

E-Mail - Exchange - Outlook - Error 550 header syntax solve

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FAQ-Artikel-Ausdruck

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Schlüsselwörter

Fehler Header OWA Outlook

Lösung (öffentlich)

Error description

After sending an e-mail, the error 550 is displayed in a reply e-mail with the message "550 header syntax":

This message was created automatically by mail delivery software.

A message that you sent could not be delivered to one or more of its recipients. This is a permanent error. The following address(es) failed:

EmpfängerE-Mail-Adresse@tu-dresden.de
host mailin-prim2.zih.tu-dresden.de [141.30.67.65]
SMTP error from remote mail server after pipelined end of
data: 550 header syntax

Possible cause

In most cases, the Error 550 header message is caused by incorrect entries in the address line or by "copy&paste" of the e-mail address into the address bar.

Solution steps

- Enter the recipient's e-mail address manually in the address bar. Please do not use the "copy and paste" function or Outlook's automatic suggestion, as this can cause invisible special characters to be inserted or reused.
Alternatively, TUD e-mail addresses can be taken from the global address list (address book).

- Test other options for sending

- If you are in the [1]Outlook Web App (OWA), please use a different browser or device for testing purposes and see if sending is possible there.
If sending is successful, delete the suggested email address in the browser you usually use.

- If you use Outlook on your computer, please first check whether it also occurs in OWA (see step 2.1).
Switch your OWA in the [2]Settings from "classic" to "lite" version, as this can also resolve some errors.
If sending is successful, delete the suggested e-mail address in Outlook.

Further support

If these steps do not help you, please send us examples from the last 7 days. It is necessary that you send us the header information (internal sending history) and metadata (sending details) of the email for further analysis:
- Header information, depending on the email program used, as described in the [3]FAQ on displaying headers

- The metadata includes:
- Sender address

- Recipient address

- Date and time of sending

- Email client used

- Error message

Please send both by e-mail to [4]servicedesk@tu-dresden.de.

[1] <https://msx.tu-dresden.de/>

[2] <https://msx.tu-dresden.de/owa/#path=/options/owaversion>

[3] <https://faq.tickets.tu-dresden.de/v/ItemID=1278>

[4] <mailto:servicedesk@tu-dresden.de>