

## RE: NDR 5.3.0 Generated. Exchange mistakenly sent to the wrong MTA

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg04598.html>

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- *From:* "Lars" <Lars@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Wed, 28 Sep 2005 03:25:08 -0700
- 

Thanks, Nathan.

I will need a few days to complete the points below, especially since this error is periodic. I will get back to you as soon as possible.

Regards,  
Lars

""Nathan Liu [MSFT]"" wrote:

- > Hi Lars,
- >
- > Thank you for your update.
- >
- > 1. Based on my research, this issue may be related to the DNS resolution
- > of your Exchange Server. To narrow down this issue, please switch to
- > forward internet email to your ISP Smarthost to try again. This method will
- > determine if there have DNS issue.
- >
- > 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
- > 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.
- >

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- > 2. When the issue happens again, in the Exchange Server, please telnet
- > the destination mail server (online.no Sendmail 8.12.11) 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.
- >
- > 3. Let a client send an outbound email to online.no, 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 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>
- >
- > 5. Enable Diagnostic Logging to determine the root of the transport issue.
- > To enable Diagnostic Logging on the MExchangeTransport service:

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- >
- > 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  
> Exchange Server 2003
- > <http://support.microsoft.com/?id=257265>
- >
- > 6. 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".

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>  
> 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  
> 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: NDR 5.3.0 Generated. Exchange mistakenly sent to the wrong  
> MTA  
>>thread-index: AcXCcCkESITx6Gv5TZuGyWkhIotgkg==  
>>X-WBNR-Posting-Host: 195.70.176.134  
>>From: "=?Utf-8?B?TGFYcw==?=" <Lars@xxxxxxxxxxxxxxxxxxxxxxxx>  
>>References: <E81389BD-0C6D-4B67-86C3-6292FFB0D3A4@xxxxxxxxxxxx>  
> <auMdiSBwFHA.2960@xxxxxxxxxxxxxxxxxxxx>  
> <699A69C8-E438-4A2F-80A0-7DFEBDB9E1C8@xxxxxxxxxxxx>  
> <NVV2GwjwFHA.780@xxxxxxxxxxxxxxxxxxxx>  
>>Subject: RE: NDR 5.3.0 Generated. Exchange mistakenly sent to the wrong MTA  
>>Date: Mon, 26 Sep 2005 00:59:03 -0700  
>>Lines: 338  
>>Message-ID: <4966260F-DBD6-4F4D-B86A-D6B5D1AECFE0@xxxxxxxxxxxx>

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>>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: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl  
>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:156423  
>>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>>  
>>Hi, Nathan.  
>>  
>>No problem with the delayed response. Week-ends are totally axeptable! :)  
>>  
>>1. My Exchange server version is 6.5 (Build 7226.6 Service Pack 1). The  
> host  
>>on  
>>online.no is Sendmail 8.12.11/8.12.11 (although this is the MX-host that  
>>Exchange  
>>apparently is not sending the mail to). (Seems the host that \_is\_  
> receiving  
>>the mail  
>>also runs this version of Sendmail.)  
>>  
>>2. The MTA Service is running (MTA Stacks, that is).  
>>  
>>3.1 No custom sinks or applications are installed.  
>>  
>>3.2 The MTA Service has not (never) been disabled.  
>>  
>>3.3 The receiving SMTP server responds with a "We do not relay"-error.  
>>The technicians at online.no says this is because we actually try to send  
>>the mail to the wrong server.  
>>  
>>3.4 The error is logged even without maximum logging enabled (it is logged  
>>under normal logging level). Only the NDR is logged at normal level, I had  
> to  
>>turn on maximum logging to get the actual "We do not relay..." response  
> from  
>>the receiving mail host.  
>>  
>>  
>>Again, I appreciate your time, Nathan. Is there a way to enable logging of  
> the  
>>actual DNS-lookup process that Exchange performs, which also shows how it  
>>selects the MX host based on the DNS response?

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>>  
>>  
>>Thanks,  
>>Lars  
>>  
>>"Nathan Liu [MSFT]" wrote:  
>>  
>>> Hi Lars,  
>>>  
>>> Thank you for your kind update.  
>>>  
>>> I am sorry for the delayed response due to the 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!  
>>>  
>>> To narrow down this issue, please answer and perform the following  
>>> questions and steps:  
>>>  
>>> 1. As you mentioned, this issue only occurs when the Exchange Server  
>>> tries to send outbound messages to recipients in the domain online.no.  
> What  
>>> version of the Exchange Server? What of email Server is running in the  
>>> domain online.no?  
>>>  
>>> 2. For the Event Error 3015, it may indicate that you have disabled  
> the  
>>> MTA Service on your Exchange 2003 Server. If this is true, please enable  
>>> and start MTA Service and it may help you fix the problem.  
>>>  
>>> 3. The 5.3.0 NDR essentially means that the transport attempted to  
>>> deliver a message to the MTA and failed. This event can happen for a few  
>>> reasons:  
>>>  
>>> 1) If a message bypassed the Exchange categorizer due to postCAT custom  
>>> sinks or applications Routing can send a valid SMTP mail for an SMTP  
>>> recipient to the MTA erroneously.  
>>>  
>>> 2) If the MTA stack service has been disabled and stopped for an  
> extended  
>>> period of time, then re-enabled and started, the SMTP storeDriver may  
> still  
>>> think the MTA is not started and NDR the messages bound for valid MTA  
>>> recipients.  
>>>  
>>> 3) If a message is sent to a user on a foreign system like UNIX sendmail  
> or  
>>> other implementations that respond with a 5.3.0 at the SMTP protocol  
> level,

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> >> then Exchange will log this response and wrap it into its NDR event.  
> This  
> >> usually has nothing to do with delivering to the MTA even though the  
> event  
> >> logs may indicate that.  
> >>  
> >> 4. General speaking, the event errors mentioned in your post indicate  
> >> that there are some non-delivery reports (NDRs) generated on your  
> Exchange  
> >> Server because some e-mails are not sent successfully. Usually, this is  
> >> normal for a production Exchange Server that is sending/receiving a  
> large  
> >> number of e-mails every day to generate some NDRs and the corresponding  
> >> event errors as you have found. So if you were not aware any  
> outstanding  
> >> problems in sending/receiving e-mails on your Exchange Server, you can  
> >> safely ignore these NDRs and event errors. Also, generally these event  
> >> errors will not be logged unless you have turned on the diagnostics  
> logging  
> .

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• *Follow-Ups:*

◆ **[RE: NDR 5.3.0 Generated. Exchange mistakenly sent to the wrong MTA](#)**

◇ *From:* "Nathan Liu [MSFT]"

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• Next by Date: **[Re: ISA 2000 on SBS2003](#)**

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