

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

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg03098.html>

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- *From:* Ian <[Ian@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Ian@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 12 Sep 2005 22:22:01 -0700
- 

Nathan,

Sorry but I did miss understand your commands, anyway here are the results and answers from your previous questions.

---

Your Question 1.

My misunderstanding. Here are the results

```
220 AHSSBS03.allanhogansolicitors.local Microsoft ESMTP MAIL Service, Version
..0.3790.1830 ready at Tue, 13 Sep 2005 14:03:41 +1000
helo domain.com
250 AHSSBS03.allanhogansolicitors.local Hello [10.0.0.1]
mail from:allan.hogan@xxxxxxxxxxxxx
250 2.1.0 allan.hogan@xxxxxxxxxxxxxxxxxxxxxx OK
rcpt to:allan.hogan@xxxxxxxxxxxxx
250 2.1.5 allan.hogan@xxxxxxxxxxxxx
```

Your Question 2.

I did not have this ticked, send HELO is now ticked.

Your Question 3.

Sending External Email & Occurs with all users

Your Question 4.

I created user accounts through Active Directory Users and Computers, but I have noticed that Allan Hogan who is the boss does not appear in Active Directory but appears in the Standard Management User List, I did recreate his account via Active Directory but has disappeared again.

Your Question 5.

Yes the login script appears there.

Your Question 6.

AllanHogan@xxxxxxxxxxxxxxxxxxxxxx is set to primary, should I add another SMTP address with there actual address which is

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allan.hogan@xxxxxxxxxxxxx?

Your Question 7.

Yes I have setup POP Accounts, for all staff as they are allowed to have additional mail boxes with bigpond.

Your Question 8.

Customer does not have a domain name

Your Question 9.

It was listening to the server's IP Address 10.0.0.1, changed it to 'All Unassigned'

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—

Ian Campbell

""Nathan Liu [MSFT]"" wrote:

> Hi Ian,

>

> Thank you for your reply.

>

> 1. For the error message "mail from: 501 5.5.4 Invalid Address", if we  
> haven't input any valid email address at the back of the 'mail from: '  
> command line, we will receive the "501 5.5.4 Invalid Address" error  
> message. For more instruction of the Telnet command line, please kindly  
> refer to the following KB article:

>

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

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

>

> 2. Did you have click 'Send HELO instead of EHLO' check box in the  
> 'SmallBusiness SMTP connector' Properties?

>

> 3. For the NDR error message "<AHSSBS03.allanhogansolicitors.local  
> #5.5.0 smtp;553 allanhogansolicitors.local does not exist>", does this  
> issue occur when you send email to internal or external recipients? Does  
> this issue occur with all users or certain users?

>

> 4. Did you run through CEICW (Standard Management, To Do List) to  
> configure the SBS options? How did you create the SBS users, by using the  
> "Add User" wizard (Standard Management, Users)?

>

> 5. If the users are created by using the "Add a user" wizard (which  
> can be located in "Server Management" " "Standard Management" "  
> "Users"), "SBS\_LOGIN\_SCRIPT.bat" will be set in "Logon script"  
> (dsa.msc " User object's Properties " the "Profile" tab.) Please check  
> if this it is set correctly.

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- >
- > 6. What email recipient policy is set for the users, the one you are
- > prompted to input when running CEICW (in the "E-mail Domain Name" page)?
- > In the properties of the user (dsa.msc, %domain name%, MyBusiness, Users,
- > SBSUsers), tab Email addresses, you should see the same domain name set as
- > "SMTP Primary".
- >
- > 7. Additionally, are you using the POP3 Connector to retrieve incoming
- > emails?
- >
- > 8. It seems that the remote mail server is denying SMTP connections that
- > fail reverse lookup. You should contact your ISP and make sure your domain
- > is not on their list of unsolicited commercial email. More details on this
- > please check out:
- >
- > 300580 XCON: Cannot Send E-Mail Messages to a Growing List of Domains
- > <http://support.microsoft.com/?id=300580>
- >
- > 9. Please also make sure Default SMTP Virtual Server is listening 'All
- > Unassigned':
- >
- > A. Open Exchange System Manager.
- > B. Expand Servers | Your server | Protocols | SMTP, right-click Default
- > SMTP Virtual Server and click Properties.
- > C. What IP address is the server listening on?
- >
- > I appreciate 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

