

Strange smtp problem

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Hello all, hope someone can help or point me in the right direction.

Client with docsis cable modem Internet access – upgraded from regular cable 2 weeks ago – this involved cable modem change, isp head-end equipment change (docsis), ip address change, and reverse dns pointer change (isp). There were some complaints about missing email approx. 1 month ago but these were not taken too seriously due to difficulty in proving they were sent (IE from outside) – now I'm starting to wonder

SBS 2000 sp4, not 100% certain of exchange update status.

The problem began several days ago when a sister company (physically only blocks away) (same isp, same head-end isp router) could not send emails to said client recipients. Some emails do get through although sporadic. The ones that do not get through vanish into the ether – no ndr, no nothing. The other end is Exchange 2003 Standard (sp2) on 2003 Server Standard (sp1).

I have used telnet to troubleshoot (details below). This morning I had an isp rep come to the other site. The first 20 times I tried telnetting in I got the 220 header every time, by the time he left (after I had gone to two other sites via vpn and tried with varying success, the problem was back with a vengeance – zero 220 banners in 20 tries – frustrating and confusing.

The test is just telnet ipaddress 25 – the ADLS sites came up with the 220 banner each time, although several iterations were delayed by 2 to 4 seconds before the banner appeared. When the test 'failed' I mean the cursor went to top left corner or one to right of that and stayed there until I hit any char which would cause it to drop out.

2 nights ago I spent 2.5 hrs doing the telnet test from 5 different sites, using 20 reps each, then doing a tracert and documenting the results. That made me think that it was a router issue because it did not fail from two sites that were on ADSL. When I checked the tracert output it was clear that a specific isp router that worked for the ADSL sites was not being traversed when I checked the other 'external' sites

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(IE different isp) which also 'failed' my testing. Tonight I ran network monitor each end whilst doing the telnet test – I see the banner going out from the target machine but not coming in to telnet side machine, so it's getting lost somewhere between the target Sonicwall on out – have not yet set up detail logging on Sonicwall – maybe tomorrow.

I am not too sure what I am dealing with here (isp, cable modem, sonicwall, exchange, o/s, or ??), should also mention that the two sites in close proximity are Sonicwall soho3 unlimited units. All the others are varying Sonicwall models.

Also saw MS KB 895857 – will try that tomorrow but doesn't seem to fit that well.

Any help would be much appreciated –

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