

Re: E-Mail Address Can't Receive E-Mail from *Some* External Organizations

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2006-09/msg03543.html>

- *From:* Kirill Palagin <kpalagin@xxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 28 Sep 2006 23:38:19 +0400
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How long ago did you add "this.company.org" to DNS? It could be that change did not propagate yet. The fact that `_some_` messages are delivered is because they are sent from different IPs, so double-check your firewall settings.

Can your firewall do diagnostic logging, so that you at least see if Yahoo servers attempt connection? And how traces differ between two addresses.

What if you send message to "co.com" and CC it to "this.co.com"?

Craig wrote:

Kirill,

Testing on "this.company.org" returns the following:

Host / Preference / IPs

mail.company.org / 10 / <correct IP of our firewall's public interface>

Testing on "company.org" returns the following:

Host / Preference / IPs

mail.company.org / 10 / <correct IP of our firewall's public interface>
backup1.mx.expedient.net / 20 / 209.221.31.106

So, that looks right to me, anyway; both resolve to the proper IP address of the external interface for our firewall, and the only difference is that for "company.org" our ISP's mail server acts as a backup server in case our internal mail server is down.

I wouldn't think that it's an issue with any firewall rule on my firewall, since **some** messages get through...

Any guesses?

Thanks!

C.

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"Kirill Palagin" <kpalagin@xxxxxxxxxxxxxxxxxxxx> wrote in message
news:ehMtNQy4GHA.4616@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

In the URL

<http://www.dnsreport.com/tools/mail.ch?domain=this.company.org>

put real domain name and compare output with that of

<http://www.dnsreport.com/tools/mail.ch?domain=company.org>

Or you can post real names here.

Craig wrote:

Hello,

I am running Windows Small Business Server 2003 with Exchange 2003 SP2.

The public Internet domain name for our organization is "company.org". E-mail messages that are addressed to "user@xxxxxxxxxxxx" that are sent from outside organizations arrive just fine in my users' Exchange mailboxes.

However, the bosses have decided that they now want the organization's e-mail addresses to have the form "user@xxxxxxxxxxxxxxxxxxxx".

What I'm finding is that *some* external systems can successfully send messages to the "user@xxxxxxxxxxxxxxxxxxxx" form of our e-mail address, but that others cannot.

For example, I can send a message to "me@xxxxxxxxxxxxxxxxxxxx" from my Comcast or Gmail accounts, and that works fine; the message is successfully received in my Exchange mailbox. However, if I send a message to "me@xxxxxxxxxxxxxxxxxxxx" from my Yahoo e-mail account, I get an NDR returned to my Yahoo account (qmail error "I wasn't able to establish an SMTP connection, #4.4.1").

Again, messages addressed to "user@xxxxxxxxxxxx" are consistently successful.

I have checked with our ISP who handles our DNS settings, and they indicate that all appears to be in order with our DNS and MX records.

Does anyone have any suggestions as to what the problem might be, and how I can correct it so that messages addressed

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to "user@xxxxxxxxxxxxxxxxxxxx" can be consistently and successfully received?

Thanks,

Craig

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Text from most Windows dialogs can be copied to clipboard with Ctrl-INS.

Free productivity applications suit – www.openoffice.org

Free Internet calling – www.skype.com

Free SQL database Firebird – full support for transaction control, triggers, stored procedures, partial SQL-99 compliance

http://www.ibphoenix.com/main.nfs?a=ibphoenix&s=1142758270:704186&page=what_is_interbase

Free graphics image manipulation program – www.gimp.org

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