

POP3/SMTP external authentication error "550 5.7.1 Unable to Relay"

Source: <http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.setup/2004-03/0306.html>

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Hello all,

I am having some problems here trying to allow a client to access and send mail from an outside source via pop3 connection. I have a Windows 2000 Server with SP4 and Exchange Server 2003. I have all of the default settings in place. In addition, I have an SMTP connector in place with the default recommended settings.

My default settings for the SMTP virtual server include the following:

Authentication = Anonymous, Basic, Integrated Windows Authentication.

Relay = Only the list below (with a blank panel), Allow all computers which successfully authenticate....

I have the client set up in Outlook with the following settings:

Internet E-Mail Settings = My outgoing server (SMTP) requires authentication, Log on to incoming mail server before sending mail

I have also referenced the following:

323669.KB.EN-US XFOR: "550 5.7.1 Unable to Relay" Error Message When E-mail Is Sent to

<http://support.microsoft.com/default.aspx?scid=KB:EN-US:323669>

(Deals with Exch 2000)

289553.KB.EN-US XIMS: Non-Delivery Report 550 5.7.1: Unable to Relay

<http://support.microsoft.com/default.aspx?scid=KB:EN-US:289553>

(Deals with recipient policies – this appears to be inbound mail)

283287.KB.EN-US XADM: Users Receive Random 5.7.1 and 5.7.3 NDRs

<http://support.microsoft.com/default.aspx?scid=KB:EN-US:283287> (also

Exch 2000 and corrected in SP1)

327759.KB.EN-US HOW TO: Use Recipient Policies to Resolve Nondelivery Reports Caused by

<http://support.microsoft.com/default.aspx?scid=KB:EN-US:327759>

Bottom line is, with logging enabled, I can authenticate successfully with pop3 first, then I get denied by the

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SMTP virtual server. Everything I have read says that it is set up correctly (I think). Here is a shot of the two logs:

First,

Event 1010; Source POP3SVC

Client *.*.* successfully logged on to mailbox *****@*****.net

Followed by:

Event 7010; Source MExchange Transport

This is an SMTP protocol log for virtual server ID 1, connection #3. The client at *.*.* sent a "rcpt" command, and the SMTP server responded with "550 5.7.1 Unable to relay for *****@*****.net ". The full command sent was "rcpt TO: <*****@*****.net>". This will probably cause the connection to fail.

One last thing, if I force the clients IP into the relay list, everything works fine. The problem is that he has a dynamic IP.

Any help would be greatly appreciated! Thanks in advance!