

## Re: Client refusing incoming smtp messages

---

*Source:*

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.clients/2007-09/msg00054.html>

---

- *From:* Masitpro\_mcse <[Masitpromcse@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Masitpromcse@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 11 Sep 2007 11:02:03 -0700
- 

See below for answers to your questions, thank you.

—  
Mark Anthony MCSE 2003

"Lanwench [MVP – Exchange]" wrote:

Masitpro\_mcse <[Masitpromcse@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Masitpromcse@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote:

Yes, this is my EXCHANGE server that is causing this SMTP error message.

Good. Then don't mention the client & SMTP server. :)

Another thing, there is not a Cisco Pix involved but there is a Cisco 2600 in use provided by the ISP.

Whatever is answering on modns.moxa.com is behind a PIX.

{Have a Juniper Firewall implemented into the structure; could that be a concern with the problem I am having?}

What looks suspicious to me is the modns.moxa.com domain

Well...it isn't a domain. modns is a host in the moxa.com domain. It's an A (address) record.

Re: Client refusing incoming smtp messages

{Checked my DNS and there is an A record for that host}

Is moxa.com your registered Internet domain?

{Yes, this is our registered domain}

Is 59.124.42.188 the \*public\* IP address you use on your own network?

{The public IP address for the exchange server is 208.57.128.69 if that is what you are inquiring about. The above address links the modns host name but don't know what it is exactly for.}

since I not noticed this before  
(maybe because all users are working and never came across this issue before). This problem came to be when I just created a new user account and sent test messages via the internet because sometimes smtp errors occur because of typo mistakes and I checked that already. Maybe should I delete the account and start over? You know glitches are a part of life these days.... Let me know what's on your minds.

No, this has nothing to do with your user account. Please answer my specific questions (answer inline – it's easier to read/follow).

{Wonder why this is happening all of a sudden. Have not done any changes to the exchange server or anything else at that matter. Your assistance is very much appreciated, Ms. Wench.

Re: Client refusing incoming smtp messages

Masitpro\_mcse

<Masitpromcse@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

What I mean is client using Outlook 2003;  
sending out internet mail  
via SMTP works fine.

OK; let's try this again, because this is important. If you are opening an Exchange mailbox directly in Outlook (and are not using an Internet mail account in Outlook), \*Outlook\* is not sending out Internet mail. Nor is it receiving it. Instead, your Exchange server is sending and receiving \*all\* mail, because it's got your internet domain(s) in its recipient policies, and your registered internet domain specifies your Exchange server in its MX records.

But when trying to RECEIVE internet email the following SMTP error message occurs:

A message that you sent could not be delivered to one or more of its recipients. This is a permanent error. The following address(es) failed:

PeiJung.Lu@xxxxxxx  
SMTP error from remote mailer after RCPT TO:<PeiJung.Lu@xxxxxxx>: host modns.moxa.com [59.124.42.188]: 550 5.1.1 <PeiJung.Lu@xxxxxxx>... User unknown

This is the NDR message received from the SENDER. The only way the Outlook client can receive SMTP messages is when I send them thru telnet. This was how I verified if there is a problem, seems like

Re: Client refusing incoming smtp messages

SMTP Outlook client only receives internet email via telnet. This is rather very quirky, so what went wrong?

Again, disregard the client – mentioning it is a bit of a red herring. If Exchange is handling your mail, the client is not relevant. Is Exchange

The sole MX record for moxa.com is modns.moxa.com (59.124.42.188). If you are hosting your own mail directly on your Exchange server, that must be your IP....right?

A telnet to modns.moxa.com on port 25 gives me a

```
220 *****  
200**2****0***00
```

This looks suspiciously like there's a Cisco Pix in use, as I mentioned before, and you need to disable MailGuard on it before any further troubleshooting can be done.

If you do not host your own mail in Exchange (e.g., if that is not your public IP) then then this is not an Exchange-related issue at all....if you're using a POP connector, or POP/IMAP anywhere, it's important to mention that right off the bat.

Masitpro\_mcse  
<Masitpromcse@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote:

Added new  
user  
account to  
AD/Exchange  
2003 and  
verified

Re: Client refusing incoming smtp messages

smtp  
address.  
Client is  
able to send  
out internet  
email  
messages

Meaning, using Outlook or  
OWA to connect directly to  
the Exchange  
mailbox? No Internet Mail  
service on your mail client,  
right? .

but will not  
accept  
incoming  
internet  
email.

Get  
following  
NDR  
message:

A message  
that you  
sent could  
not be  
delivered to  
one or more  
of  
its  
recipients.  
This is a  
permanent  
error. The  
following  
address(es)  
failed:

client@xxxxxxxxxx  
SMTP error  
from remote  
mailer after  
RCPT

Re: Client refusing incoming smtp messages

```
TO:<client@xxxxxxxxxx>:  
host  
modns.domain.com  
[59.124.42.188]:  
550 5.1.1  
<client@xxxxxxxxxx>...  
User  
unknown
```

When I telnet to that IP address on port 25, the banner looks like you've got a PIX. If so, you need to disable Mailguard on it.

<http://support.microsoft.com/kb/295725>

This may or may not be the cause of your actual problem – your description is a bit confusing.

The funny thing is I can send smtp messages via telnet and it is received at the client mailbox. Always add or modify accounts and I have not crossed this type of problem before; what to do next?

You'll need to provide more

Re: Client refusing incoming smtp messages

info, I think.

What's your real domain  
name? No need to hide it –  
it isn't a state  
secret. :)