

# Software Support

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## eMails & Notifications Bounce and not Received by the User

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There are two types of bounced emails: Hard Bounces and Soft Bounces...

A hard bounce is an e-mail message that has been returned to the sender because the recipient's address is invalid.

Whereas soft bounces are due to addresses that were rejected due to a temporary issue, such as a recipient's email box being full.

Note: If this issue does occur then the user will get notified via their Kahootz dashboard advising their emails have stopped / started to bounce...

**Warning**  
We've stopped sending you emails because we've had trouble delivering them to you at [support@kahootz.com](mailto:support@kahootz.com).  
We can try delivering again in the future.

> Simply click the link "try delivering again in the future" to enable the emails to start again which will stop them from bouncing.

If any issues then please contact the support team for assistance as they'll be able to confirm if the emails are bouncing or not as shown below...

**Bounce State Information**

**Name:** INOVEM Support  
**Email:** support@kahootz.com  
**Bouncing:** Yes

**Bounce State Information**

**Name:** INOVEM Support  
**Email:** support@kahootz.com  
**Bouncing:** No

For more information, these are the most common reasons why emails bounce...

### 1. A non-existent email address

If the bounce is marked as "non-existent email address," the email address could have a typo or the person with the address may have left the organization.

### 2. Undeliverable email

If bounced emails are in the "Undeliverable" category, that means that the receiving email

server is temporarily unavailable, was overloaded, or couldn't be found.

### **3. Mailbox full**

If your contact has so many emails in their inbox that they can't receive more, your emails will bounce back until there's space for them.

### **4. Vacation/Auto-Reply**

If someone goes on vacation or can't check their email for a long period of time, the emails to them will bounce.

### **5. Blocked email**

If the email addresses are placed within the "Blocked" category, the receiving server has blocked the incoming email.

This also includes the user's settings up their own block within the mailbox.

### **6. Other**