Troubleshoot Email Delivery, Bounce Messages and Junk Placement

E-Mail · https://support.jansma.vip/docs/vip-hosting/email/troubleshoot-email-delivery-bounce-messages-and-junk-placement/

Reliable email delivery depends on correct DNS, authenticated sending and responsible message volume. Use this workflow when mail cannot be sent, arrives in junk or returns with a bounce message.

Authentication and DNS

- **MX records** direct incoming mail to the correct service.
- **SPF** identifies approved sending systems; publish one merged policy.
- **DKIM** adds a cryptographic signature that receiving services can validate.
- **DMARC**, when used, defines alignment and reporting expectations.

When sending fails

1. Sign in to webmail to confirm that the mailbox and password work.
2. Check SMTP authentication, secure port, encryption and the full-address username.
3. Read the complete bounce message: a mailbox-not-found response usually means the recipient address or destination mailbox is incorrect.
4. Review mailbox quota and service sending limits. Do not split bulk mail across repeated connections to bypass limits.
5. Check whether the domain or message is being rejected for reputation, content or authentication reasons.

Reduce junk placement

Send wanted, relevant mail to recipients who expect it. Avoid misleading subjects, large attachments and purchased address lists. Keep SPF and DKIM valid, provide a working reply address and investigate sudden volume changes. DNS updates may need time to propagate. Share the exact rejection code with Jansma VIP Support when a repeatable issue remains.