

# Re: No Automatic welcome e-mail after SBS SP1

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-06/msg06301.html>

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- *From:* parsley <[parsley.1r30d8@xxxxxxxxxxxxxxxxxxxxxxx](mailto:parsley.1r30d8@xxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 23 Jun 2005 08:41:47 -0500
- 

Thank you for your suggestion I can reply as follows:-

1. Check the registry settings. Open regedit and navigate to:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\RemoteUserPortal\  
Make sure that the value data of 'Sendmail' is set as '1'. Otherwise,  
the  
server will not send e-mails to the newly created users.

No issues here Sendmail was set to "1"

2. Check the Sender Filter. If it is enabled on the Default SMTP and  
"Filter messages with blank sender" is checked under "Global Settings  
|  
Message Delivery | Properites | Sender Filter. The new user messages  
fail.

Yes "Filter messages with blank sender" was set. this is now off along  
with the corresponding setting on the SMTP Virtual Server. I then  
created a new user and no welcome e-mail.

3. Re-run the CEICW to configure the email setting again to see if  
there is  
any change.

Did this no change.

4. Also, please perform a telnet test to see if you can send e-mails to  
the  
address 127.0.0.1:

a). Open a command prompt on the SBS server. Input 'telnet 127.0.0.1  
25'  
and  
press Enter.

b). Input the following command:  
Helo

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mail from:administrator@xxxxxxxxxx  
rcpt to:user@xxxxxxxxxx  
data  
subject:test  
test

The telnet connection failed to 127.0.0.1 and the actual IP of the server 192.168.16.2 which i was a bit surprised about, as we have no send / receive e-mail issues

5. Check the SMTP listener. Open Exchange System Manager, navigate to Servers\ServerName\Protocols\SMTP\Default SMTP Virtual server. Right-click it and choose 'Properties'. In 'General' tab, click 'Advanced' button. If the listener is NOT configured to 'All unassigned', please make sure that the 127.0.0.1 address is in the list.

System is set to 'All unassigned' and 192.168.16.2 is in the list  
127.0.0.1 is not in the list.

If those do not help, please post the add\_user\_wizard.log in the newsgroup.

It is under the folder C:\program files\Microsoft Windows Small Business Server\support\

Edited log attached. This is a very interesting log file I have selected to instances the first user was sucessfull and I not that the next user which was added after SP1 has the error 'Failed to send Remote Portal Email with error [0x80040211]'

Date: 02/05/2005

Time: 01:51

User: Administrator

Command-Line: "C:\Program Files\Microsoft Windows Small Business Server\Administration\addusr.exe" -c

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Options specified by the user:

A user account will be created with the following properties:

Full name: Carmen

User logon name: Carmen

E-mail alias: Carmen

Home folder: \\ONLINE\USERS\Carmen

The following template will be applied to this user:

Mobile User Template

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The user will be added to the following security groups:

Remote Web Workplace Users

Mobile Users

Domain Users

The user will be added to the following distribution groups:

CRINSON

SharePoint access will be configured for the user through the following site groups:

Web Designer

The user will have the following disk quota:

Disk space limited to 1024 MB

Warning sent at 900 MB

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Wizard Execution:

Entering the Account Committer...

Creating Carmen...

Finished with Carmen...

Creating the mailbox Carmen...

Finished the mailbox...

Leaving the Account Committer...

Entering the Template Committer...

Leaving the Template Committer...

StampAllUsers() – Returned [0]

DoOfflineABTask() – Returned [0]

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Wizard results:

User account: Carmen created successfully.

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Date: 18/05/2005

Time: 20:16

User: Administrator

Command-Line: "C:\Program Files\Microsoft Windows Small Business Server\Administration\addusr.exe" -c

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Options specified by the user:

A user account will be created with the following properties:

Full name: Resh

User logon name: Resh

E-mail alias: Resh

Home folder: \\ONLINE\USERS\Resh

The following template will be applied to this user:

Mobile User Template

The user will be added to the following security groups:

Remote Web Workplace Users

Mobile Users

Domain Users

The user will be added to the following distribution groups:

CRINSON

SharePoint access will be configured for the user through the following site groups:

Web Designer

The user will have the following disk quota:

Disk space limited to 1024 MB

Warning sent at 900 MB

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Wizard Execution:

Entering the Account Committer...

Creating Resh...

Finished with Resh...

Creating the mailbox Resh...

Finished the mailbox...

Leaving the Account Committer...

Entering the Template Committer...

Failed to send Remote Portal Email with error [0x80040211].

Leaving the Template Committer...

StampAllUsers() - Returned [0]

DoOfflineABTask() - Returned [0]

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Wizard results:

User account: Resh created successfully.

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Many thanks

Parsley

=====  
When responding to posts, please "Reply to Group" via your newsreader  
so  
that others may learn and benefit from your issue.  
=====

This posting is provided "AS IS" with no warranties, and confers no  
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parsley

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parsley's Profile: <http://www.msusenet.com/member.php?userid=2223>  
View this thread: <http://www.msusenet.com/t-1870535345>

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• **Follow-Ups:**

- ◆ **[Re: No Automatic welcome e-mail after SBS SP1](#)**  
    ◇ From: Jerry zhao (MSFT)

• **References:**

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