

RE: Can't send or receive e-mail to POP3 users on same domain--HELP!

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg07159.html>

- *From:* v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx ("Nathan Liu [MSFT]")
 - *Date:* Thu, 25 Aug 2005 12:50:21 GMT
-

Hi Steve,

Thank you for your email.

I'm sorry for my misunderstanding, I will continue to work with you, thanks for your understanding.

I. Let's re-run the CEICW to enable the POP3 Connector:

- a. Run the CEICW and go through the Internet and firewall option.
- b. In the Internet E-mail tab, please click to "Enable Internet E-mail".
- c. In the Email Delivery method page, please choose the correct email delivery method. If you need to forward internet email to your ISP Smarthost, please input the Smarthost address correctly. If you use DNS to route emails, please choose this option.

Note: If you choose to forward emails to the ISP's email server (smart host), you need to type the FQDN of the ISP's email server. If your ISP provides you the IP address of their email server, for example, 12.34.56.78, you should type the IP address as "[12.34.56.78]" (without the quotation marks) on the connector's properties page.

- d. In the E-mail Retrieval Method page, select 'Use the Microsoft Connector for POP3 Mailboxes' option, then click Next.
- e. In the E-mail Domain Name page, type your registered e-mail Internet domain name, as you mentioned, you have 7 ISP POP3 email account, if these POP3 mail account have the email Internet domain name, please type this name, such as microsoft.com. If you do not have your own registered Internet domain name, just leave the box blank. Then click Next.
- f. In the POP3 Mailbox Accounts, click Add button, and then type the appropriate information of the 3 internal user's POP3 mailbox in the dialog box. The Mailbox type is User Mailbox, and select the appropriate Exchange User mailbox.

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Note: you may use the 'Telnet ISPIPAddress 110' to verify you can correctly connect the ISP POP3 mailbox via the SBS 2003 Server.

187785 How to use Telnet to test an Internet Mail connection
<http://support.microsoft.com/?id=187785>

g. Input the correct information in the rest page and finish the wizard.

For delivering the internet emails, if you have hardware router, you should make sure the Outbound TCP port 25 is opening. For your ISP configuration, you ISP should allow TCP port 25 outbound communication.

If your SBS server uses ISP smarthost, I would like to bring the following article to your attention

827601 Cannot send external mail when your smart host server is different from
<http://support.microsoft.com/?id=827601>

2. After you re-run the CEICW, go to one of the 3 internal user's workstation, open the Outlook, remove the existing external ISP POP3 email account, (Note: you need to backup this POP3 email account's data), then add the appropriate Exchange user account.

Note: please check if the internal user can send email to other internal users by using the Exchange user account. Let the 4 external users send testing email to the 3 internal POP3 mailboxes, and then check if the POP3 Connector can correctly retrieve the inbound emails from the ISP, and then deliver to the internal appropriate Exchange user mailboxes.

3. Consider your current condition, you have 4 users at outside, when the 3 internal users send email to external 4 users with the same email domain, it will causes NDR messages, we need to use one of two method in the below KB article:

E-mail to external recipients with the same e-mail domain causes NDR messages when using the POP3 Connector
<http://support.microsoft.com/default.aspx?scid=kb:en-us:300681>

Note: Please check if the 3 internal user account can correctly use the Exchange user account in the Outlook, to send outbound email to the 4 external users. You may use the Telnet command to verify sending outbound email's process:

153119 XFOR: Telnet to Port 25 to Test SMTP Communication
<http://support.microsoft.com/?id=153119>

If this issue persists, please refer to my pervious reply to help me re-gather the below information:

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1. Please enable Diagnostic Logging on POP3 Connector, after the problem occurs again, the events of POP3 connector will be created in Application event log. Please check the Application event log whether there are any error messages noted on this issue, then paste the full context in your reply.

2. Please refer to my pervious reply to enable SMTP logging.

3. Let the 3 internal users send an outbound email to the 4 external users, please check in which queue the emails stays (you may not see it if it is delivered). To check this:

1). Start Exchange System Manager.

2). Use the following path to locate the queues you want to check:

Servers\<ServerName>\Protocols\SMTP virtual Server\<SMTP virtual server>\Queues\<Queue>

4. Enable message tracking, let the 3 internal users send an outbound email to the 4 external users, and then check the email message under Tools->Message Tracking Center (you can make a screen capture of the tracking result and attach the picture in your reply). Regarding how to enable Message Tracking, please refer to the following MS KB article:

246856 XADM: How to Enable Message Tracking in Exchange 2000 Server
<http://support.microsoft.com/?id=246856>

5. Enable Diagnostic Logging to determine the root of the transport issue. To enable Diagnostic Logging on the MExchangeTransport service:

1). Start Exchange System Manager.

2). Navigate to the server object.

3). Right-click <Server object>, and then click Properties.

4). Click the Diagnostic Logging tab.

5). Under Categories, click MExchangeTransport.

6). Under Logging Level, choose maximum for all the items. Restart the server.

