

weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Domains– pacbell.net

## Re: weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Domains– pacbell.net, hotmail...

---

*Source:*

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2005-06/msg02136.html>

---

- *From:* "Alan Drown" <[adrown@xxxxxxxxxxxxxxxx](mailto:adrown@xxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 16 Jun 2005 16:56:31 -0700
- 

Thanks Pat,

Next time the problem arises I'll record the errors from IE and I'll grab pieces from IIS and smtp logs and post them.

It's only done this twice and it was about a week and a half between instances.

It's a little confusing looking at the time in the logs because they don't match up with the actual time of day. How do I interpret the time listed in the logs or change it to correspond to the actual time of day?

One other problem of note is that on my sonicwall firewall in my home, I'm seeing event logs of "Possible TCP Null Scan" from the Exchange server during the time I'm trying to connect with Outlook or IE. It's not blocking the traffic but I'm wondering if after a week or so, IIS on the exchange server starts attempting to use ports that it shouldn't be using to respond to the SSL requests. A simple reboot makes the problem go away....

:)  
alan

"Pat Cai [MSFT]" <[v-patcai@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-patcai@xxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:li5jVclcFHA.3404@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:li5jVclcFHA.3404@xxxxxxxxxxxxxxxxxxxxxxxx)

> Hi Alan,

>

> Thanks for your reply!

>

> If the two problems always happen at the same time, and the e-mails delivered to Hotmail left arrive to the destination finally, then they are most likely caused by the same root cause.

>

> If you can use the SMTP post when OWA is down, then it indicates the server

Re: weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Do

weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Domains– pacbell.net

> is connectable that time, except for the 443 port (HTTP enabled SSL). It  
> may be caused by the firewall, or something else;- We need some server  
> logs  
> to further isolate this problem.

>  
> What's the error code in IE that time, 404, 500 or else? Please also paste  
> the text content of the error to the post next time.

>  
> If anything is unclear, please feel free to post back. And please update  
> me  
> if have any new finds.

>  
> Regards  
>  
> Pat Cai  
> Microsoft Online Partner Support

>  
> -----

>> Reply-To: "Alan Drown" <adrown@xxxxxxxxxxxxxxxx>  
>> From: "Alan Drown" <adrown@xxxxxxxxxxxxxxxx>  
>> References: <eqmaTEJcFHA.3400@xxxxxxxxxxxxxxxxxxxxxxxx>  
>> <H85F23LcFHA.3688@xxxxxxxxxxxxxxxxxxxxxxxx>  
>> Subject: Re: weirdness... intermittently loose SSL connectivity from the  
> Internet and SMTP issues with CERTAIN Domains– pacbell.net, hotmail...  
>> Date: Wed, 15 Jun 2005 10:06:39 -0700  
>> Lines: 152  
>> X-Priority: 3  
>> X-MSMail-Priority: Normal  
>> X-Newsreader: Microsoft Outlook Express 6.00.2900.2180  
>> X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180  
>> X-RFC2646: Format=Flowed; Original  
>> Message-ID: <eonPbyccFHA.1384@xxxxxxxxxxxxxxxxxxxxxxxx>  
>> Newsgroups: microsoft.public.exchange.admin  
>> NNTP-Posting-Host: adsl-67-114-150-243.dsl.sntc01.pacbell.net  
> 67.114.150.243  
>> Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP09.phx.gbl  
>> Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.exchange.admin:68377  
>> X-Tomcat-NG: microsoft.public.exchange.admin  
>>  
>> thanks Pat!  
>>  
>> I hope to gather info and look over the info you sent me today.  
>> It's been a crazy couple of days.  
>>  
>> They seem different but the fact that they both happen at the same time  
>> twice, seems to much to be a coincidence.  
>> They both involve IIS and DNS but beyond that you wouldnt think they're  
>> different.  
>>  
>>  
>> I'll have to wait until the next time it fails to answer some of the

Re: weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Do

weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Domains– pacbell.net

>> questions.  
>>  
>> though here's a bit more info.  
>>  
>> OWA – IE just times out and says it's unavailable eventually  
>> PING– I don't have ping configured on my firewall but I could.  
>> SMTP – I'm pretty sure I sent mail to myself thru other means and was  
> able  
>> to receive it, but I'll have to check directly thru telnet the next time  
> it  
>> happens.  
>>  
>> I'll also grab snippets from the various logs and the tracking center and  
>> submit them.  
>>  
>> thanks!  
>>  
>> alan  
>>  
>> "Pat Cai [MSFT]" <v-patcai@xxxxxxxxxxxxxxxxxxxx> wrote in message  
>> [news:H85F23LcFHA.3688@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:H85F23LcFHA.3688@xxxxxxxxxxxxxxxxxxxxxxxx)  
>> > Hi Alan,  
>> >  
>> > The two problems seem to be different.  
>> >  
>> > Respect the first one, can you Ping the Exchange server from external  
>> > machine? What's the error page you got in OWA? And can you access the  
>> > SMTP,  
>> > POP or some other service port on the server at that time? Check IIS  
>> > log  
>> > should be helpful to this problem.  
>> >  
>> > 324279 HOW TO: Configure Web Site Logging in Windows Server 2003  
>> > <http://support.microsoft.com/?id=324279>  
>> >  
>> > Respect the second problem, please use Message Tracking Center to track  
>> > this message. If it is stuck in queue finally, then on which step it  
> fails  
>> > to be delivered? Please send this fragment in SMTP log to me at  
>> > v-patcai@xxxxxxxxxxxxx  
>> >  
>> > How to enable message tracking in Exchange 2000 Server and in Exchange  
>> > Server 2003  
>> > <http://support.microsoft.com/?id=246856>  
>> >  
>> > XADM: Using the Message Tracking Center to Track a Message  
>> > <http://support.microsoft.com/?id=262162>  
>> >  
>> > Hope the info helps. This problem appears to be a little weird so we  
>> > may  
>> > need more time to isolate it. Your effort will be appreciated.

