

## Re: Problems with exchange2000

**Source:** <http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.setup/2004-04/1589.html>

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**From:** Patrick Genova [MSFT] ([pgenova\\_at\\_online.microsoft.com](mailto:pgenova_at_online.microsoft.com))

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Date: Thu, 29 Apr 2004 07:30:03 -0400

Hi Zack,

There are a couple of basic troubleshooting steps that you can take to narrow the problem down. The first is to make sure your External Public MX records are correct. Next do a Telnet from outside your Domain to your MX record and see if your Exchange Server answers and also drop off a piece of mail to your self and see if you get it this way. I would then go to your server and do a Telnet session on the Server itself and attempt to drop off a piece of mail this way. If the inside test works and the outside test fails the problem is outside of Exchange but if both fail the problem is with the Server.

203204 XFOR: How to Obtain Internet Mail Exchanger Records with the <http://support.microsoft.com/?id=203204>

153119 XFOR: Telnet to Port 25 to Test SMTP Communication <http://support.microsoft.com/?id=153119>

Hope this helps,

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Patrick Genova

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"Zack" <[softtitler@globetrotter.net](mailto:softtitler@globetrotter.net)> wrote in message

news:d67d859c.0404280757.2d84a7f0@posting.google.com...

> Hi All

>

> I just installed an exchange server, followed all the procedures,  
> opened the right ports on the firewall, but the emails are not being  
> received.

> Here is my config:

> Windows2000 ADV server sp4, exchange2000 sp3, DC, DNS

> Ports on the firewall : http, https, IKE, smtp and poop3

> if i send an email using this box to any email address there is

> absolutely no problem, but if any external email address sends an

> email to any account on this box, the emails are not received, and

> there is no mailer daemon, message or anything that comes back to

> notify the sender that the email was not received.

> I even opened all the ports on the firewall pointing to the box to

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> make sure it's not a port problem, but still the same problem.  
> While connecting to OWA there is no problem, it's just that all the  
> mailboxes are empty.  
> I also noticed that in system manager-- servers--xxx--first storage  
> group--mailboxes i see that the total items on the mailboxes are  
> higher than the items that i see In microsoft outlook or in OWA  
> Just as example, for the administrator, in OWA and outlook i see only  
> one message which is welcome to microst outlook  
> but in total items in mailboxes is 9 ( i suppose all the tests that i  
> did )  
> Do you guys have any idea what could be the problem ??  
>  
> Sorry for being so long  
> Thanks in advance for helping me