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> 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  
> recipie  
>>thread-index: AcW0PTT94BRctOn+QCC5IWEbs6wJqg==  
>>X-WBNR-Posting-Host: 144.131.133.122  
>>From: =?Utf-8?B?SWFu?= <Ian@xxxxxxxxxxxxxxxxxxxxxxxx>  
>>References: <C8026CBE-2A16-4629-89F3-D5A9EFD0D610@xxxxxxxxxxxxxxxx>  
>><ADoa4mdsFHA.3308@xxxxxxxxxxxxxxxxxxxxxxxx>  
>><B8C103C3-D1BE-4166-9CC7-8D0AFB73222E@xxxxxxxxxxxxxxxx>  
>><05758678-9399-4420-AE5A-47D8B0433EE1@xxxxxxxxxxxxxxxx>  
>><Yyb7ELrsFHA.2848@xxxxxxxxxxxxxxxxxxxxxxxx>  
>>Subject: RE: Your message did not reach some or all of the intended recipie  
>>Date: Wed, 7 Sep 2005 23:19:02 -0700  
>>Lines: 321  
>>Message-ID: <4893595D-1085-4F4B-AB72-E9288512F064@xxxxxxxxxxxxxxxx>  
>>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  
>>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: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA03.phx.gbl  
>>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:203132  
>>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>>  
>>Hi Nathan,  
>>  
>>I have configured the settings to smart host  
>>  
>>In your details you are saying to type the following command  
>>  
>>'mail from:' and press enter even when I do this on my server where my  
> mail  
>>is working fine I still get the following error message,  
>>  
>>mail from:  
>>501 5.5.4 Invalid Address

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>>  
>>How easy is it just to uninstall exchange and reinstall ?  
>>  
>>  
>>--  
>> Ian Campbell  
>>  
>>  
>>""Nathan Liu [MSFT]"" wrote:  
>>  
>>> Hi Ian,  
>>>  
>>> Thank you for your update.  
>>>  
>>> To narrow down this issue, please refer to the below information:  
>>>  
>>> I. For the error message "mailfrom: 500 5.3.3 Unrecognized command,  
> mail  
>>> from: 501 5.5.4 Invalid Address", please understand if we type the  
>>> incorrect SMTP telnet command, we will receive the "Unrecognized  
> command"  
>>> error message, we must re-open a new command prompt, then re-establish  
> the  
>>> SMTP telnet session. Thanks for your understanding.  
>>>  
>>> Step 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.  
>>>  
>>> 1. Click 'Start', click 'Run', type 'telnet', and then click 'OK'.  
>>>  
>>> 2. At the Microsoft Telnet command prompt, type 'open server\_name 25',  
> and  
>>> then press ENTER.  
>>>  
>>> 3. To verify that you are successfully connected to the SMTP Mail  
> Service,  
>>> type 'helo domain.com', and then press ENTER.  
>>>  
>>> 4. Type 'mail from:', and then press ENTER.  
>>>  
>>> 5. Type 'rcpt to:', and then press ENTER.  
>>>  
>>> 6. 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.  
>>>  
>>>  
>>> Step 2: When the issue happens again, in the Exchange Server, please

