

Re: Getting error 5.7.1 on new ISP

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.

Oh, don't do that. That's insane. If you've got a business account, complain – and if you don't have a business account and must absolutely use a smarthost then find someone else (DynDNS MailHop Outbound works & is inexpensive).

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:

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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:

El_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 <El_Sales@xxxxxxxxxxxxxxxxxxxx> for 209.x.x.x>

That's not an error from your server and if you've got a static IP & a PTR, you're pretty good (although you should perhaps do an SPF record as well).

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Are these recipients people you could successfully e-mail before you changed ISPs? The issue would appear to be in their side.