

RE: ExChSrv sends multiple copies of emails to users via POP3

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg02041.html>

- *From:* "Ashwin @ Sumix" <AshwinSumix@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 18 Nov 2005 00:47:02 -0800
-

Hello Charles.

Thanks for the response.

I am a little bit confused.

Lets say I have a pop account at my Webhost called nick@xxxxxxxxxxxxxx
This address is filtered out from the catchall.

Now I want to send a email from internally to him.

Do i remove the Forward unresolved email recipient to host: mail.isp.com.au
So that there is nothing in there?

ANd create a contact?

I did this and restarted all the exchange servers,

I created a contact in the AD with nicks details and his SMTP address as
nick@xxxxxxxxxxxxxx (same as the pop3)

So when this is created, I went to send a email to the contact and it failed
with this response

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

Subject: Test 2

Sent: 11/18/2005 7:36 PM

The following recipient(s) could not be reached:

Nick Ball on 11/18/2005 7:36 PM

A configuration error in the e-mail system caused the message to bounce
between two servers or to be forwarded between two recipients. Contact your
administrator.

<domain.com.au #5.4.6>

ANy ideas?

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Or can you step me through this?

Thank you
Ash

""Charles Yang [MSFT]"" wrote:

> HI,
>
> Thanks for detailed updates.
>
> It seems the problem exists when you forward all unresolved the email to
> the ISP smarthost. The ISP will then deliver the email again to your global
> mailbox. Then your user will receive multiple duplicate emails.
>
>
> On SBS side, If you want to send email to the five external users, we
> suggest you create contacts in AD for that five users, you can give the
> external contacts for these five users. Then when you send emails to those
> five users, the SBS domain will find the right way to deliver the emails
> then it will not route to ISP for delivering. You can follow the methods
> below to create a AD contacts for those users:
>
> 1. Start the Active Directory Users and Computers snap-in.
> 2. Expand the server, and then right-click Users.
> 3. Click New, and then click Contact.
> 4. Type a name.
> 5. Click Modify, click SMTP, and then click OK to create the custom SMTP
> mail address.
> 6. Type the SMTP e-mail address, click OK, click Next, and then click
> Finish.
>
> Hope the above information helpful to your issue. I am glad to be of
> further assistance.
>
>
>
> Best regards,
>
> Charles Yang (MSFT)
>
> Microsoft CSS Online Newsgroup Support
>
> Get Secure! – 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:

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> <http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>
>
> When opening a new thread via the web interface, we recommend you check the
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> provide other information for your reference, we recommend you post
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> so, it will ensure your issues are resolved in a timely manner.
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> 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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>
> -----
> | Thread-Topic: ExChSrv sends multiple copies of emails to users via POP3
> | thread-index: AcXr44KaL//MufOCS9WiCRc/xGbWbA==
> | X-WBNR-Posting-Host: 220.245.178.134
> | From: "=?Utf-8?B?QXNod2luIEAgU3VtaXg=?=" <AshwinSumix@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
> | References: <0FA856C0-EB74-4E52-AF61-D35A6295C5FD@xxxxxxxxxxxx>
> | <mAJa3AO5FHA.3556@xxxxxxxxxxxxxxxxxxxxxxxx>
> | Subject: RE: ExChSrv sends multiple copies of emails to users via POP3
> | Date: Thu, 17 Nov 2005 17:58:03 -0800
> | Lines: 191
> | Message-ID: <06A0B996-FB47-4FBC-B009-830C92582BDB@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
> | 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

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> | Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGXA03.phx.gbl
> | Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:223386
> | X-Tomcat-NG: microsoft.public.windows.server.sbs
> |
> | Hello Charles,
> |
> | Firstly thank you for all your help...
> | I have narrowed this down to what is my issue.
> | If you could help me it would be great.
> |
> | Setup: My ISP has a catchall address for domain XYZ. In a POP3 Setup so
> | anything @XYZ falls into the catchall pop3 account. It has 5 exceptions,
> | this
> | is for the users that are not part of the SBS Domain, so when a email
> | comes
> | to them the catchall filters them out and delivers it to their own pop3
> | accounts. which they connect to and download.
> |
> | My Exchange Server use's a POP3 connector which connects to the pop3
> | account
> | (lets call it all@xxxxxxxxxx) and downloads the emails.
> | Exchange then distributes those emails successfully.
> |
> | However, when a client on the LAN sends a email to a person who is not in
> | the Domain (the 5 exceptions) it fails, since it can not find that user
> | 1@xxxxxxxxxx – which is correct because they are not listed in the AD.
> | So in the Connector in the Exchange SYSTEM MANAGER –
> | Server\Server\Protocols\SMTP\ virtual server, in the properties in
> | MESSAGES,
> | i have enabled Forward all mail with unresolved recipients to host – and
> | use
> | their ISP's DNS.
> |
> | What happens is when a email comes into the catch all that is incorrectly
> | addressed, it uses the FORWARD fucntion, sends to the ISP, the ISP then
> | delivers it to my Catchall Address again, and SBS then downloads the
> | email
> | again.
> | Which can cause major greif if thre is more than 1 person on that header
> | (TO, CC or BCC field)
> |
> | Is there any way I can stop this from happening.
> |
> | I have already setup on the SBS POP3 Conenctor to deliver failed mail to
> | a
> | user account as well.
> |
> | I have a major issue at the moment I do not how to fix this... is there
> | any
> | way???

