

Re: Testing email

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2006-08/msg01838.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Mon, 07 Aug 2006 11:16:40 GMT
-

Hi George,

Thanks for your update.

I am jenny and I am backup of Steve for he is now taking sick leave. I will continue work with you till Steve back. I am sorry for inconvenience for that.

From your description, I understand the issue is that you received 550

5.7.1 Unable to relay for x@xxxxx" NDR message when attempting to send messages to some specific domain. If I am off base, please don't hesitate to let me know.

Generally we can use two methods to route messages, one method is routed by DNS, and another one is smarthost. You can look into the following article to get detail information to distinguish the both.

http://www.sbslinks.com/DNS_Smarthost.htm

In SBS environment, we usually use the CEICW (Configuration E-mail and Internet Connection wizard -> Connect to the internet) to configure mail server. Please follow the steps below:

- A. Click Start, click Server Management.
- B. Click To Do List and then click "Connect to the Internet".
- C. Click Next, select "Do not change connection type" and click Next.
- E. Select Enable firewall and click Next.
- F. Ensure E-mail is selected and Click Next.
- G. Go through the steps until the Internet E-mail page shows, select "Enable Internet e-mail" and click Next.
- H. Select either "Use DNS to route e-mail" or "Forward all e-mail to e-mail server at your ISP". If you select the latter, enter the ISP SMTP server. Click Next.
- I. Specify to receive e-mail using one or both of the following methods:

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- POP3 Mailboxes
- Exchange

Click Next.

J. Enter your e-mail domain name and click Next. The e-mail domain name should match the mail exchanger (MX) resource record maintained at your ISP. This must be a registered Internet domain name.

K. Go through the steps to finish the wizard.

If you configured the mail server as a smarthost, you need continue configure as follows:

A. Locate the node: Server Management -> Advanced Management -> Pop3 Connector Manager

B. Click the link "Open Pop3 Connector Manager", click Add button to input pop3 server information, user account, mailbox type and so on.

C. If the mailbox type is Global Mailbox, you need configure Routing Rule to route emails to individual mailboxes.

More information:

825763 How to configure Internet access in Windows Small Business Server 2003

<http://support.microsoft.com/?id=825763>

Before we go any further, please help me collect some information so that we can have a better idea as to the exact problem:

1. What is the exact version of the Outlook that user used to send messages? Is it outlook 2000, 2002 or 2003?

Actually this is a known issue in Outlook 2002 which is documented in the following Knowledge Base (KB) article:

281030.KB.EN-US OL2002: SMTP E-mail Sent Through Internet Account Goes Through Exchange

<http://support.microsoft.com/default.aspx?scid=KB;EN-US;281030>

To work around this issue, please create two profiles in your Outlook 2002 and separate the Exchange mail account and Internet mail accounts into different profile.

2. Please try to setup outlook express send message to the problematic domain, what is the result?

Please refer to the following Microsoft Knowledge Base article to configure Outlook Express for Internet Mail:

171163 OLEXP: How to Configure Outlook Express for Internet Mail

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<http://support.microsoft.com/?id=171163>

3. Please help me collect the following information and sent to my working mailbox for analyze:

- 1). What is the specific domain? Please let me know the exact domain name.
- 2). Whether all messages to the specific domain can not be sent successfully ether by outlook or OWA site with any user account in your domain?
- 3). Please save the NDR message as .msg format and send to me for analyze. And also let me know your exact SMTP domain, the recipient user account email address, and the sender email address.
- 4). Please run command "msinfo32" (no quotation marks) on the server box to launch System Information console. And click File and then Save. Save the system information to a .nfo file to send to me. My working mailbox: v-yanniw@xxxxxxxxxxxxxx
- 5). Please enable the message tracking and SMTP logging and then reproduce the issue and send the log files to me:

– To enable Message Tracking:

Open ESM, on the General tab in the server's Properties dialog box, select the Enable message tracking check box. After the issue is reproduced, please wait about 15 minutes and then go to the message tracking folder and collect the message tracking log for me.

