

Re: SMTP communication problem

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2005-08/msg02901.html>

- *From:* "Jim McBee \ (MVP\)" <jmcbec@xxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 22 Aug 2005 10:14:46 -1000
-

When I try telnet to the smtp.problemdomain.com, I do get a banner. It is a different SMTP service, or at least the banner is different than their other MX record. It looked this:

220 Cypress Communications Server – Unauthorized use is Prohibited X1

Notice that when you do an nslookup for MX records, that both of their MX records have a preference of 20. That means they are supposedly load-balancing across both of those servers.

I also tried to send a message to postmaster@xxxxxxxxxxxxxxxxxxxx It looks like the message went successfully. I don't have access to the servers from which my e-mail is being sent, unfortunately, so I can't look at the logs to see anything further.

Try enabling SMTP protocol logging on your SMTP Virtual Server. You will want to enable Time, Date, IP address, Method, URI Stem, and URI Query. Give this a minute to replicate, then stop and restart your SMTP virtual server and send another message.

The logs should be found in \windows\system32\logfiles.

See if there is anything additional in there that might indicate why your messages is being rejected.

The next thing I would do after this is to put Network Monitor on the Exchange server and run a NetMon trace between your server and theirs when you send them a message. That can often be very revealing.

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Jim McBee

– MostlyExchange Blog: <http://mostlyexchange.blogspot.com>

– Exchange FAQ: <http://www.swinc.com/resources/exchange/>

Re: SMTP communication problem

"JL Adamson" <JLAdamson@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:78D3A5F3-0C75-4192-8F2E-62856C4E974E@xxxxxxxxxxxxxxxxxxxx
> Using telnet into the voodoo address I get:
>
> 220 voodoo.cypresscom.net ESMTP Cypress COmmunications. Unauthorized usage
> prohibited
>
> So it seems to work. The NDR's do come back almost immediately after
> sending
> it. We tried calling problem.com to see if they were filtering our domain
> but
> they said they weren't. I'll email you the address to see what you get.
>
>
> "Jim McBee (MVP)" wrote:
>
>> When you say you got a login prompt, you mean something like this SMTP
>> banner?
>>
>> 220 kalapana.research.somorita.com Microsoft ESMTP MAIL Service, Version:
>> 6.0.3790.1830 ready at Mon, 22 Aug 2005 09:22:31 -1000
>>
>> (That is the banner from one of my test servers).
>>
>> If you cannot TELNET to port 25 on smtp.problem.com, then it is possible
>> that it is on their side. Though I cannot imagine why you would get NDRs
>> saying "relay denied". Do the NDR's come back immediately? Or does it
>> take
>> about 2 days (the default timeout period).
>>
>> Is there someone at problem.com that you can contact to ask if they are
>> working? I can also try testing from my side if you will send me the
>> real
>> domain. Send it to exchange24seven (at) gmail.com and I'll give it
>> a
>> test from two different Internet connections.
>>
>>
>> --
>> Jim McBee
>> - MostlyExchange Blog: <http://mostlyexchange.blogspot.com>
>> - Exchange FAQ: <http://www.swinc.com/resources/exchange/>
>>
>>
>> "JL Adamson" <JLAdamson@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>> news:655FC263-6749-4D1C-96EA-A702F3F5629D@xxxxxxxxxxxxxxxxxxxx
>> > OK, I ran nslookup against the problem domain and got the following:
>> >
>> > *** Can't find server name for address 192.168.0.30: non-existent
>> > domain
>> > Server: unknown

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>>> Address: 192.168.0.30
>>>
>>> Non-authoritative answer:
>>> problem.com MX preference = 20, mail exchanger = smtp.problem.com
>>> problem.com MX preference = 20, mail exchanger =
>>> voodoo.cypresscom.net
>>>
>>> smtp.problem.com internet address = XXX.XXX.XX.XX
>>>
>>>
>>> I'm not sure where the 192 address is coming from, it shouldn't be
>>> internal
>>> like that should it?
>>>
>>> I can telnet into voodoo.cypresscom.net and get a login prompt, but
>>> don't
>>> get anything trying to telnet to smtp.problem.com
>>>
>

• **References:**

- ◆ **SMTP communication problem**
 ◇ From: JL Adamson
 - ◆ **Re: SMTP communication problem**
 ◇ From: Jim McBee \ (MVP\)
 - ◆ **Re: SMTP communication problem**
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 ◇ From: Jim McBee \ (MVP\)
 - ◆ **Re: SMTP communication problem**
 ◇ From: JL Adamson
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