail from these addresses, as it is difficult to determine who is responsible for mail being generated by these IP's.
- **554 RTR:GE**  
<http://postmaster.info.aol.com/errors/554rtrge.html>  
This error message indicates that a block has been placed against your IP address because we have received numerous complaints concerning mail coming from that IP address.
- **554 RTR:BL**  
<http://postmaster.info.aol.com/errors/554rtrbl.html>  
This error message indicates that a block has been placed against your IP address because we have received numerous complaints concerning mail coming from that IP address.
- **554 RTR:OP**  
<http://postmaster.info.aol.com/errors/554rtrop.html>,  
Your IP address appears to be an open proxy. Please secure your proxy to unauthorized use. Your IP will be automatically unblocked once we confirm that it is no longer compromised. The Postmasters will not unblock the IP address while it is open to proxy.
- **554 RTR:OR**  
<http://postmaster.info.aol.com/errors/554rtror.html>

Your IP address appears to be an open relay. AOL will not accept e-mail from an IP address while it is open to third party relay. You can read more about open relays.

## **HVU Blocks:**

- *Click the error code for more information and troubleshooting.*

- **554 HVU:B1**  
<http://postmaster.info.aol.com/errors/554hvub1.html>  
There is at least one URL in your e-mail that is generating substantial complaints from AOL members.
- **554 HVU:B2**  
<http://postmaster.info.aol.com/errors/554hvub2.html>  
Your e-mail contains the r.aol.com redirector in conjunction with a URL you are sending.
- **554 HVU:B3**  
<http://postmaster.info.aol.com/errors/554hvub3.html>  
Our e-mail filters do not recognize the formatting of the URL(s) contained in your e-mail.
- **421 HVU:B4**  
<http://postmaster.info.aol.com/errors/421hvub4.html>  
There is at least one non-clickable URL in your e-mail that is generating substantial complaints from AOL members.
- **554 HVU:SR**  
<http://postmaster.info.aol.com/errors/554hvusr.html>  
Your e-mail contains a redirecting URL which AOL's servers will not accept.
- **554 HVU:NR**  
<http://postmaster.info.aol.com/errors/554hvunr.html>  
AOL requires that all URLs in an e-mail comply with the internet guidelines pertaining to URL and domain name formatting.
- **554 HVU:FO**  
<http://postmaster.info.aol.com/errors/554hvufu.html>  
All or part of the HTML contained in your message is improperly formatted.
- **554 HVU:FO2**  
<http://postmaster.info.aol.com/errors/554hvufu2.html>  
All or part of the HTML contained in your message is improperly formatted.
- **554 HVU:IP**  
<http://postmaster.info.aol.com/errors/554hvuip.html>  
One or more URLs in your message contain an IP address in place of a domain name.

- **554 HVU:NC**  
<http://postmaster.info.aol.com/errors/554hvunc.html>  
There is at least one non-clickable URL in your e-mail that is generating substantial complaints from AOL members.

## **DNS Blocks:**

- *Click the error code for more information and troubleshooting.*

- **554 DNS:B1**  
<http://postmaster.info.aol.com/errors/554dnsb1.html>  
The reverse DNS of your IP Address is typical of a dynamic IP Address.
- **554 DNS:B2**  
<http://postmaster.info.aol.com/errors/554dnsb2.html>  
The reverse DNS of your IP Address is typical of a dynamic IP Address and has generated AOL Member complaints.
- **421 DNS:NR**  
<http://postmaster.info.aol.com/errors/421dnsnr.html>  
Reverse DNS lookup for your IP address is failing.
- **554 DNS:SR**  
<http://postmaster.info.aol.com/errors/554dnssr.html>  
The reverse DNS of your IP Address is typical of a dynamic IP Address.

