

# Email and Exchange

## Delay in BounceBack Delivery Report

Why is there a delay in the bounceback report for email addresses with incorrect addresses?

CloudStrong's Exchange replies to incorrect email addresses within a 30 minute period. If the email is handed over to another email server or a smart host provider these NDR or bounceback reports can take longer depending on how long these settings are set for.

This can be tested by attempting to email [wrongemail@cloudstrong.ie](mailto:wrongemail@cloudstrong.ie)

The sender should receive a NDR within 30 minutes

Unique solution ID: #1010

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