

Re: Outlook Express Undeliverable

Source:

<http://www.tech-archive.net/Archive/Internet/microsoft.public.internet.mail/2005-10/msg00009.html>

- *From:* "Vanguard \ (NPI)" <vanguard.code@xxxxxxxxxxxxxxxx>
 - *Date:* Thu, 13 Oct 2005 09:06:58 -0500
-

<parvardigar@xxxxxxxx> wrote in message
news:1129210387.987591.291730@xx
> Here's a small problem. I have a client (I do know this fellow is
> computer basic) who is able to send his email out to everyone but
> this writer. We're good friends, and most of the exchanges would be
> neutral. He insists that after composing he sends to me the letter
> either as original, or 'reply'. He informs that that everyone receives
> every piece of email he sends, except me. I use a few email address so
> he has several options. I don't get it. Even though he calls me to
> follow up on a crucial message it's best for my records to have a
> 'paper trail' for reference. Any thoughts on this? Thanks
>

If your client is not getting an NDR (non-delivery report) message back from his mail server (which means his sending mail server got rejected during the mail session with the receiving mail server, like for an invalid or max'ed out quota account) or from your mail server (because it improperly sends out *new* mails as NDRs but *after* the mail session is over) then it doesn't appear to be a problem on the client's end. The sender isn't getting anything back saying there was a delivery problem.

Have you used the webmail interface to your server-side mailbox to check its options? Maybe you have server-side rules defined that moved or deleted his message. Maybe you have server-side spam filtering enabled and his mails are getting tagged as spam and either moved into a Junk/Bulk folder or getting deleted. Maybe you have server-side virus scanning enabled and your sender is infected so his mails could also be infected. If anything, you could use the webmail interface to check if the sender's mail ever arrived. If you see it there but cannot yank it using your local e-mail client then the problem is local and not a delivery problem between accounts. Have your client send a test mail to you but make sure your local e-mail client is NOT running. Then check if their mail arrived by using the webmail interface.

It is possible your e-mail provider has blacklisted the sender or their domain. Usually this means the mail would either get rejected (if the receiving mail server was configured properly to reject such mails *during* the mail session) and the sender gets an NDR back from their own sending

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mail server, or your mail provider tags it as spam and moves it out of the Inbox into a Junk/Bulk folder if you enabled their anti-spam feature. If your e-mail provider blacklisted the sender, accepted their mail but trashed it, and never let you get it then you have a very rude and irresponsible e-mail provider. There is no guarantee that the message is spam. After all, even if every rule, DNS blacklist, Bayesian weighing, or other method to detect spam says it is spam, it is NOT spam if you overtly and deliberately subscribed to it. YOU define what is spam sent to you, and any tools or services you employ to battle spam still must comply with YOUR criteria as to what is and is not spam. If a tool or service tags some mails as spam, they must not throw them away unless YOU configure or authorize them to do so.

Any mails that are accepted must be delivered to your mailbox although they may get moved into folders other than the Inbox. However, mails that are rejected DURING the mail session are never delivered to you mailbox but the sender should receive an NDR from their own sending mail server telling the sender the reason for the in-session rejection, like destination account's quota is full (their mailbox is full), invalid username, disabled account, cannot find MX record for sender's mail server, sending mail server uses a dynamic IP address instead of a static one, etc.). If you cannot find anything in your mailbox (in any folders defined for it) and you do not have any server-side rules or spam filtering enabled, it is very possible that your sender is using rules or filtering to trash any NDRs that they would have received.

E-mail: Remove "NIX" and add "#LAH" to Subject.

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- **References:**
 - ◆ **[Outlook Express Undeliverable](#)**
 - ◇ From: parvardigar
 - Prev by Date: **[Outlook Express Undeliverable](#)**
 - Next by Date: **[Re: Trash Can](#)**
 - Previous by thread: **[Outlook Express Undeliverable](#)**
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