

RE: Your message did not reach some or all of the intended recipie

## RE: Your message did not reach some or all of the intended recipie

---

*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg01360.html>

---

- *From:* Ian <Ian@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Mon, 5 Sep 2005 21:53:02 -0700
- 

Nathan,

1. I can connect to the mail server via Telnet
2. When I typed mail from: , I got the following error message.

```
220 AHSSBS03.allanhogansolicitors.local Microsoft ESMTTP MAIL Service, Versi
..0.3790.1830 ready at Tue, 6 Sep 2005 14:20:33 +1000
helo domain.com
250 AHSSBS03.allanhogansolicitors.local Hello [10.0.0.1]
mailfrom:
500 5.3.3 Unrecognized command
mail from:,
501 5.5.4 Invalid Address
```

--

Ian Campbell

""Nathan Liu [MSFT]"" wrote:

- > Hello Ian,
- >
- > Thank you for posting in the SBS newsgroup.
- >
- > I am sorry for the delayed response due to weekend. Please understand that
- > the newsgroups are staffed weekdays by Microsoft Support professionals to
- > answer your systems and applications questions. Your understanding is
- > greatly appreciated!
- >
- > According to your description, I understand that you received the NDR 5.5.0
- > when you sent emails. If I have misunderstood your concern, please don't
- > hesitate to let me know.
- >

RE: Your message did not reach some or all of the intended recipie

RE: Your message did not reach some or all of the intended recipie

> Based on my knowledge, the Non-Delivery Report 5.5.0 refers to Generic  
> protocol error (SMTP error). The remote SMTP response to our EHLO with a  
> 500 level error and the sending system will QUIT the connection and report  
> this with NDR indicating the remote SMTP server cannot handle the protocol.

>

> More info here:

> 284204 Delivery Status Notifications in Exchange 2000 Server

> <http://support.microsoft.com/?id=284204>

>

> Please perform the following steps:

>

> 1. When the issue happens again, in the Exchange Server, please telnet  
> the destination mail server which you cannot send mail to by the following  
> steps.

>

> a. Click Start, click Run, type telnet, and then click OK.

>

> b. At the Microsoft Telnet command prompt, type open server\_name 25, and  
> then press ENTER.

>

> c. To verify that you are successfully connected to the SMTP Mail Service,  
> type helo domain.com, and then press ENTER.

>

> d. Type mail from: , and then press ENTER.

>

> e. Type rcpt to: , and then press ENTER.

>

> f. Type "quit" (without the quotation marks), and then press ENTER two  
> times to close the connection to the server and leave the Telnet session  
> running.

>

> For more information about these 6 steps, please refer to the following  
> article.

>

> XFOR: Telnet to Port 25 of IMC to Test IMC Communication:

> <http://support.microsoft.com/?id=153119>

>

> Please let me know the result and capture a screen shot if there is any  
> error during this process and attach it in your reply.

>

> 2. As you mentioned, you are using the POP3 Connector to retrieve inbound  
> emails, and using DNS to send outbound emails. To narrow down this issue,  
> please switch to forward to smarthost to deliver emails:

>

> To switch between using DNS and Smart Host, you can do the following steps:

>

> a. Open Exchange System Manager and expand the "Connectors" node.

>

> b. Right click "SmallBusiness SMTP connector" and choose Properties.

>

> c. On the General page, you can choose to use DNS or Forward to smart host

RE: Your message did not reach some or all of the intended recipie

RE: Your message did not reach some or all of the intended recipie

- > to send emails. If your customer is now using DNS to send emails, you can
- > choose to forward emails to the ISP's email server (smart host) and then
- > 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. Expand to Servers\ServerName\Protocols\SMTP and restart the Default SMTP
- > Virtual Server. Then check if the issue disappears.
- >
- >
- > If the problem still persists, please help gather the following information
- > for analysis:
- >
- > 1. Enable SMTP logging and gather SMTP log to troubleshoot the issue:
- >
- > A. Open Exchange System Manager, expand Servers -> <Server name> ->
- > Protocols -> SMTP, right-click "Default SMTP Virtual Server" and click
- > Properties.
- >
- > B. Under the General tab, check the option "Enable Logging".
- >
- > C. With "W3C Extended Log File Format", click "Properties".
- >
- > D. Under "General Properties", make sure "Use local time for file naming
- > and rollover" is CHECKED.
- >
- > E. Switch to the "Extended Properties", and then select to enable All the
- > logging Options.
- >
- > F. Click OK to apply the modification.
- >
- > G. Right-click Default SMTP Virtual Server and click Stop.
- >
- > H. Right-click Default SMTP Virtual Server and click Start to restart the
- > SMTP server.
- >
- > I. Reproduce the issue, repeat step G to stop Default SMTP Virtual Server,
- > copy out or zip the SMTP log files in the
- > "%systemroot%\system32\logfiles\SmtSvc1" folder, and then restart the
- > "Default SMTP Virtual Server".
- >
- > Note: Please paste the content of the SMTP log files in your reply.
- >
- > To get additional information, you may refer to the following KB article:
- >
- > 265293 How to Configure the SMTP Connector in Exchange
- > <http://support.microsoft.com/?id=265293>
- >
- > 294736 When to create SMTP connectors in Exchange 2000 and later
- > <http://support.microsoft.com/?id=294736>

