

Getting error 5.7.1 on new ISP

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2008-03/msg00108.html>

- *From:* "Jordan" <nospam@xxxxxxx>
 - *Date:* Mon, 3 Mar 2008 11:21:34 -0500
-

Just changed over to a new ISP (XO Communications). I wanted to just change my Exchange 2003 SP2 server to use their SMTP server as a smart host but they have this dumb rule where I have to setup every user on their system as well so when mail comes from jsmith, bjones, jdoe, etc @mydomain.com it comes from an address they know. They won't just allow it to come from my IP. This is a hassle to keep up to date and they also charge per account.

Instead I requested that they setup a ptr record for myemailserver.mydomain.com which is my Exchange 2003 server's external IP address (internal address is 192.168.x.x). Now even though that has been setup for 5 days and I can reverse lookup the IP address 209.x.x.x which resolves to myemailserver.mydomain.com I am getting 5.7.1 no relaying messages from some companies. Here is the exact return message:

=====

Your message did not reach some or all of the intended recipients.

Subject: Test
Sent: 3/3/2008 11:08 AM

The following recipient(s) could not be reached:

EI_Sales@xxxxxxxxxxxxxxxxxxxx on 3/3/2008 11:08 AM
You do not have permission to send to this recipient. For assistance, contact your system administrator.
<myemailserver.mydomain.com #5.7.1 smtp;501 5.7.1 This system is not configured to relay mail (r) from <jcnolan@xxxxxxxxxxxx> to <EI_Sales@xxxxxxxxxxxxxxxxxxxx> for 209.x.x.x>