

Re: Cannot send to Hotmail or MSN

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2006-11/msg02897.html>

- *From:* Christo <Christo@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 27 Nov 2006 07:05:02 -0800
-

As an update....my ISP says they do have reverse DNS set up and they are more than confident the issue is not on their end. They also said the DNS tests only report on domain names and not hostnames therefor don't really apply to this issue at hand.

Any other suggestions?

Thanks in advance.

"james chong" wrote:

I can presume then that that your advice is based on the PTR test I included?

Yes + from MSN's postmater FAQ.

We may not accept e-mail from senders who fail a reverse-DNS lookup.
<http://postmaster.msn.com/Troubleshooting.aspx>

James Chong

Christo wrote:

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

Re: Cannot send to Hotmail or MSN

servers as
some orgs such as yahoo and AOL will rejects 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 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.

I welcome further suggestions!!!!

"Andy David – MVP" wrote:

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

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:

Re: Cannot send to Hotmail or MSN

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

Re: Cannot send to Hotmail or MSN

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

Re: Cannot send to Hotmail or MSN

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@xxxxxxxxxxxx'
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>

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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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