RE: Your message did not reach some or all of the intended recipie

RE: Your message did not reach some or all of the intended recipie

>  
> 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](http://www.microsoft.com/security)  
> =====  
> 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.  
> =====  
> This posting is provided "AS IS" with no warranties, and confers no rights.  
>  
> -----  
>>Thread-Topic: Your message did not reach some or all of the intended  
>>recipients.  
>>thread-index: AcWventznYakM6SfTev+Z4FXKDHag==  
>>X-WBNR-Posting-Host: 144.131.133.122  
>>From: =?Utf-8?B?SWFu?= <Ian@xxxxxxxxxxxxxxxxxxxxxxxx>  
>>Subject: Your message did not reach some or all of the intended recipients.  
>>Date: Thu, 1 Sep 2005 21:55:04 -0700  
>>Lines: 32  
>>Message-ID: <C8026CBE-2A16-4629-89F3-D5A9EFD0D610@xxxxxxxxxxxx>  
>>MIME-Version: 1.0  
>>Content-Type: text/plain;  
>> charset="Utf-8"  
>>Content-Transfer-Encoding: 7bit  
>>X-Newsreader: Microsoft CDO for Windows 2000  
>>Content-Class: urn:content-classes:message

RE: Your message did not reach some or all of the intended recipie

RE: Your message did not reach some or all of the intended recipie

>>Importance: normal  
>>Priority: normal  
>>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0  
>>Newsgroups: microsoft.public.windows.server.sbs  
>>NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250  
>>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl  
>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:150125  
>>X-Tomcat-NG: microsoft.public.windows.server.sbs

>>  
>>Not sure if this has already been answered, anyway.  
>>  
>>  
>>I have a customer whom I have setup SBS2003 with Exchange etc, they have  
>>ISDN setup for their internet connection, the problem is that when they go  
> to  
>>send mail using exchange via MS Outlook they get the following error  
> message.

>>  
>-----  
>-----

>>Your message did not reach some or all of the intended recipients.

>>  
>> Subject: test  
>> Sent: 2/09/2005 12:48 PM

>>  
>>The following recipient(s) could not be reached:

>>  
>> iancampbell@xxxxxxxxxxxxxxxxxxxxxxx on 2/09/2005 12:49 PM  
>> There was a SMTP communication problem with the recipient's  
>>email server. Please contact your system administrator.  
>> <AHSSBS03.allanhogansolicitors.local #5.5.0 smtp;553  
>>allanhogansolicitors.local does not exist>

>-----  
>-----

>>  
>>I have gone through the email setup selecting to use POP3 to download mail  
>>and send email and tried the other setup download mail using POP3 and send  
>>using DNS, and as soon as my customer sends an email out he gets either  
> the  
>>above message or a status delay message.

>>  
>>  
>>  
>>  
>>  
>>---  
>> Ian Campbell

>>  
>  
>

.

RE: Your message did not reach some or all of the intended recipie

RE: Your message did not reach some or all of the intended recipie

---

- **Follow-Ups:**

- ◆ **RE: Your message did not reach some or all of the intended recipie**

- ◆ *From: Ian*

- **References:**

- ◆ **Your message did not reach some or all of the intended recipients.**

- ◆ *From: Ian*

- ◆ **RE: Your message did not reach some or all of the intended recipients.**

- ◆ *From: "Nathan Liu [MSFT]"*

- Prev by Date: **RE: Windows SBS 2003 "Service Unavailable"**

- Next by Date: **RE: Your message did not reach some or all of the intended recipie**

- Previous by thread: **RE: Your message did not reach some or all of the intended recipients.**

- Next by thread: **RE: Your message did not reach some or all of the intended recipie**

- Index(es):

- ◆ **Date**

- ◆ **Thread**