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> telnet  
>>> the destination mail server which you cannot send mail to by the  
> following  
>>> steps.  
>>>  
>>> 1. Click 'Start', click 'Run', type 'telnet', and then click 'OK'.  
>>>  
>>> 2. At the Microsoft Telnet command prompt, type 'open server\_name 25',  
> and  
>>> then press ENTER.  
>>>  
>>> 3. To verify that you are successfully connected to the SMTP Mail  
> Service,  
>>> type 'ehlo domain.com', and then press ENTER.  
>>>  
>>> 4. Type 'mail from:' , and then press ENTER.  
>>>  
>>> 5. Type 'rcpt to:', and then press ENTER.  
>>>  
>>> 6. 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.  
>>> More detailed information:  
>>>  
>>> XFOR: Telnet to Port 25 of IMC to Test IMC Communication:  
>>> <http://support.microsoft.com/?id=153119>  
>>>  
>>> II. Did you switch to forward to smarthost to deliver emails? You can  
>>> refer to the detailed steps in my previous reply.  
>>>  
>>> III. If the issue persists, please perform the below steps:  
>>>  
>>> 1. Open the Server Management console, go to DomainName(Exchange) ->  
>>> Connectors, right click 'SmallBusiness SMTP connector' and select  
>>> Properties.  
>>>  
>>> 2. In the dialog box, click the Advanced tab, click the 'Send HELO  
> instead  
>>> of EHLO' check box, then click Apply.  
>>>  
>>> 3. Please check if the issue can be reproduced.  
>>>  
>>> I appreciate 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  
>>>

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>>> 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  
>>> recipie  
>>> >thread-index: AcWyn7KaufjPq44TQouWmfMx57a3qg==  
>>> >X-WBNR-Posting-Host: 144.134.225.123  
>>> >From: =?Utf-8?B?SWFu?= <Ian@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
>>> >References: <C8026CBE-2A16-4629-89F3-D5A9EFD0D610@xxxxxxxxxxxxxxxx>  
>>> <ADoa4mdsFHA.3308@xxxxxxxxxxxxxxxxxxxxxxxx>  
>>> <B8C103C3-D1BE-4166-9CC7-8D0AFB73222E@xxxxxxxxxxxxxxxx>  
>>> >Subject: RE: Your message did not reach some or all of the intended  
> recipie  
>>> >Date: Mon, 5 Sep 2005 21:59:01 -0700  
>>> >Lines: 263  
>>> >Message-ID: <05758678-9399-4420-AE5A-47D8B0433EE1@xxxxxxxxxxxxxxxx>  
>>> >MIME-Version: 1.0  
>>> >Content-Type: text/plain;  
>>> > charset="Utf-8"

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> > > Content-Transfer-Encoding: 7bit  
> > > X-Newsreader: Microsoft CDO for Windows 2000  
> > > Content-Class: urn:content-classes:message  
> > > 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:151047  
> > > X-Tomcat-NG: microsoft.public.windows.server.sbs  
> > >  
> > > Just tried to send another email to my own address.  
> > >  
> > >  
> > >

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• **Follow-Ups:**

- ◆ **RE: Your message did not reach some or all of the intended recipie**  
    ◇ From: "Nathan Liu [MSFT]"

• **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]"
- ◆ **RE: Your message did not reach some or all of the intended recipie**  
    ◇ From: Ian
- ◆ **RE: Your message did not reach some or all of the intended recipie**  
    ◇ From: Ian
- ◆ **RE: Your message did not reach some or all of the intended recipie**  
    ◇ From: "Nathan Liu [MSFT]"
- ◆ **RE: Your message did not reach some or all of the intended recipie**  
    ◇ From: Ian
- ◆ **RE: Your message did not reach some or all of the intended recipie**  
    ◇ From: "Nathan Liu [MSFT]"

- Prev by Date: **Re: sbs sp1 and isa 2004**
- Next by Date: **Re: SBS2003 migration to new SBS2003 server and domain**
- Previous by thread: **RE: Your message did not reach some or all of the intended recipie**
- Next by thread: **RE: Your message did not reach some or all of the intended recipie**
- Index(es):
  - ◆ **Date**
  - ◆ **Thread**

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