

Re: messages stuck in queue

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.admin/2004-08/0966.html>

From: Joseph (*anonymous_at_discussions.microsoft.com*)

Date: 08/21/04

Date: Sat, 21 Aug 2004 07:50:05 -0700

>-----Original Message-----

>Joseph:

> I have seen these errors, too. This usually ends up happening when the

>remote domain's DNS information is wrong. For example, you are sending a

>message to domain XYZ.COM. XYZ.COM either does not exist or the domain

>exists but there are no MX records or A records to which your server can

>send mail.

>

> If this is a real domain and you are sure it is valid, then it might be

>connectivity related. From the Exchange server console, try this:

>

>NSLOOKUP -Q=MX XYZ.COM

>

> (where XYZ.COM is the name of the domain in question).

>

> See if either an "A" record or an "MX" record appears in the listing.

>It should. If it does, try to TELNET to the remote SMTP server's port 25.

>For example, if it returns a record for their SMTP server like SMTP.XYZ.COM,

>try typing:

>

>TELNET SMTP.XYZ.COM 25

>

> See if an SMTP banner of some type appears. If you have connectivity,

>then you should see their system's SMTP banner appear.

>

> If this is only happening to one external system,

then try contacting

>the administrator of the remote system and see if they are having DNS

>problems. That is what I had to do. Come to find out, the company I had

>contacted had just changed their external DNS servers and had not set them

>up properly.

>

>HTH,

>

>Jim McBee

><http://www.somorita.com>

>

>"Joseph" <anonymous@discussions.microsoft.com> wrote in message

>news:9daa01c486d9\$ad9a6ae0\$a501280a@phx.gbl...

>> Having a problem with e-mails being sent to certain

>> domains. Noticing that they are stuck in the queue for

>> the last two days. Here are the error messages.

>>

>> An SMTP Protocol error occurred (#1)

>>

>> Unable to bind to the destination server in DNS (#2)

>>

>> The remote Server did not responds to a connection attempt

>> (#3)

>>

>> Are any of these on our end? How to troubleshoot?

>>

>> Much Thanks,

>>

>> Joseph

>>

>>

>

>

>

Jim,

Thank you for the reply. I tried the suggestions that you gave me.

>From a computer outside the network I ran nslookup.

Able to see the MX Preference records for the first and third domains but not for the second domain.

So that is the reason for the 'unable to bind to the destination server in DNS' error. There is no mx record.

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I did a telnet session to the other two saw the SMTP banner.

Interesting point: from our Exchange Server I did nslookup and had the same results. However, with the telnet command I was not able to get to the first domain (SMTP Protocol error).

So, from outside the network all is good but from inside the network having an SMTP error with the first domain.

I did the same test with domains (microsoft.com and hp.com and cdw.com) that are know to be valid and everything worked, both inside and outside the network.

Thank you, Joseph