7). Let a user send an outbound message and copy all Exchange relative events in Event Viewer.

For more information regarding how to troubleshoot Exchange problems, please refer to the following article:

General troubleshooting for transport issues in Exchange 2000 Server and in

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Exchange Server 2003

<http://support.microsoft.com/?id=257265>

I am appreciated your time and cooperation. If anything is unclear, please feel free to let me know. I am looking forward to hearing from you.

Best regards,

Nathan Liu (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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>From: Steve <webmasvc@xxxxxxxxxxxxxxxxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>Subject: Can't send or receive e-mail to POP3 users on same domain---HELP!
>Message-ID: <auu7g19kca0pg58h1o066vif716s4nv379@xxxxxxx>
>X-Newsreader: Forte Agent 2.0/32.652
>MIME-Version: 1.0
>Content-Type: text/plain; charset=us-ascii
>Content-Transfer-Encoding: 7bit
>Lines: 63
>Date: Thu, 18 Aug 2005 03:07:20 GMT
>NNTP-Posting-Host: 68.200.67.144
>X-Complaints-To: abuse@xxxxxxx
>X-Trace: tornado.tampabay.rr.com 1124334440 68.200.67.144 (Wed, 17 Aug

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2005 23:07:20 EDT)

>NNTP-Posting-Date: Wed, 17 Aug 2005 23:07:20 EDT

>Organization: Road Runner High Speed Online <http://www.rr.com>

>Path:

TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!newsfeed00.sul.t-online.de!t-online.de!newshub.sdsu.edu!newsfeed.news2me.com!newsfeed2.easynews.com!newsfeed1..easynews.com!easynews.com!easynews!hwmnpeer01.phx!hwmedia!news-wrt-01.tampabay.rr.com!news-feed-01.tampabay.rr.com!news.rr.com!news-post.tampabay.rr.com!tornado.tampabay.rr.com.POSTED!53ab2750!not-for-mail

>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:145396

>X-Tomcat-NG: microsoft.public.windows.server.sbs

>

>All,

>I can't seem to resolve this, and I'm hoping someone here has some
>info.

>

>We have SBS 2003 and Exchange is having a heck of a time. It can't
>seem to send messages to ANY POP3 users on its own domain. What's
>worse, I no longer get notifications bounced back to the sender--they
>think the message has gone, but it hasn't, and the recipient doesn't
>even know there was a message.

>

>When Exchange was set up, the 5 e-mail accounts within this company
>were added. They're all POP3 accounts, and were working fine before
>the server was installed. (There was no previous server
>installation--just P2P connectivity.)

>

>Now, whenever Tena@xxxxxxxxxxx sends a note to Kristina@xxxxxxxxxxx,
>Kristina never gets it. They work in the same room. When Tena sends a
>note to Jim@xxxxxxxxxxx (several states away, but with an account on
>the Exchange server, since he works at the company), he never gets it.
>If she sends it to his HOME e-mail address, it works fine. If he sends
>a message to her, she DOES get it, even if he uses his "@company.com"
>e-mail address. The difference here is that he's not logging into the
>server. He's connecting "directly" to the Internet and just using
>Outlook and his SMTP server.

>

>The Event log is full of error "1015" for the POP3 Connector (it
>occurs every 15 minutes, when Exchange is checking e-mail), but the
>Microsoft support site and EVENT.ID site have no information on this
>error. Here's what it states: "Microsoft Connector for POP3 Mailboxes
>can not verify the Internet connection but will still attempt to
>download messages."

>

>I've tried "forcing" the POP3 connections, but that doesn't help.
>There are no errors that I've seen, and the user gets no "bounce back"
>notification. (They used to be alerted that the addressee was not at
>the company, even though he or she was. That doesn't happen any more,
>and I don't know what's changed.) Exchange was configured to use the
>POP3 connector, but it creates fewer errors in the log if I DON'T use
>it. I can have the users go back through the connector, but with or

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>without it, they still get all their other e-mail--just not from
>people at the company.
>
>For each user's e-mail address, there are two "SMTP" entries under the
>user's E-mail Address properties screen. "smtp" points to
>"user@xxxxxxxxxxxx" and "SMTP" points to "user@xxxxxxxxxxxx" (the
>primary, POP3 account). I assume these are correct, as they were set
>up by Exchange. Each account also has an X400 entry.
>
>I've resorted to Jim@xxxxxxxxxxxx sending a message to everyone else at
>the company from his company address and having them reply to it just
>so he can get messages back from them. Apparently, if they initiate
>the message, Exchange doesn't deem it "legitimate", but if they reply
>to one, it's fine.
>
>I set up the users and their e-mail just like I did on a SBS2000
>server last year, but this isn't working properly, for some reason.
>
>What other info do you need to help troubleshoot this? Since Microsoft
>offers no free support at all for SBS 2003, I'm out of luck.
>
>Thanks.
>
>--Steve
>

• **References:**

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◇ *From:* Steve

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• Next by Date: **[Re: Event ID 537: Error at Logon](#)**

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