

Trouble sending external emails on Win2k3

Source:

http://www.tech-archive.net/Archive/Internet-Server/microsoft.public.inetserver.iis.smtp_nntp/2006-12/msg00000.htm

- *From:* "aze" <contact@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* 30 Nov 2006 01:32:24 -0800
-

Hi.

I have been trying for a couple of days now and cannot seem to get my server to send external emails (Internal emails send and receive fine).

All the external emails just sit in the Queue and eventually get binned in the badmail folder. I have looked in the logs and can see the emails being received no problems, but in the event log I get a SMTPSVC warning 4000 event (sometimes 4006).

I'm hoping someone out there can help me with this issue. I have run SMTPDiag on the box and the results are below. Every indication is this seems to be a DNS issue, but I cant for the life of me figure it out.

I have uninstalled the AV (Symantec) as have read this may have caused this issue.

I have a wireless router (Netgear) but have set the firewall rules to allow comms on any port from anyone. Any help will be appreciated.

Thanks

Event id 4000 source smtpsvc
description: Message delivery to the remote domain 'yahoo.com' failed for the following reason:
Unable to bind to the destination server in DNS.

***** INTERNAL TO EXTERNAL RESULTS – FAILED

```
D:\Shared Resources\Software\Downloaded\SMTPDIAG\SmtpdDiag>smtpdia  
justinparkes@xxxxxxxxxxxxx justinparkes@xxxxxxxx /v
```

```
Searching for Exchange external DNS settings.  
Computer name is PARKESSERVER.
```

```
Checking SOA for yahoo.com.  
Checking external DNS servers.  
Checking internal DNS servers.
```

Trouble sending external emails on Win2k3

Checking TCP/UDP SOA serial number using DNS server [192.168.0.3].
Failed: DNS server [192.168.0.3] may be down.
DNS server [192.168.0.3] did not return a valid SOA record.
SOA serial number match: Failed with one or more failures.

Checking local domain records.

Starting TCP and UDP DNS queries for the local domain. This test will try to validate that DNS is set up correctly for inbound mail. This test can fail for 3 reasons.

- 1) Local domain is not set up in DNS. Inbound mail cannot be routed to local mailboxes.
- 2) Firewall blocks TCP/UDP DNS queries. This will not affect inbound mail, but will affect outbound mail.
- 3) Internal DNS is unaware of external DNS settings. This is a valid configuration for certain topologies.

Checking MX records using TCP: iposituk.com.

MX: parkesserver.iposituk.com (10)

A: parkesserver.iposituk.com [192.168.0.3]

Checking MX records using UDP: iposituk.com.

MX: parkesserver.iposituk.com (10)

A: parkesserver.iposituk.com [192.168.0.3]

Both TCP and UDP queries succeeded. Local DNS test passed.

Checking remote domain records.

Starting TCP and UDP DNS queries for the remote domain. This test will try to validate that DNS is set up correctly for outbound mail. This test can fail for 3 reasons.

- 1) Firewall blocks TCP/UDP queries which will block outbound mail. Windows 2000/NT Server requires TCP DNS queries. Windows Server 2003 will use UDP queries first, then fall back to TCP queries.
- 2) Internal DNS does not know how to query external domains. You must either use an external DNS server or configure DNS server to query external domains.
- 3) Remote domain does not exist. Failure is expected.

Checking MX records using TCP: yahoo.com.

Warning: The TCP DNS query returned no results.

Checking MX records using UDP: yahoo.com.

Error: No MX or A records were found for the remote domain. Verify that the

Trouble sending external emails on Win2k3

remote domain is valid. Your firewall allows outbound DNS queries (Windows NT/2000 Server requires TCP), and your DNS server can resolve external domains.

***** INTERNAL TO INTERNAL RESULTS

```
D:\Shared Resources\Software\Downloaded\SMTPDIAG\Smtpdia>smtpdia  
justinparkes@  
ipostituk.com catrionaparkes@xxxxxxxxxxxxx /V
```

Searching for Exchange external DNS settings.
Computer name is PARKESSERVER.

Checking SOA for ipostituk.com.
Checking external DNS servers.
Checking internal DNS servers.

Checking TCP/UDP SOA serial number using DNS server [192.168.0.3].
TCP test succeeded.
UDP test succeeded.
Serial number: 2006113023
SOA serial number match: Passed.

Checking local domain records.
Starting TCP and UDP DNS queries for the local domain. This test will try to validate that DNS is set up correctly for inbound mail. This test can fail for 3 reasons.

- 1) Local domain is not set up in DNS. Inbound mail cannot be routed to local mailboxes.
- 2) Firewall blocks TCP/UDP DNS queries. This will not affect inbound mail, but will affect outbound mail.
- 3) Internal DNS is unaware of external DNS settings. This is a valid configuration for certain topologies.

```
Checking MX records using TCP: ipostituk.com.  
MX: parkesserver.ipostituk.com (10)  
A: parkesserver.ipostituk.com [192.168.0.3]  
Checking MX records using UDP: ipostituk.com.  
MX: parkesserver.ipostituk.com (10)  
A: parkesserver.ipostituk.com [192.168.0.3]  
Both TCP and UDP queries succeeded. Local DNS test passed.
```

Checking remote domain records.
Starting TCP and UDP DNS queries for the remote domain. This test will try to validate that DNS is set up correctly for outbound mail. This test can fail for

Trouble sending external emails on Win2k3

3 reasons.

1) Firewall blocks TCP/UDP queries which will block outbound mail.

Windows

2000/NT Server requires TCP DNS queries. Windows Server 2003 will use UDP

queries first, then fall back to TCP queries.

2) Internal DNS does not know how to query external domains. You must

either use an external DNS server or configure DNS server to query external domains.

3) Remote domain does not exist. Failure is expected.

Checking MX records using TCP: ipostituk.com.

MX: parkesserver.ipostituk.com (10)

A: parkesserver.ipostituk.com [192.168.0.3]

Checking MX records using UDP: ipostituk.com.

MX: parkesserver.ipostituk.com (10)

Both TCP and UDP queries succeeded. Remote DNS test passed.

Checking MX servers listed for catrionaparkes@xxxxxxxxxxxxxxxx

Connecting to parkesserver.ipostituk.com [192.168.0.3] on port 25.

Received:

220 smtp.ipostituk.com Microsoft ESMTP MAIL Service, Version:

6.0.3790.1830 read

y at Wed, 29 Nov 2006 23:36:07 +0000

Sent:

ehlo ipostituk.com

Received:

250-smtp.ipostituk.com Hello [192.168.0.3]

250-AUTH GSSAPI NTLM

250-TURN

250-SIZE 8388608

250-ETRN

250-PIPELINING

250-DSN

250-ENHANCEDSTATUSCODES

250-8bitmime

250-BINARYMIME

250-CHUNKING

250-VERFY

250 OK

Sent:

mail from: <justinparkes@xxxxxxxxxxxxxxxx>

Received:

250 2.1.0 justinparkes@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx OK

Sent:

rcpt to: <catrionaparkes@xxxxxxxxxxxxxxxx>

Received:

Trouble sending external emails on Win2k3

Trouble sending external emails on Win2k3

250 2.1.5 catrionaparkes@xxxxxxxxxxxxxx

Sent:

quit

Received:

221 2.0.0 smtp.iposituk.com Service closing transmission channel

Successfully connected to parkesserver.iposituk.com.

PLEASE HELP

.