

## RE: DNS and Exchange issues

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg03951.html>

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- *From:* [v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx) ("Nathan Liu [MSFT]")
  - *Date:* Thu, 22 Sep 2005 07:17:13 GMT
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Hello Skip,

Thank you for posting in the SBS newsgroup.

According to your description, I understand that you have some problems with the Exchange Server after you have installed the patch 888619. If I have misunderstood the problem, please don't hesitate to let me know.

To narrow down this issue, please answer and perform the following questions and steps:

1. Based on my testing, I installed the package KB 888619 on my SBS 2003 Standard testing workstation, I didn't encounter any problems. However, to isolate this issue, let's first uninstall the 888619 patch, and then check if the issue can be reproduced.
2. Please re-run the CEICW to re-configure the settings of Email and Internet, then check if the issue can be reproduced.
3. If the issue persists, please help me collect the following information for further troubleshooting:
  - 1) Please kindly describe the exact problem symptom. Can you send/receive the internal/external emails? Please re-check if the Exchange-related services is running.
  - 2) Please run 'eventvwr.exe' (without the quotation marks) on the command prompt on the SBS 2003 Server, and check if there are any error messages about this issue, then paste the full context in your reply post.
  - 3) Please locate the Errorlog.txt and Eventlog.txt from the ..\Program Files\Microsoft Integration\Windows Small Business Server 2003\Logs folder, and check if there are any error messages noted on this issue, then paste the full context in your reply.
  - 4) Please locate the KB888619.log from the C:\Windows\ folder, and then paste the full context in your reply.

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5) Please refer to the following KB article to use Telnet to test the POP3/SMTP communication:

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

165186 XFOR: Verifying Basic POP3 Connectivity Using Telnet  
<http://support.microsoft.com/?id=165186>

6) Let a client send an outbound email, please check in which queue the emails stays (you may not see it if it is delivered). To check this:

A. Start Exchange System Manager.

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

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

7) Enable message tracking, let a user send an outbound email 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>

4. Additionally, if you put a hardware router in between the SBS box and the internet connection, and have the websites, exchange, and remote admin working, you may refer to the following Port table to allow the appropriate network traffic through the hardware router:

Note: Please first temporarily remove the hardware router from the network environment to narrow down this issue.

### Ports that Enable Remote Access to SBS Services

Port 21 enables external and internal file transfer

Port 25 enables incoming and outgoing SMTP mail

Port 80 (http://) enables all nonsecure browser access, including:

internal access to IIS Webs including the company Web, Windows SharePoint Web, Windows SharePoint administration Web, and server monitoring and usage reports Enables internal access to Exchange by OWA and OMA clients

Port 110 enables Exchange to accept incoming POP3 mail

Port 123 (UDP port) enables the system to synchronize time with an external Network Time Protocol (NTP) server

Port 143 enables Exchange to accept incoming IMAP4-compliant messages

Port 220 enables Exchange to accept incoming IMAP3-compliant messages

Port 443 (https://) enables all secure browser access, including external access to Exchange for Outlook 2003, OWA, and OMA clients; required for external access to server monitoring and usage reports

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Port 444 enables internal and external access to the SharePoint Web  
Port 500 enables external VPN connections by using IPSec  
Port 1701 enables external L2TP VPN connections  
Port 1723 enables external PPTP VPN connections  
Port 3389 enables internal and external Terminal Services client connections  
Port 4125 (Note: you can change this port in RRAS) enables external OWA access to Exchange, plus internal and external HTTPS access to the client Web site  
Port 4500 Internet Key Exchange (IKE) Network Address Translation (NAT) traversal

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)

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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: "Skip Shean" <skipshean@xxxxxxxxxxxxx(donotspam)>  
>Subject: DNS and Exchange issues  
>Date: Wed, 21 Sep 2005 17:19:56 -0500  
>Lines: 37

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>X-Priority: 3  
>X-MSMail-Priority: Normal  
>X-Newsreader: Microsoft Outlook Express 6.00.2900.2670  
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2670  
>X-RFC2646: Format=Flowed; Original  
>Message-ID: <#5tuervvFHA.3556@xxxxxxxxxxxxxxxxxxxxxx>  
>Newsgroups: microsoft.public.windows.server.sbs  
>NNTP-Posting-Host: h-66-134-153-84.chcgilgm.covad.net 66.134.153.84  
>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP12.phx.gbl  
>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:155372  
>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>  
>Marina, Susan, et al, please help! From my previous thread (9/16/05,  
12:51  
>GMT, subject line "Internet Connection issue out of the blue!", I can't  
seem  
>to keep the problem fixed and need advice...  
>  
>Short setup summary: Dell dual-processor PowerEdge server, SBS2K3, 2  
nics,  
>no ISA, cable modem (comcast). The server is in my house, because it was  
>the best/fastest internet connection I had available and where we run the  
>business out of. Therefore, we need to use the comcast email address as  
our  
>authentication to send email.  
>  
>Automatic updates installed the Exchange patch 888619 on Friday 9/16/05 at  
>3:00 am and then all hell broke loose. Exchange stopped sending or  
>receiving email. What Susan told me are DNS issues cropped up, with the  
>Comcast DNS servers sneaking into my ipconfig /all results.  
>  
>Previously recommended to install hardware router between cable modem and  
>SBS box. Did that with a Linksys VPN router, but have too many ports that  
>needed to have traffic allowed. Problem is, I have email users that are  
>direct exchange, POP, and IMAP, need to allow websites (80 and 443), and  
>remote admin for myself since I'm not around the server much, Microsoft  
VPN  
>into the server and Cisco VPN to another office (external network but must  
>allow the traffic). Email, which I had cobbled back to working, stopped  
>again so I removed the router temporarily.  
>  
>I'm trying to get this nailed down once and for all. I would like to put  
a  
>hardware router in between the SBS box and the internet connection, have  
the  
>websites, exchange, and remote admin working, and I'll figure the rest out  
>later.  
>  
>Can anyone help me? I know I've hit my peter principle ceiling here and  
>don't know where to start. I'm thinking of removing the 888619 patch and  
>seeing what if anything that does for me. Any other ideas?

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>Skip Shean  
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• **References:**

- ◆ **DNS and Exchange issues**  
◇ *From:* Skip Shean

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