

## Re: mailbox disabled

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*Source:*

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2006-10/msg00658.html>

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- *From:* Doug <Doug@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Wed, 4 Oct 2006 13:14:02 -0700
- 

Situation resolved. Your POP3 connector question made me realize that the only working addresses were addresses that also had POP3 equivalents at a third party e-mail hosting company. The original POP3 provider was still being used as a backup. The customers MX records were set so that mail is delivered to the office server first and then to the backup POP3 provider if the office is down (power/Internet outage, etc). Long story of why we didn't see what was happening but it turned out to be that the ISP was mistakenly blocking port 25 on their network segment. We have no control over the router and had checked previously with the ISP to confirm that they were forwarding port 25. They were on the router but it was being blocked on that network segment before getting to the router.

With there being only two accounts, and they appeared to start "working" when we added the additional address (the additional address just happened to match the POP3 account address) and since we had checked with the ISP several times, we got tunnel vision thinking it was a server problem. We never received NDRs from the POP3 provider, just from the senders' servers stating that the mailbox was disabled. This threw me too – if I had seen NDRs from the POP3 provider server, or a user/mailbox doesn't exist NDR, we would have seen what was going on. As it was, we had slowly become convinced that there was an issue with Exchange but had no idea what it was.

I stepped back today to see what the accounts that were working seemed to have in common and saw that they were the only ones with POP3 backup. So I started from the beginning –  
user/e-mail accounts were correct on server  
mail worked perfectly inside the network  
confirmed again that port 25 was open – it was  
attempted to telnet to port 25 from inside the network – connected  
attempted to telnet to port 25 from outside the network – bingo – I couldn't connect  
Refocused on the ISP/ISP router and finally got the situation resolved.

The server had been working flawlessly the entire time.

Thanks for your time anyway.

Doug

Re: mailbox disabled

"Lanwench [MVP – Exchange]" wrote:

In news:3BB0EDEB-5611-4D69-AA76-1A93742CBE78@xxxxxxxxxxxxxx,  
Doug <Doug@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> typed:

Sorry, I see what you mean – my examples of `firstname@xxxxxxxxxx` on the recipient side. My mistake with the examples.

To try and clarify (my mistake, not yours), their server only accepts email for one domain – `domain.net`. The recipient policy reflects this. They are not trying to have, and do not want, any other domains served and there are no other domains involved.

OK – that helps, thanks.

When the user accounts on the server were initially created the client wanted first initial, last name. So the email addresses were automatically the same. NONE of these would work and anyone sending e-mail from outside the network would receive the "mailbox has been disabled" NDR. Inside the network, life was good.

That is funky – it should have worked. You might want to post the actual domain name in here.

As an example – if `dallen` was the login name then `dallen@xxxxxxxxxx` would be the default e-mail address. When the e-mail didn't work from the outside to those addresses, we also added additional SMTP addresses in the form of `doug@xxxxxxxxxx`. For an unknown (to us) reason, this worked with both of the 2 original accounts. They are still successfully using the additional addresses and mail is still being rejected at the `1stinitiallastname` addresses stating that the mailbox is disabled even though both `doug` and `dallen` type addresses use the same mailbox. I have even tried deleting the original addresses and then re-adding them – same result.

After a couple of weeks of trying to resolve through the newsgroups and directly with Microsoft, we were told to re-install. Since the added addresses were working, and there were no other apparent problems, the client did not want to do this.

Don't blame them. I don't think you need to reinstall, anyway.

Re: mailbox disabled

You're using SBS, so that may play a role here. Are you using the SBS POP connector?

That is how things have been left for several months until other employees have been recently given network and e-mail accounts. The customer has been trying to manage the network and they created the accounts. We weren't contacted again until it became obvious that the new users weren't getting e-mail and anyone sending from the outside was receiving an NDR.

The accounts appear to be correct but, with the new accounts, even adding the additional SMTP address doesn't work. I can see nothing glaringly wrong with the server, the user accounts, mailboxes or Exchange. We have over 50 servers setup identical to this one with no problems. We have been working with Exchange servers since 5.5 and have never seen this.

