

How to ensure you receive email related to your case.

Whitelisting

The most common reason for not receiving electronic service is email blocking by your email provider. Sometimes an email provider (Gmail, Yahoo! Mail, Outlook.com, Comcast.net, GoDaddy, etc.) will block email sent by the NH court system. To ensure you receive email from the courts, check your email settings to verify that **NHCourtsNo-Reply@turbocourt.com** and **NHCourtsNo-Reply@tylerhost.net** are added to your contacts. **This process is called “whitelisting”.** Be sure to add **BOTH** to your address book and/or to your approved email list (Safe Senders List).

Here’s where you can find more information on whitelisting for the most common email clients or webmail:

Email Provider	Information on Whitelisting (click links below to access online information)
AOL Mail or Verizon	Manage Contacts in AOL Mail
Comcast Email	Xfinity Support – Address Book Favorites
Gmail	Gmail Support
Microsoft Outlook (2010, 2013, or Office 365)	Microsoft Office Support – Add a Contact
Outlook Safe Senders List	How to Add an Email to the Outlook Safe Senders List
Outlook.com	View and Edit Contacts Lists in Outlook
Yahoo Mail	Yahoo Help

Here is how to contact the **most common email providers** to request assistance (click the name of your email provider):

- [AOL Mail, Verizon](#)
- [Comcast email](#)
- [GMAIL](#)
- [Outlook.com or Hotmail.com](#)
- [Yahoo Mail](#)

If your email address includes your company name or other business name (example: [John.doe@mycompany.com](#)) please **contact your company IT Help Desk or Internet Service/Email provider for technical support.**

Troubleshooting common bounce back messages

When an email cannot be delivered to the intended recipient, they “bounce”. The sender may receive an email message that says the email could not be delivered. If you receive such an email or you do not receive an email error message but you are concerned that your email was not delivered, please call the NH e-Filing Center at 1-855-212-1234.

The e-Filing Center will check system logs to identify the cause of the error. A sample of the log is shown below, and the table following explains various error codes. When the source of the error is identified, staff will contact you about resolving the problem.

```
[12/14/2018 13:37:49.05] [INFO] SMTP Hello completed.

[12/14/2018 13:37:49.05] [INFO] Will send mail message to SMTP server "smtp.secureserver.net".

[12/14/2018 13:37:49.05] [INFO] Will submit sender and recipients.

[12/14/2018 13:37:49.05] [SEND] MAIL FROM:<NHCourtsNo-Reply@tylerhost.net>\r\n

[12/14/2018 13:37:49.11] [RECV] 550 5.1.0 <192.168.X.Y> This IP has sent too many messages this hour.
IB504 <http://x.co/rlbounce>\r\n

[12/14/2018 13:37:49.11] [INFO] Will disconnect from host "smtp.secureserver.net".

[12/14/2018 13:37:49.11] [INFO] Disconnected from host "smtp.secureserver.net".

[12/14/2018 13:37:49.11] [INFO] Error: The server rejected the specified sender email address. The
server responded: 550 5.1.0 <192.168.X.Y > This IP has sent too many messages this hour. IB504
<http://x.co/rlbounce>.
```

This is the bounce back error message.

Common bounce back error messages

- **4XX bounce error** indicates that there has been a delay or problem in sending your message (temporary failure). You can try sending the email again at a later time.
- **5XX bounce error** means that the message was not delivered due to an error. The message should indicate the cause.

The **Common bounce messages and resolution** section below lists common bounce error codes and how to resolve the underlying issue. If you're experiencing email delivery issues, the E-Filing Center Staff may, after reviewing the system logs, ask you to contact your email provider or IT Help Desk (see page 1) to resolve the issue. You may need to provide all or some of the following information:

- ✓ Your full email address
- ✓ The sender email address such as NHCourtsNo-Reply@turbocourt.com and NHCourtsNo-Reply@tylerhost.net
- ✓ The approximate date and time when the message was sent
- ✓ The bounce back error message/code (provided by the e-File Center).

What you should ask your email provider to do:

- Whitelist our email addresses (NHCourtsNo-Reply@turbocourt.com or NHCourtsNo-Reply@tylerhost.net) or remove these two addresses from their blacklists.
- Whitelist the NH e-Court domain names (turbocourt.com and tylerhost.net) and remove them from their blacklists.
- Assist with diagnosing and resolving the problem listed in the bounce message error code.

Error Codes and Resolution

Error	Explanation	Resolution
452 This message contains too many recipients	The message has attempted to mail too many recipients	Please reduce the number of recipients and try again
421 Server temporarily unavailable. Try again later	The email queue is experiencing higher than normal email volume	Please try again later
Account does not exist	The email the sender sent to does not exist	Verify that the recipient email was entered correctly

Error	Explanation	Resolution
550 5.1.0 This IP has sent too many messages this hour	This IP address has reached the maximum allowed messages for that hour	Please try again later
550 Recipient not found	The recipient is not a valid email address	Remove the invalid recipient from your email and try again.
550 Your message has been rejected because you have been detected sending spam.	The content of this message has been deemed spam	Review the email content (banned words or attachments, message format). And try sending again.
550 5.1.1: Recipient address rejected: User unknown in relay recipient table	The recipient's email address is not valid.	Verify that the recipient address is valid.
550 5.3.4 Message too large	The size of your message exceeds the maximum size allowed.	Try to reduce the size of your message.
554 5.7.1 [P4] Message blocked due to spam content in the message	The message with subject of...matches a profile the internet community may consider spam	Please revise the message before resending. You might have to change the subject.
550 5.7.0: Your message has been rejected because it contains a banned file attachment	The message contains a banned attachment.	Remove the blocked attachment and re send.
554 5.7.1: Sender address rejected: Blocked by this recipient	The sender is blacklisted at the user level.	Remove the sender address from the blocked senders list and add address to the safe senders list.
554 5.5.2: Invalid data in message> #SMTP#	The name of the attachment is longer than 50 characters.	Shorten the name of the document that you are sending, and resend again..
550 5.7.1: The recipient's server refused to accept your message	The recipient's address permanently fails.	Confirm that the recipient's address is valid (check for typos) and resend again.
550 5.1.1: Email address could not be found, or was misspelled	The recipient's address does not exist.	Check the recipient's address for any potential typos, and resend again.

Additional codes are available here:

<https://www.godaddy.com/help/what-does-my-email-bounceback-mean-3568>

<https://support.rackspace.com/how-to/common-email-bounces/>