

Re: Perplexing Exchange Problem between 2 SBS Sites

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2004-12/3402.html>

From: Steve Foster [SBS MVP] (steve.foster_at_picamar.co.uk)

Date: 12/13/04

Date: Mon, 13 Dec 2004 11:35:22 -0800

Victor wrote:

- > *I manage 2 sites for one company, a main office and a branch office.*
- > *Main Office has SBS 2000. Branch office has SBS 2003 Standard.*
- >
- > *Domain name for main office is companymain.com*
- > *Domain name for branch office is companybranch.com*
- > *Both sites can send and receive email using SMTP from any domain ok*
- > *with one big exception.*
- >
- > *Companybranch.com mail sent to Companymain.com usually, but not*
- > *always(9 out of 10 times), does not arrive. Occasionally it will*
- > *arrive after a delay of an hour or so. Very rarely it will arrive*
- > *promptly (1 in 50). NDR's said 4.4.7.until Microsoft support*
- > *recommended turning off NDR's.*
- >
- > *Companymain.com mail sent to Companybranch.com always arrives*
- > *promptly (usually within seconds).*
- >
- > *Main office ISP is Bellsouth DSL*
- > *Branch Office ISP is a local wireless ISP due to the remote site.*
- >
- > *This problem showed up after I converted the main office to direct*
- > *SMTP mail from using a Global POP3 Connector to our website domain*
- > *(companymain.com) hosting company's (Verio) POP3 server.*
- >
- > *MX and A record changes were made to point SMTP mail to the Main*
- > *Office SBS Server. These were successful as all mail except for mail*
- > *from companybranch.com is received and sent promptly.*
- >
- > *I spent 6 hours with Microsoft Tech Support on Friday. They checked*
- > *both servers remotely. They disabled the default SMTP Virtual server*
- > *on both servers and recreated them in case they were corrupt.*
- >
- > *I tried sending the outgoing Companybranch.com email through the*

microsoft.public.windows.server.sbs: Re: Perplexing Exchange Problem between 2 SBS Sites

- > *wireless ISP's smart host after discussing the problem with their*
- > *tech. That made no difference good or bad so I reverted to the*
- > *settings recommended by Microsoft.*
- >
- > *Microsoft Support said to call back if the problem continued so I*
- > *will do that but even they were perplexed.*
- >
- > *Anyone had a similar problem receiving mail from between 2 SBS sites?*

I have email flowing between several SBS sites without any problem (all my customers and me!).

I'd start by checking the DNS entries for each domain are correct, *and* resolving correctly from each network. I'd also look at whether reverse DNS for each site exists and matches up with the DNS.

Secondly, I'd look at how you have Exchange configured for blocking spam (eg RBL, 3rd-party tools, etc), particularly with reference to reverse DNS.

Assuming that's all ok, I'd next try a direct SMTP telnet from the problem network to the other network, and sending a manual email ("TELNET <MX Name> 25 <CR> HELO <src domain name> <CR> MAIL FROM: <valid source email> <CR> etc") and see what happens to that.

--

Steve Foster [SBS MVP]

MVPs do not work for Microsoft. Please reply only to the newsgroups.