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# Helo command rejected: Host not found: retry timeout exceeded

Email tidak bisa terkirim ke alamat tertentu dan saya mendapatkan error seperti ini

```
agratxxx@wahanakarsa.co.id
host mail.wahanakarsa.co.id [150.107.149.228]
SMTP error from remote mail server after RCPT
TO:<agraxxxx@wahanakarsa.co.id>:
450 4.7.1 <server1.ph.gs>: Helo command rejected:
Host not found: retry timeout exceeded
hajxxxx@wahanakarsa.co.id
host mail.wahanakarsa.co.id [150.107.149.228]
SMTP error from remote mail server after RCPT
TO:<hajxxxxx@wahanakarsa.co.id>:
450 4.7.1 <server1.ph.gs>: Helo command rejected:
Host not found: retry timeout exceeded
rikxxxxxx@wahanakarsa.co.id
host mail.wahanakarsa.co.id [150.107.149.228]
SMTP error from remote mail server after RCPT
TO:<rikxxxxxx@wahanakarsa.co.id>:
450 4.7.1 <server1.ph.gs>: Helo command rejected:
Host not found: retry timeout exceeded
```

Kesimpulan yang diambil dari baris berikut ini **<server1.ph.gs>: Helo command rejected: Host not found: retry timeout exceeded** Artinya hostname tidak bisa diakses dari luar.

## Cara Pengujian

Ping server1.ph.gs dari komputer anda atau dari jaringan lain. Jika tidak bisa di ping maka itulah penyebab errornya.

## Solusi

Ubah setting dns dan pointing server1.ph.gs ke ip server email tsb.

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