Thanks again,

Doug

"Lanwench [MVP - Exchange]" wrote:

In  
[news:6761E427-BE46-401C-8D8E-B79F562AAE54@xxxxxxxxxxxxxx](mailto:news:6761E427-BE46-401C-8D8E-B79F562AAE54@xxxxxxxxxxxxxx),  
Doug <Doug@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> typed:

Not a silly question at all-

This error message was from my server(domain.com) stating that it had been told the mailbox was disabled on the recipient server(domain.net). Hope this clarifies my original post.

Actually, that doesn't really clarify it, alas. I wasn't referring to mydomain.com - just that you mention domain.com & domain.net in the \*recipient\* bits here. Let's start over.

What is in the recipient policy in Exchange on the SBS box in question? And, what e-mail addresses are defined in this recipient's

Re: mailbox disabled

mailbox properties?

"Lanwench [MVP – Exchange]" wrote:

In  
[news:5C8C8A7B-89A3-4C25-826B-055125AFF4B2@xxxxxxxxxxxxxxxxx](mailto:news:5C8C8A7B-89A3-4C25-826B-055125AFF4B2@xxxxxxxxxxxxxxxxx),  
Doug  
<Doug@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
typed:

Windows  
2003 Small  
Business  
Server  
Service  
Pack 1  
Exchange  
2003  
Service  
Pack 2  
All updates,  
patches, etc  
are  
up-to-date.

When  
sending  
email  
within the  
network,  
everything  
is fine.  
When  
sending  
from the  
outside to  
several of  
the accounts  
inside (not  
all) the  
following  
message is  
received-

Your  
message did

Re: mailbox disabled

not reach  
some or all  
of the  
intended  
recipients.  
Subject: test  
Sent:  
10/4/2006  
8:29 AM  
The  
following  
recipient(s)  
cannot be  
reached:  
mbennington@xxxxxxxxx  
on  
10/4/2006  
8:30 AM  
The  
message  
reached the  
recipient's  
e-mail  
system, but  
delivery  
was refused.  
Attempt to  
resend the  
message. If  
it still  
fails,  
contact your  
system  
administrator.  
<mydomain.com  
#5.2.1  
smtp;550  
5.2.1  
<mbennington@xxxxxxxxx>...  
Mailbox  
disabled for  
this  
recipient>  
  
User and  
e-mail  
accounts  
appear to be  
setup  
correctly –  
we have

Re: mailbox disabled

Re: mailbox disabled

over 50  
servers  
configured  
as this one  
with no  
problems.  
The  
mailboxes  
are not  
disabled –  
internal  
e-mail  
works fine.  
There  
are  
currently  
only 4 users  
on this box.  
Two  
accounts are  
working  
and two are  
exhibiting  
this  
behaviour.  
The original  
2 that are  
now  
working  
had this  
identical  
problem  
when first  
setup but  
we  
changed the  
email  
addresses  
from the  
default  
firstinitiallastname@xxxxxxxxxx  
to  
firstname@xxxxxxxxxx  
and they  
started  
working  
correctly  
although  
you will  
still receive  
the

Re: mailbox disabled

Re: mailbox disabled

error if you try to send to the original address (which still exists on their user account). We tried this with these two additional accounts and it didn't help.

I originally posted to the newsgroups with the first two users on this system about 6 month ago (not sure which group – SBS or Exchange) and after several replies it we could not find the cause and it was recommended that the server be re-installed. The customer did not want to do that and since the alternate addresses

Re: mailbox disabled

were  
working  
nothing was  
done. Now  
that the  
company is  
growing  
and  
additional  
people are  
being  
added, we  
need a  
resolution.

Any ideas?

Thanks,  
Doug

Silly question, maybe, but  
the example address in the  
NDR is  
somebody@xxxxxxxxxx –  
and in your description  
below that, you've  
got  
somebody@xxxxxxxxxx  
Do you use both  
domain.com and  
domain.net, and, if so, are  
both of those domains set up  
in your  
recipient policy, with the  
appropriate addresses set on  
each  
user's mailbox?