## **RLY Blocks:**

- *Click the error code for more information and troubleshooting.*

- **554 RLY:B1**  
<http://postmaster.info.aol.com/errors/554rlyb1.html>  
This error message is a dynamic block on our system. Dynamic blocks are placed on an IP address when AOL member complaints go over our set threshold. These are automated blocks that are removed by the system within 24 hours if the complaints are below the threshold.
- **554 RLY:B2**  
<http://postmaster.info.aol.com/errors/554rlyb2.html>  
This error message indicates that a block has been placed against your IP address because we have received numerous complaints concerning mail coming from that IP address.
- **554 RLY:B3**  
<http://postmaster.info.aol.com/errors/554rlyb3.html>,  
This error message is indicative of a block due to successive dynamic blocks issued against your IP address.

- **554 RLY:BD**  
<http://postmaster.info.aol.com/errors/554rlybd.html>  
 This error message indicates that a block has been placed against your IP address because we have received numerous complaints concerning mail coming from that IP address.
  
- **554 RLY:CH**  
<http://postmaster.info.aol.com/errors/554rlych.html>  
 A computer or computer(s) on your network may be compromised.
  
- **554 RLY:CS**  
<http://postmaster.info.aol.com/errors/554rlycs.html>  
 This error message indicates that your email has been identified as coming from a server or web site that may have a compromised script or program available.
  
- **554 RLY:CS2**  
<http://postmaster.info.aol.com/errors/554rlycs2.html>  
 This error message indicates that your email has been identified as coming from a server or web site that may have compromised script or program available.
  
- **554 RLY:CS3**  
<http://postmaster.info.aol.com/errors/554rlycs3.html>  
 This error message indicates that your email has been identified as coming from a server or web site that may have a compromised script or program available.
  
- **554 RLY:FA**  
<http://postmaster.info.aol.com/errors/554rlyfa.html>  
 All or part of the from address contained in your message is improperly formatted.
  
- **421 RLY:H1**  
<http://postmaster.info.aol.com/errors/421rlyh1.html>  
 The IP address you are sending from has been temporarily rate limited due to AOL Member complaints.
  
- **421 RLY:NW**  
<http://postmaster.info.aol.com/errors/421rlynw.html>  
 The IP address you are sending from has been temporarily rate limited due to AOL Member complaints.
  
- **554 RLY:SN**  
<http://postmaster.info.aol.com/errors/554rlysn.html>  
 This error indicates you are sending email as AOL.COM, or one of its affiliates from an unauthorized IP address.

## ISP Blocks:

- *Click the error code for more information and troubleshooting.*

- **554 ISP:B2**  
<http://postmaster.info.aol.com/errors/554ispb2.html>  
The IP address on your ISP's network has generated a high volume of mail to AOL and has exceeded our rate limit. Possible causes include a compromised or virus-infected personal computer or a non-disclosed server relaying mail within the ISP's network.
- **421 ISP:B2**  
<http://postmaster.info.aol.com/errors/421ispb2.html>  
The IP address on your ISP's network has generated a high volume of mail to AOL and has exceeded our rate limit. Possible causes include a compromised or virus-infected personal computer or a non-disclosed server relaying mail within the ISP's network.
- **554 ISP:B3**  
<http://postmaster.info.aol.com/errors/554ispb3.html>  
The IP address on your ISP's network has generated a high volume of mail to AOL and has exceeded our rate limit. Possible causes include a compromised or virus-infected personal computer or a non-disclosed server relaying mail within the ISP's network.
- **421 ISP:B3**  
<http://postmaster.info.aol.com/errors/421ispb3.html>  
The IP address on your ISP's network has generated a high volume of mail to AOL and has exceeded our rate limit. Possible causes include a compromised or virus-infected personal computer or a non-disclosed server relaying mail within the ISP's network.
- **554 ISP:B4**  
<http://postmaster.info.aol.com/errors/554ispb4.html>  
The IP address on your ISP's network has generated a high volume of mail to AOL and has exceeded our rate limit. Possible causes include a compromised or virus-infected personal computer or a non-disclosed server relaying mail within the ISP's network.
- **421 ISP:B4**  
<http://postmaster.info.aol.com/errors/421ispb4.html>  
The IP address on your ISP's network has generated a high volume of mail to AOL and has exceeded our rate limit. Possible causes include a compromised or virus-infected personal computer or a non-disclosed server relaying mail within the ISP's network.
- **554 ISP:IT**  
<http://postmaster.info.aol.com/errors/554ispit.html>  
The IP address on your ISP's webmail network has generated a high volume of mail to AOL and has exceeded our rate limit or has generated a large number of AOL member complaints. Possible causes include a compromised or virus-infected personal computer or a non-disclosed server relaying mail with in the ISP's network.

