

Re: Urgent!! Exchange Server 2000 cannot received emails....

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2006-11/msg00000.html>

- *From:* wingwing939 <wingwing939@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 31 Oct 2006 15:51:02 -0800
-

Hi susan,

thank you very much for your reply!!

i have run nslookup and got the following result, do u see there is any problem?!

```
C:\Documents and Settings\Administrator>nslookup
Default Server: webmail.wecl.com.hk
Address: 203.198.59.85
```

```
server 210.87.250.48
```

```
(root) nameserver = l.root-servers.net
(root) nameserver = m.root-servers.net
(root) nameserver = a.root-servers.net
(root) nameserver = b.root-servers.net
(root) nameserver = c.root-servers.net
(root) nameserver = d.root-servers.net
(root) nameserver = e.root-servers.net
(root) nameserver = f.root-servers.net
(root) nameserver = g.root-servers.net
(root) nameserver = h.root-servers.net
(root) nameserver = i.root-servers.net
(root) nameserver = j.root-servers.net
(root) nameserver = k.root-servers.net
l.root-servers.net internet address = 198.32.64.12
m.root-servers.net internet address = 202.12.27.33
a.root-servers.net internet address = 198.41.0.4
b.root-servers.net internet address = 192.228.79.201
c.root-servers.net internet address = 192.33.4.12
d.root-servers.net internet address = 128.8.10.90
e.root-servers.net internet address = 192.203.230.10
f.root-servers.net internet address = 192.5.5.241
g.root-servers.net internet address = 192.112.36.4
h.root-servers.net internet address = 128.63.2.53
```

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i.root-servers.net internet address = 192.36.148.17
j.root-servers.net internet address = 192.58.128.30
k.root-servers.net internet address = 193.0.14.129
Default Server: [210.87.250.48]
Address: 210.87.250.48

set q=mx
wecl.com.hk

Server: [210.87.250.48]
Address: 210.87.250.48

DNS request timed out.
timeout was 2 seconds.
wecl.com.hk MX preference = 10, mail exchanger = webmail.wecl.com.hk
wecl.com.hk nameserver = ns9.imsbiz.com
wecl.com.hk nameserver = ns10.imsbiz.com
webmail.wecl.com.hk internet address = 203.198.59.85
ns9.imsbiz.com internet address = 210.87.253.13
ns10.imsbiz.com internet address = 210.87.250.48

"Susan" wrote:

if you look on www.dnsreport.com, you will see that a connection cannot be made to your email server...you might want to check that the MX record is specified correctly here...

—
Susan Conkey [MVP]

"wingwing939" <wingwing939@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:7B8840B5-AA54-401F-A7C3-4B8EFA3A4DE2@xxxxxxxxxxxxxxxxxxxx

There is no NDR report!! No matter on yahoo or hotmail, i did not received an "undelivery" email indicated that the testing email i sent before is non-delivery!

It seems that the send action is completed, but just the Exchange server cannot received!

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and my email domain is wecl.com.hk

thanks!!

"Susan" wrote:

what is the full, exact text of the NDR you receive at yahoo
or hotmail
when trying to email your mailbox? what is your actual
email domain?

--

Susan Conkey [MVP]

"wingwing939"

<wingwing939@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in
message

news:644CD11F-BBC1-428E-AE1C-F83792CC9CCB@xxxxxxxxxxxxxxxxxxxx

Dear all,

I have a critical problem right now about
Exchange 2000, hope i can get
some
hints here!!

My company is currently running a w2K
server SP4 + Exhcange 2000
SP3(with
GFI Fax Maker & Trend micro Scan mail
installed), it was working fine
until
yesterday evening!! Users told me that they
can send but cannot receive
email.

I at once go to check it. I tried to send an
email from my hotmail &
yahoo
mail account to my email account on that
Exchange 2000 server, really,
i
cannot recived it! however, when i use
OWA & outlook 2000 to send a
testing
email to my hotmail & yahoo mail account, I
success! I can received the

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email
in my hotmail and yahoo mail.

I then use my email account to send a testing
email to another account
on
the same Exchange 2000 and vice vera...the
result= no problem!

So, now the problem is the Exchange server
can received email from it's
own,
but not from other email server.

I then follows the following steps try to
tackle the problems:

1. Run Microsoft Update to installed the
lastest updates for windows &
exchange 2000;
2. Shun down and restart the machine
several times, comfirmed all
services
are started;
3. All email accounts can logon to their mail
box no matter by outlook
or
OWA, no any errors, can send but still
cannot received email;
4. Open IIS, all IMAP4, POP3, SMTP
running, no services stopped;
5. Open Exchange System Manager, all
items seems working fine, without
any
"?" or "X" symbols;
6. check event viewer; no any special event
happened, only have even ID
1033
in applicaiotn log and even ID 36871 in
system log

even ID1033 exists for a few months and the
server was still running
well
for few months, so i think it may not be the
cause of the even.

But ID36871 is new in my server, however,
when i search ID36871 on
microsft

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website, it said that the even should be fixed
after i have installed
the
latest updates.....

But the situation is the same, after i have
installed the latest
updates...

Can any experts here give me some hints
about the issue?!

thanks very much!!!