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> | Regards Ash
> |
> | ""Charles Yang [MSFT]"" wrote:
> |
> |> HI,
> |>
> |> Welcome to SBS newsgroup.
> |>
> |> Issue description:
> |> =====
> |>
> |> I understand that you encountered problem when receiving email which
> send
> |> to multiple internal user.
> |>
> |> Analyzing and suggestion:
> |> =====
> |>
> |> Before we go any further, can I assume that you used POP3 connectors to
> |> receive emails from ISP's global mailbox?
> |>
> |> Generally speaking, the issue should be related to routing methods you
> set
> |> on your POP3 connectors. By default, we can set the routing rules to
> route
> |> the email to exact user via the email address on the CC or TO fields.
> |>
> |> For example, you can set a rule to route all the email with
> a@xxxxxxxxxxx on
> |> the CC or To field to the exact Exchange mailbox. Please set the
> routing
> |> rule according to the steps below:
> |>
> |> 1. Open the POP3 management node on the Server managements.
> |> 2. In the POP3 mailbox type, please choose Global mailbox.
> |> 3. Then set the routing rules, configure a rule for special Exchange
> |> mailbox, for example set a@xxxxxxxxxxx as the setting on the text fields
> in
> |> TO or CC fields.
> |>
> |> This will help the POP3 connector only route the emails with
> a@xxxxxxxxxxx
> |> on the CC or To field email to the exact Exchange mailbox.
> |>
> |> If the issue still exists, please kindly check how many emails you
> download
> |> from ISP side, make sure that you did not receive multiple emails from
> ISP
> |> via POP3 connectors.
> |>
> |> You can also refer to the KB article below:

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> |>
> |> 264249 Exchange Server Connector for POP3 Mailboxes deliver multiple
> copies
> |> of messages
> |> <http://support.microsoft.com/?id=264249>
> |>
> |> I really appreciate your time to cooperate on this issue, please feel
> free
> |> to post back. I am glad to be of further assistance.
> |>
> |>
> |>
> |> Best regards,
> |>
> |> Charles Yang (MSFT)
> |>
> |> Microsoft CSS Online Newsgroup Support
> |>
> |> Get Secure! – www.microsoft.com/security
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> |> | Thread-Topic: ExChSrv sends multiple copies of emails to users via
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> |> | thread-index: AcXkyTMg78OZ62h1TcyFhop/XF7iyg==
> |> | X-WBNR-Posting-Host: 220.245.178.134
> |> | From: "?Utf-8?B?QXNod2luIEAgU3VtaXg=?"
> |> | <AshwinSumix@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
> |> | Subject: ExChSrv sends multiple copies of emails to users via POP3
> |> | Date: Tue, 8 Nov 2005 17:02:04 -0800
> |> | Lines: 26
> |> | Message-ID: <0FA856C0-EB74-4E52-AF61-D35A6295C5FD@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
> |> | 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:220242
> |> | X-Tomcat-NG: microsoft.public.windows.server.sbs
> |> |
> |> | Hello Guys
> |> |
> |> | My question is this, that I have SBS 2003 running Exchange Server.
> |> |
> |> | I have a catchall address setup at my WebHosting company (lets call
> it
> |> | XYZ@xxxxxxxx). When my exchsrv connected to this box it downloads
> all
> |> the
> |> | emails correctly, and distributes (as per the setting within the
> Manage
> |> POP3
> |> | Emails - Mailbox INformation - Global Mailbox and the Email domain

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> |> name)...
> |> | them without a problem, but...

.

• **Follow-Ups:**

- ◆ **RE: ExChSrv sends multiple copies of emails to users via POP3**
◇ From: "Charles Yang [MSFT]"

• **References:**

- ◆ **RE: ExChSrv sends multiple copies of emails to users via POP3**
◇ From: Ashwin @ Sumix
- ◆ **RE: ExChSrv sends multiple copies of emails to users via POP3**
◇ From: "Charles Yang [MSFT]"

- Prev by Date: **Re: EventID 1030 & 1058 after Disaster Recovery Restore**
- Next by Date: **Re: EventID 1030 & 1058 after Disaster Recovery Restore**
- Previous by thread: **RE: ExChSrv sends multiple copies of emails to users via POP3**
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