## **HTM Blocks:**

- *Click the error code for more information and troubleshooting.*

- **554 HTM:B1**  
<http://postmaster.info.aol.com/errors/554htmb1.html>  
You are using a Hotmail account. The sender or content of the email you are sending has generated a high level of AOL member complaints.

- **554 HTM:B2**  
<http://postmaster.info.aol.com/errors/554htmb2.html>  
You are using a Hotmail account. The sender or content of the email you are sending has generated a high level of AOL member complaints.

### **FSV Blocks:**

- *Click the error code for more information and troubleshooting.*

- **554 FSV:B2**  
<http://postmaster.info.aol.com/errors/554fsvb2.html>  
Some Freeserve members are having trouble getting their mail through to AOL because of issues on Freeserve's end.

### **IPT Blocks:**

- *Click the error code for more information and troubleshooting.*

- **554 IPT:V1**  
<http://postmaster.info.aol.com/errors/554iptv1.html>  
The message you received is generated from AOL when sending mail through a third party program. The mail is routed through AOL's network and then checked for viruses and filtered for spam.  
America Online Inc. scanned the file attachment(s) you attempted to send and determined that it was infected with a virus.
- **554 IPT:OA**  
<http://postmaster.info.aol.com/errors/554ipto.html>  
The message you received is generated from AOL when sending mail through a third party program and connecting through the default port 25.  
America Online Inc. will no longer accept connections on port 25 through third party mail programs.
- **554 IPT:S1**  
<http://postmaster.info.aol.com/errors/554ipts1.html>  
The message you received is generated from AOL when sending mail through a third party program. The mail is routed through AOL's network and then checked for viruses and filtered for spam.  
America Online Inc. reserves the right to block mail being sent outside of the AOL Client using the AOL connection. AOL takes the responsible role of protecting its members as well as others from unsolicited email generated from the AOL network.

### **SDI Blocks:**

- *Click the error code for more information and troubleshooting.*

- **421 SDI:T1**  
<http://postmaster.info.aol.com/errors/421sdit1.html>

The IP address you are sending from has been blocked due to AOL Member complaints and/or high volumes of e-mail.

### **DYN Blocks:**

- *Click the error code for more information and troubleshooting.*

- **421 DYN:T1**  
<http://postmaster.info.aol.com/errors/421dynt1.html>  
The IP address you are sending from has been blocked due to AOL Member complaints and/or high volumes of e-mail.

### **GEN Blocks:**

- *Click the error code for more information and troubleshooting.*

- **554 GEN:T1**  
<http://postmaster.info.aol.com/errors/554gent1.html>  
This is a temporary error message. This message is given when a new configuration is put in place.
- **554 GEN:T2**  
<http://postmaster.info.aol.com/errors/554gent2.html>  
This is a temporary error message. This message is given when a new configuration is put in place.
- **554 GEN:T3**  
<http://postmaster.info.aol.com/errors/554gent3.html>  
This is a temporary error message. This message is given when a new configuration is put in place.

### **CON Blocks:**

- *Click the error code for more information and troubleshooting.*

- **554 CON:B1**  
<http://postmaster.info.aol.com/errors/554conb1.html>  
The IP address has been blocked due to unfavorable e-mail statistics.
- **421 CON:B1**  
<http://postmaster.info.aol.com/errors/421conb1.html>  
The IP address has been blocked due to unfavorable e-mail statistics.

