

## Re: SMTP problem: some emails get stuck, smtp says its teh destination pop server

*Source:*

<http://www.tech-archive.net/Archive/Internet-Server/microsoft.public.inetserver.iis/2004-06/1372.html>

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*Date:* 06/11/04

Date: 11 Jun 2004 12:51:51 -0700

Sorry for the confusion. My observations were not wrong, but my written description of the events is admitted horrible. I apologize for that and here's some clarification:

As for my reference to the "DROP" folder, I must have been high on crack when I posted that. I meant the "QUEUE" folder. There is nothing ever in the DROP folder because my SMTP server only sends emails. So outbound emails to the "My.company.com" domain get stuck in the QUEUE folder and require a second email to that same domain to get "unstuck" and send.

The event log errors are pretty generic. I cleared the logs since I last had the error, but it was along the lines of "a connection could not be established". So basically my SMTP service is making attempts to deliver and failing to CONNECT to the destination server.

As I said in the first post, all I have to do is send a 2nd email to that domain and the first email gets sent successfully (disappears from the QUEUE folder) with no hitches whatsoever.

I also have access to the destination SMTP server (Mercury server). The Mercury logs show that It never actually receives an email. It gets a successful connection attempt but then the connection terminates.

The only other clue I have is that this domain has 2 MX records, the first of which is not functioning. I can see from my logs that it tries teh first record, fails, and then successfully tries the 2nd record. Probably a Red Herring but worth mentioning.

Here are my SMTP Logs for the source SMTP server. Thanks for the quick response!

will

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SMTP Log excerpt of a SMTP send attempt of a "STUCK" email:

2004-06-09 17:36:48 dest.SMTP.ip.addr OutboundConnectionResponse  
SMTPSVC1 MYSERVERNAME - 25 --  
220+my.companyemail.com+ESMTP+server+ready. 0

2004-06-09 17:36:48 dest.SMTP.ip.addr OutboundConnectionCommand  
SMTPSVC1 MYSERVERNAME - 25 EHLO - orig.SMTP.ip.addr 0

2004-06-09 17:36:48 dest.SMTP.ip.addr OutboundConnectionResponse  
SMTPSVC1 MYSERVERNAME - 25 --  
250-Requested+mail+action+okay,+completed 0

HERE'S WHERE THE EMAIL HEADERS AND BODY SHOULD APPEAR, BUT YOU CAN SEE THAT A QUIT COMMAND IS GIVEN INSTEAD

2004-06-09 17:36:48 dest.SMTP.ip.addr OutboundConnectionCommand  
SMTPSVC1 MYSERVERNAME - 25 QUIT -- 0

2004-06-09 17:36:48 dest.SMTP.ip.addr OutboundConnectionResponse  
SMTPSVC1 MYSERVERNAME - 25 --  
221+my.companyemail.com+Service+closing+channel. 0

SMTP Log excerpt of that same email when it gets "UNSTUCK" after a 2nd email to the same domain is sent to the queue:

2004-06-09 17:28:44 dest.SMTP.ip.addr OutboundConnectionResponse  
SMTPSVC1 MYSERVERNAME - 25 --  
220+my.companyemail.com+ESMTP+server+ready. 0

2004-06-09 17:28:44 dest.SMTP.ip.addr OutboundConnectionCommand  
SMTPSVC1 MYSERVERNAME - 25 EHLO - orig.SMTP.ip.addr 0

2004-06-09 17:28:44 dest.SMTP.ip.addr OutboundConnectionResponse  
SMTPSVC1 MYSERVERNAME - 25 --  
250-Requested+mail+action+okay,+completed 0

2004-06-09 17:28:44 dest.SMTP.ip.addr OutboundConnectionCommand  
SMTPSVC1 MYSERVERNAME - 25 MAIL -  
FROM:<webmaster@chicago.mycompany.com>+SIZE=840 0

2004-06-09 17:28:44 dest.SMTP.ip.addr OutboundConnectionResponse  
SMTPSVC1 MYSERVERNAME - 25 --  
250+Sender+and+size+(840)+OK+-+send+RCPTs. 0

2004-06-09 17:28:44 dest.SMTP.ip.addr OutboundConnectionCommand  
SMTPSVC1 MYSERVERNAME - 25 RCPT - TO:<sales@chicago.mycompany.com> 0

2004-06-09 17:28:44 dest.SMTP.ip.addr OutboundConnectionResponse  
SMTPSVC1 MYSERVERNAME - 25 -- 250+Recipient+OK+-+send+RCPT+or+DATA. 0

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```
2004-06-09 17:28:44 dest.SMTP.ip.addr OutboundConnectionCommand
SMTPSVC1 MYSERVERNAME - 25 DATA -- 0
```

```
2004-06-09 17:28:44 dest.SMTP.ip.addr OutboundConnectionResponse
SMTPSVC1 MYSERVERNAME - 25 -- 354+OK,+send+data,+end+with+CRLF.CRLF 0
```

```
2004-06-09 17:28:44 dest.SMTP.ip.addr OutboundConnectionResponse
SMTPSVC1 MYSERVERNAME - 25 -- 250+Data+received+OK. 0
```

```
2004-06-09 17:28:44 dest.SMTP.ip.addr OutboundConnectionCommand
SMTPSVC1 MYSERVERNAME - 25 QUIT -- 0
```

```
2004-06-09 17:28:44 dest.SMTP.ip.addr OutboundConnectionResponse
SMTPSVC1 MYSERVERNAME - 25 --
221+my.companyemail.com+Service+closing+channel. 0
```

I changed the domains and ips around for security reasons: here's what they refer to:

dest.SMTP.ip.addr – the ip address of the receiving POP server  
orig.SMTP.ip.addr – The ip address of my outbound SMTP server  
my.companyemail.com – the resolved domain of the receiving SMTP server  
MYSERVERNAME – The name of my Win2k3 box that hosts the SMTP service