Message Deferral and Recipient Limits

https://campus.barracuda.com/doc/91984087/

When a receiving mail server returns a temporary SMTP response code (4xx), the Barracuda Email Security Service (ESS) marks the mail as deferred. This deferral is returned back to the sending server. Mail that is deferred for any reason is not delivered by ESS. The sending server is responsible for retrying to send the mail.

Barracuda Networks recommends the following to ensure your mail is delivered in a timely manner:

- **Recipient limit** – The maximum number of recipients in a single email message. While there is no recipient limit from ESS, ESS will process the first 100 recipients and defer the rest. The sending server will then try to send the message to the next 100 recipients. This will continue until the message has been sent to all valid recipients. Barracuda Networks recommends splitting the message into "chunks" of fewer than 100 recipients. Each "chunk" is effectively treated as a new message.
- **Message deferral limit** – The amount of time to wait before a message is sent again to the recipient. Barracuda Networks recommends setting the message retry interval to 15 minutes on the sending mail server. Message retry attempts are based on the error type received from the recipient's mail system.

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.