

## RE: Email Delivery Problem

**Source:**

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2004-07/5345.html>

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**From:** Ricky Morris [MSFT] (*rickym\_at\_online.microsoft.com*)

**Date:** 07/21/04

Date: Wed, 21 Jul 2004 22:40:55 GMT

Rick,

When the POP3 connector downloads mail for a user (POP3 Email address: userxyz@domain.au) and is configured to deliver the mail from the POP3 mailbox to the corresponding user's mailbox on the Exchange server, the server will accept the mail provided it has an address space configured in its recipient policy which matches the Email domain of the POP3 account. In this case, @domain.au.

OK, now what happens to this mail? Exchange will deliver the downloaded mail to the user's mailbox provided that there is an exact match for the user's POP3 domain name in the Exchange recipient policy otherwise it will not. Exchange will not "make this mail available to the user" unless there is an exact match between the one of the user's SMTP aliases and the email recipient to which the POP3 mail is addressed. The mail is in the mailbox (as you have observed using the Exchange System Manager) but the mail is not "delivered." The user's SMTP alias which exactly matches the user's POP3 mail account Email address is normally set as the primary SMTP alias which then becomes the reply to address for outbound mail from this user.

The Exchange Recipient Update Service (RUS) stamps the users' accounts in the Active Directory with the automatically generated SMTP aliases derived from the SMTP address spaces in the recipient policy plus the users' logon names. So if this user's logon name is user, the automatically generated primary SMTP address for the user will be user@domain.au, not userxyz@domain.au. The mail downloaded from the POP3 server by the connector was delivered to the mailbox but is held there because there is no user in the AD with the correct SMTP mail address to receive it. Fix this problem by adding an SMTP address, set as primary, which exactly matches the user's POP3 Email address, in the user's account properties | Email Addresses Tab.

Best Regards,

Ricky Morris, MCSE

Microsoft Small Business Server Support

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Newsgroups:

SBS v4.x : microsoft.public.backoffice.smallbiz

SBS 2000: microsoft.public.backoffice.smallbiz2000

SBS 2003: microsoft.public.windows.server.sbs

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Content-Class: urn:content-classes:message  
From: "Rick Mutimer" <rickm@rkt.com.au>  
Sender: "Rick Mutimer" <rickm@rkt.com.au>  
Subject: Email Delivery Problem  
Date: Sat, 27 Mar 2004 19:35:16 -0800  
Lines: 12  
Message-ID: <11cde01c41475\$aff22e30\$a601280a@phx.gbl>  
MIME-Version: 1.0  
Content-Type: text/plain;  
    charset="iso-8859-1"  
Content-Transfer-Encoding: 7bit  
X-Newsreader: Microsoft CDO for Windows 2000  
X-MimeOLE: Produced By Microsoft MimeOLE V5.50.4910.0300  
Thread-Index: AcQUda/ybNLYJ9w0T5Gu3/tJ9IXZ/A==  
Newsgroups: microsoft.public.windows.server.sbs  
Path: cpmsftngxa06.phx.gbl  
Xref: cpmsftngxa06.phx.gbl microsoft.public.windows.server.sbs:56276  
NNTP-Posting-Host: tk2msftngxa14.phx.gbl 10.40.1.166  
X-Tomcat-NG: microsoft.public.windows.server.sbs

I have installed SBS 2003 and am using the pop3 connector to download emails from a number of external pop3 accounts. The emails are downloaded and removed from the external hosted server every 15 minutes as specified. The downloaded emails appear in the respective mailboxes for the users. At least the number of emails in the mailbox appears correct. All clients are using OL2003 for email and when they log in and send/receive etc NO emails are downloaded from the SBS server. A solution to create a new profile in OL2003 with only the Exchange account was suggested but this does not work. I would be very grateful for any help as I have to get this fixed ASAP