By default, the message tracking logs locate under the folder:C:\Program Files\Exchsrvr\SBSNAT.log

– To obtain the SMTP Log

- (1) Start Exchange System Manager.
- (2) Expand "Servers\<Your_Server_Name>\Protocols\SMTP".
- (3) Right-click "SMTP Virtual Server", and then click "Properties".
- (4) On the "General" tab, click to select the "Enable Logging "check box.
- (5) In the "Active Log Format" list, click " W3C Extended Log File Format".
- (6) Click "Properties".
- (7) In the "Log file directory" box, type the path where you want to keep the log files.
- (8) Click Advanced tab and check all the options.
- (9) Reproduce the problem and wait for some minutes (15 minutes) to save the log file.
- (10) Please email me the SMTP log to my working email address: v-yanniw@xxxxxxxxxxxxxx

Note: Please let me know the exact problematic user account, the external message sender and the time that the email is sent out.

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Please compress all files and send to my working email address:
v-yanniw@xxxxxxxxxxxxxxxx

I appreciate your time. I am happy to be of assistance to you and look forward to your reply.

Sincerely,

Jenny Wu

Sincerely,
Jenny Wu, MCSE 2000/2003, MCSA 2000/2003, MCDBA, MCSA
Microsoft Online Partner Support

Get Secure! – www.microsoft.com/security

=====
When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from your issue.
=====

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

Thread-Topic: Testing email
thread-index: Aca3yl41Ftwzg+jkQfKVKSQkpO7zOA==
X-WBNR-Posting-Host: 209.244.152.162
From: =?Utf-8?B?R2VvcmdlIFNjaG5laWRlcg==?=

<georgedschneider@xxxxxxxxxxxxxxxx>

References: <252E4AEC-7CD5-4938-B2BF-7A2320655727@xxxxxxxxxxxxxxxx>

<#2zGNEwtGHA.1288@xxxxxxxxxxxxxxxxxxxxxxxx>

Subject: Re: Testing email
Date: Fri, 4 Aug 2006 06:32:01 -0700
Lines: 32
Message-ID: <BEF7F48C-681D-408D-B6C6-CA51F86E76BC@xxxxxxxxxxxxxxxx>
MIME-Version: 1.0
Content-Type: text/plain;
charset="Utf-8"
Content-Transfer-Encoding: 7bit
X-Newsreader: Microsoft CDO for Windows 2000
Content-Class: urn:content-classes:message
Importance: normal
Priority: normal
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.1830
Newsgroups: microsoft.public.exchange.admin
Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.exchange.admin:561265

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NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
X-Tomcat-NG: microsoft.public.exchange.admin

I get the followign error

The message could not be sent because one of the recipients was rejected
by

the server. The rejected e-mail address was 'X@xxxxxx Subject 'Test',
Account: 'Test Account', Server: '1.1.1.1', Protocol: SMTP, Server

Response:

'550 5.7.1 Unable to relay for x.x.com, Port: 25, Secure(SSL): No, Server
Error: 550, Error Number: 0x800CCC79

x@xxxxx is the email address I'm attempting to send to and 1.1.1.1 is the
IP
address for the Exchange Server. They have been changed for security
reasons.

"Jim" wrote:

uhm.... well for starters you might consider POSTING the error youre
receiving

"George Schneider" <georgedschneider@xxxxxxxxxxxxxxxx> wrote in
message
news:252E4AEC-7CD5-4938-B2BF-7A2320655727@xxxxxxxxxxxxxxxxxxxx

I have a situation I need to troubleshoot. I'm trying to send
mail and
it
keeps getting rejected from specific address. Is there a way to
determine
if
the error is on our end or theirs. Our configuration is such
that we

have

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an
spam/antivirus server that scan all incoming/outgoing mail
after it

leaves

exchange or before it hits exchange. I believe the error is on
the
receipients end. Is there any way to prove/test this before I
contact

the

receiver. Is there anything such as a tracert for email or
something
similar.