

Re: Cannot send to Hotmail or MSN

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2006-11/msg02767.html>

- *From:* Christo <Christo@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 24 Nov 2006 13:19:01 -0800
-

Thanks James. I can presume then that that your advice is based on the PTR test I included? Is there another method that I can test this? My initial thought is that my ISP will say they have this already set up or say they don't need it so the more information I can present to them the easier my case will be.

"james chong" wrote:

Please have your ISP enter your PTR records for your mail servers as some orgs such as yahoo and AOL will reject email from domains that do not have this.

James Chong

Christo 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 mail servers will not accept mail from mail servers 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

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better at the ISP but some of this stuff is above my knowledge and currently not mine to change.

I welcome further suggestions!!!!

"Andy David – MVP" wrote:

On Fri, 24 Nov 2006 08:07:02 –0800, Christo
<Christo@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

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

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

"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

Re: Cannot send to Hotmail or MSN

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)

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:

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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@xxxxxxxxxxxxx'
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

Re: Cannot send to Hotmail or MSN

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.