

## Re: Exchange can't send email to one of the domains

**Source:**

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.admin/2004-11/0789.html>

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**From:** Boris Lokhvitsky (*msexpert\_at\_community.nospam*)

**Date:** 11/23/04

Date: Tue, 23 Nov 2004 13:48:48 -0800

Thanks a lot Josh,

These both ideas had already come to my mind, too. I have suggested the idea of adding a connector for specified SMTP namespace. Unfortunately, Exchange servers I am asking about are not directly in my jurisdiction so I don't know yet if they checked this idea.

One small question here – if I specify the MX servers from the domain in question as smart hosts for this connector, wouldn't they reject the messages as an SMTP relay attempt? I was going to use the "good" server as a smart host for the "bad" server, wouldn't that be better since they belong to the same org and SMTP namespace?

As for Helo instead of Ehlo, I have tried both when sending mails from a Telnet SMTP session. Both worked fine. By the way, can I switch the Exchange virtual SMTP server to send Helo instead of Ehlo, rather than switching a connector? (Yes I understand this will be a global setting).

Thanks for your help! Yes this IS odd. Unfortunately, as I said, I am not sitting directly on these Exchange servers... they actually belong to our client trying to send mail to our domain (the "domain in question" :)), – when they couldn't they actually started blaming us, so I'm trying to find an actual reason.

Thanks again,  
Boris

"Josh Fooks [MSFT]" <jfooks@online.microsoft.com> wrote in message news:evHPhsP0EHA.3408@tk2msftngp13.phx.gbl...

> *Hi Boris,*

>

> <oops...lemme repost this in a cross-post so see it> :)

>

> *Something easy you can do to track down the problem to being related to DNS*

> *or not is to create an SMTP connector with the domain for that org on the*

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> address space tab. Then on the general tab, use a smarthost with the  
> correct (and verified) primary MX record as the smarthost. This will  
allow  
> you to completely bypass the DNS lookup portion if you're suspecting a  
> lookup issue. If the mail is still sticking in the queue, then we can  
know  
> for certain whether or not it's SMTP or DNS.  
>  
> Another trick we can try if the messages are still sticking is to change  
> that test connector to send HELO instead of EHLO. If we're timing out on  
an  
> ESMTP verb that's passed and removed at one of the gateways, this will  
dumb  
> the conversation down enough to not send any ESMTP verbs any longer.  
>  
> ...but it IS odd that one server can and one server can't... <ponders>  
>  
> -Josh  
>  
> "Boris Lokhvitsky" <msexpert@community.nospam> wrote in message  
> news:OGt0phP0EHA.1392@TK2MSFTNGP14.phx.gbl...  
> > Thanks for answering Kevin,  
> >  
> > I get the same results on both servers. Correct MX entries.  
> >  
> > Exchange's SMTP, however, is performing DNS queries in a different  
manner  
> > (for example, it is always using TCP, not UDP, for DNS queries), so it  
> > cannot be a big argument... and I did not perform TCP based nslookup  
> > queries.  
> >  
> > <http://support.microsoft.com/?id=263237>  
> >  
> > Thanks,  
> > Boris  
> >  
> >  
> > "Kevin Longley" <kwlongley@cirtronics.com> wrote in message  
> > news:e8dBYRO0EHA.1188@tk2msftngp13.phx.gbl...  
> > > If you use Nslookup to verify the mx records of the domain in question,  
> > > from  
> > > each of the exchange servers, what do you get for results?  
> > >  
> > > "Boris Lokhvitsky" <msexpert@community.nospam> wrote in message  
> > > news:eVIhsLM0EHA.2572@tk2msftngp13.phx.gbl...  
> > > > Hello All,  
> > > >  
> > > > Here's a strange problem. There are two Exchange 2000 SP3 servers (on  
> > > > Windows 2000) hosting mailboxes, both belonging to the same  
> > > organization,  
> > > > administrative group, and routing group. No SMTP or any other

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> >> > *connectors*  
> >> > *configured. Virtual SMTP servers seem to be configured identically on*  
> > *both*  
> >> > *servers. Both servers use the same DNS servers for DNS resolution.*  
Both  
> >> > *servers (and DNS servers too) have private addresses and are behind a*  
> >> > *firewall/NAT. No SMTP proxies / gateways / smart hosts for the*  
outgoing  
> >> > *e-mail.*  
> >> >  
> >> > *Now the problem itself: \_ONE\_ of these servers can't send out e-mail*  
> >> > *messages to \_ONE\_ specific SMTP domain on the Internet. The mail just*  
> > *sits*  
> >> > *in the queue until its TTL expires. All other mail for other domains*  
> > *seems*  
> >> > *to work fine. Second Exchange server can send e-mail normally to all*  
> >> > *domains*  
> >> > *including the domain in question.*  
> >> >  
> >> > *On DNS server it can be seen that MX records for the domain in*  
question  
> >> > *appear in the cache when sending e-mail from the "good" server but*  
not  
> >> > *when*  
> >> > *sending e-mails from the "bad" server. Seems to be a DNS related*  
issue  
> >> > *(strange). However, messages sent to the same domain from the "bad"*  
> > *server*  
> >> > *using a command prompt Telnet session directly to SMTP, go through*  
just  
> >> > *fine. Hence – still an Exchange configuration issue?*  
> >> >  
> >> > *I'm out of ideas... any thoughts?*  
> >> >  
> >> > *Thanks a lot in advance,*  
> >> > *Boris*  
> >> >  
> >> >  
> >>  
> >>  
> >  
> >  
>  
>