Re: weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Do

weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Domains– pacbell.net

>>>

>>> Regards

>>>

>>> Pat Cai

>>> Microsoft Online Partner Support

>>>

>>> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

>>> =====

>>> Business–Critical Phone Support (BCPS) provides you with technical

>>> phone

>>> support at no charge during critical LAN outages or "business down"

>>> situations. This benefit is available 24 hours a day, 7 days a week to

> all

>>> Microsoft technology partners in the United States and Canada. This and

>>> other support options are available here:

>>>

>>> BCPS:

>>>

> <https://partner.microsoft.com/US/technicalsupport/supportoverview/40010469>

>>> Others:

> <https://partner.microsoft.com/US/technicalsupport/supportoverview/>

>>>

>>> If you are outside the United States, please visit our International

>>> Support page:

>>> <http://support.microsoft.com/default.aspx?scid=%2finternational.aspx>.

>>> =====

>>>

>>> This posting is provided "AS IS" with no warranties, and confers no

>>> rights.

>>>

>>> -----

>>>> Reply–To: "Alan Drown" <adrown@xxxxxxxxxxxxxxxx>

>>>> From: "Alan Drown" <adrown@xxxxxxxxxxxxxxxx>

>>>> Subject: weirdness... intermittently loose SSL connectivity from the

>>>> Internet and SMTP issues with CERTAIN Domains– pacbell.net, hotmail...

>>>> Date: Mon, 13 Jun 2005 20:27:54 –0700

>>>> Lines: 39

>>>> X–Priority: 3

>>>> X–MSMail–Priority: Normal

>>>> X–Newsreader: Microsoft Outlook Express 6.00.2900.2180

>>>> X–RFC2646: Format=Flowed; Original

>>>> X–MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180

>>>> Message–ID: <eqmaTEJcFHA.3400@xxxxxxxxxxxxxxxxxxxxxxxx>

>>>> Newsgroups: microsoft.public.exchange.admin

>>>> NNTP–Posting–Host: adsl–67–114–150–243.dsl.sntc01.pacbell.net

>>>> 67.114.150.243

>>>> Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!tk2msftngp13.phx.gbl

>>>> Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.exchange.admin:68102

>>>> X–Tomcat–NG: microsoft.public.exchange.admin

>>>>

>>>> Very strange problem....

Re: weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Do

weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Domains– pacbell.net

>>>

>>> It's happened twice now in the last week and a half.

>>>

>>> Windows 2003 and Exchange 2003

>>> I'll attempt to connect my Outlook to the Exchange server over the

>>> Internet

>>> and it wont connect (normally a working rpc over http setup)

>>> I then attempt to go to the Exchange server via OWA and it wont work

>>> either!!!

>>>

>>> So I then start up and connect to the corp network via the VPN client

> and

>>> both Outlook and OWA are working fine....

>>> So, you might say it's something to do with my firewall but it doesnt

>>> appear

>>> to be.

>>>

>>> ON TOP OF THAT. COINCIDENCE or NOT...

>>> during this same issue of access via SSL, the Exchange server is

>>> having

>>> problems sending to certain mail Domains.

>>> namely pacbell.net and hotmail.com. Other domains appear to have no

>>> problems.

>>> I look at my smtp log and I see the SMTP session connecting to the

>>> respective SMTP servers, they talk, have a cup of coffee and then when

>>> it's

>>> time to send data, it never happens. I dont see any errors in the

>>> conversation just no data gets sent ,no request to QUIT nothing. I get

>>> the

>>> sender okay, recipient okay and that's that. messages for these

>>> domains

>>> start to pile up in the queue.

>>>

>>> If I reboot my exchange server , I can then access the exchange server

>>> with

>>> Outlook and OWA with out any problems.

>>> All the mail in the queue gets delivered...

>>>

>>> This is very weird.

>>>

>>> Has anyone run into this before or have any suggestions?

>>>

>>> TIA

>>> alan

>>>

>>>

>>>

>>>

>>

>>

>>

Re: weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Do

weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Domains– pacbell.net

>

---

• **References:**

- ◆ ***weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Domains– pacbell.net, hotmail...***
    - ◇ From: Alan Drown
  - ◆ ***RE: weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Domains– pacbell.net, hotmail...***
    - ◇ From: Pat Cai [MSFT]
  - ◆ ***Re: weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Domains– pacbell.net, hotmail...***
    - ◇ From: Alan Drown
  - ◆ ***Re: weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Domains– pacbell.net, hotmail...***
    - ◇ From: Pat Cai [MSFT]
- 
- Prev by Date: ***Spoofed messages***
  - Next by Date: ***RE: RPC over HTTP***
  - Previous by thread: ***Re: weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Domains– pacbell.net, hotmail...***
  - Next by thread: ***Mangled Exchange 2000 Attributes in Windows 2000 Forests***
  - Index(es):
    - ◆ ***Date***
    - ◆ ***Thread***

Re: weirdness... intermittently loose SSL connectivity from the Internet and SMTP issues with CERTAIN Do