

SUmail - DMARC Error from 3rd party client

Problem

Some SUmail users have been receiving messages such as the one below when trying to send from their 3rd party email client, such as gmail.

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From: Mail Delivery Subsystem <mailer-daemon@googlemail.com>
Date:
Subject: Delivery Status Notification (Failure)
To:

[image: Error Icon]
Message blocked
Your message to *email@gmail.com* has been blocked. See technical details below for more information.
LEARN MORE <<https://support.google.com/mail/answer/2451690>>
The response was:

550 5.7.1 Unauthenticated email from syr.edu is not accepted due to domain's DMARC policy. Please contact the administrator of syr.edu domain if this was a legitimate mail. Please visit <https://support.google.com/mail/answer/2451690> to learn about the DMARC

Solution

This issue can be resolved by sending SUmail emails from the SUmail web client <https://sumail.syr.edu>

If you are having this problem, and have questions on why it is happening, give ITS Help Desk a call during phone hours at 315 443 2677 or email us at help@syr.edu.

[Hours of Operations](#)