

## Re: Cannot send to Hotmail or MSN

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*Source:*

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2006-11/msg02762.html>

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- *From:* Andy David – MVP <[adavid@xx](mailto:adavid@xx)>
  - *Date:* Fri, 24 Nov 2006 17:17:18 –0500
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On Fri, 24 Nov 2006 09:57:01 –0800, Christo  
<[Christo@xx](mailto:Christo@xx)> wrote:

Thanks again Andy. Our ISP hosts the DNS so everything we do goes from our network to theirs and then out. As far as email sent to us...our ISP collects it then we pop it from our desktops. Our domain is county.peterborough.on.ca if you want to see the test results...I am not sure there is room to paste the results here. The PTR test is below;

Reverse DNS entries for MX records ERROR: None of your mail server(s) seem to have reverse DNS (PTR) entries (I didn't get any responses for them). RFC1912 2.1 says you should have a reverse DNS for all your mail servers. It is strongly urged that you have them, as many mailservers will not accept mail from mailservers with no reverse DNS entry. You can double-check using the 'Reverse DNS Lookup' tool at the DNSstuff site (it contacts your servers in real time; the reverse DNS lookups in the DNS report use our local caching DNS server).

I did the tests for our domain and it appears things could be configured better at the ISP but some of this stuff is above my knowledge and currently not mine to change.

Are those the mail servers you also \*send\* mail from? If so, you should ask your ISP to create a record for them. dnsreport assumes they are, they may not be. Check the ip address of the \*sending\* server at [www.dnsstuff.com](http://www.dnsstuff.com) and verify it has a PTR.

I welcome further suggestions!!!!

"Andy David – MVP" wrote:

On Fri, 24 Nov 2006 08:07:02 –0800, Christo  
<[Christo@xx](mailto:Christo@xx)> wrote:

Re: Cannot send to Hotmail or MSN

Thanks for the response Andy. Our ISP hosts the DNS for mail. Their routers basically control our network. Because we run MS 2003 there is the 'internal' dns but there are no records for anything outside my internal domain.

Then how do people send mail to you? :)  
Check your domain here:  
[www.dnsreport.com](http://www.dnsreport.com)

When you send mail to external domains, you either send it directly or your smarthost it to another server.  
What you need to check is that the externally routable ip address of the sending server has a PTR:  
[www.dnsstuff.com](http://www.dnsstuff.com)

"Andy David – MVP" wrote:

On Fri, 24 Nov 2006 07:48:01 –0800,  
Christo  
<Christo@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote:

We currently host internal Exchange and POP/SMTP from Outlook 2003 desktop for external/domain email. Our ISP hosts the domain side of things. We cannot send to hotmail or msn domains...and a few other domains are sketchy/intermittent. 95% of all our other email sends fine. When the email gets returned I see an error similar to the following; (mail username has been changed)

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First thing to look at: Do you have a PTR record in DNS for your sending mail server?

Reporting-MTA:  
dns;smtp.nexicom.net

Final-Recipient:  
rfc822;user@xxxxxxx  
Action: delayed  
Status: 4.4.7  
Will-Retry-Until: Sat, 25  
Nov 2006 16:04:02 -0500  
X-Display-Name:  
user@xxxxxxx

It does eventually fail with;  
(yes this is different failed message than above)

'user@xxxxxxxxxxx' on  
11/23/2006 2:12 PM  
Could not deliver the message in the time limit specified.  
Please retry or contact your administrator.  
<smtp.nexicom.net #4.4.7>

Our ISP says it is our Exchange server bouncing the messages as he see's this;

postmaster@xxxxxxxxxxxxxxxxxxxxx  
(names changed by me)

I have checked many KB's and can't come up with anything....like I said above...hotmail and msn are the two causing the worst headache.

Thanks in advance.

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