

Email Cache Policies

<https://campus.barracuda.com/doc/93198969/>

For email delivery fails, it is necessary to ensure that the Barracuda Email Security Service (ESS) does not retry the mail continuously. This can result in our service being blocked by the destination domain. Instead, ESS will return a cached response to the sender for a period of time, determined by the type of delivery failure (or success).

A delivery response is *live* or *cached* based on what ESS posts in the Message Log details page.

Examples of *live* responses (5xx responses can vary):

- Rejected (mail.somedomain.com:25:530 5.7.1 Client was not authenticated(at FROM))
- Rejected (153.43.187.93:25:530 5.7.1 Client was not authenticated(at FROM))

Example of a *cached* response:

- Rejected (530 5.7.1 Client was not authenticated (at FROM))

Note that a *cached* response will not show the destination mail server.

These are the time limits on the ESS caching service:

- 2xx (inbound/outbound) – 1 hour
- 4xx (inbound) – 5 minutes
- 4xx (outbound) – 20 minutes
- 5xx (inbound/outbound) – 1.5 hours

Note that these are the minimum time limits and may last longer than what is shown.

© 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.