Large Number of Failed Emails: Server Troubleshooting

Troubleshooting · https://wpfactory.com/docs/failed-emails-troubleshooting/

If the site reports a large number of failed verification emails, first stop further sends by temporarily disabling email verification. Then configure a trusted SMTP provider, for example WP Mail SMTP with SendGrid, Mailgun or Amazon SES, ask your host for outgoing mail logs, and make sure SPF, DKIM and DMARC records are set correctly.

Problem description

The site reports many failed verification emails or the host rejects outgoing emails, causing massive failure counts.

Symptoms:

- Plugin reports hundreds of failed verification emails.
- Server logs show many rejections or bounce messages.

Typical causes:

- Mail server blocked or throttled outgoing messages (no SMTP or poor reputation).
- Misconfigured SPF/DKIM/DMARC causing rejections.
- Plugin triggered repetitive automated sends because verification loop failed.

Solution (step-by-step)

1. **Stop further sends:** Temporarily disable email verification or put site into maintenance to prevent further mass sends.
2. **Switch to SMTP:** Configure a trusted SMTP provider (WP Mail SMTP + SendGrid/Mailgun/Amazon SES).

3. **Check host mail logs:** Ask your hosting provider for the outgoing mail logs — find bounce codes and reasons.
4. **Correct domain records:** Ensure SPF/DKIM/DMARC are set correctly for your sending domain.
5. **Inspect plugin logs:** Delete/clear queued/failed entries once sending is fixed to avoid repeats.
6. **Ask plugin author** for any rate-limit or retry settings that might be adjusted.

Prerequisites

- Host or DNS access to modify SPF/DKIM, plugin settings, and ability to configure SMTP.

Additional notes

If the failed emails were a result of a bug in the plugin that caused repeated sends, plugin author updates may already exist, check support announcements and update plugin. WordPress.org



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