

Re: Trend Micro V3 Issues

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-12/msg01436.html>

- *From:* "Les Connor [SBS Community Member – SBS MVP]" <les.connor@xxxxxxxxxxxxx>
 - *Date:* Wed, 7 Dec 2005 13:12:30 -0600
-

Hi Wayne,

Did you have any content filtering rules enabled, specifically 'Block HTMS script messages – or attachment blocking enabled?'

I've not seen any issues with meeting requests or the reports on CSM 3.

—

Les Connor [SBS Community Member – SBS MVP]

SBS Rocks !

"Tell me and I'll forget. Show me and I'll remember. Involve me and I'll understand." – Confucius

"Wayne Kent" <wkent@netsandbytes.com> wrote in message
news:eF8dDT1%23FHA.2588@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

> Hi Jenny,

>

> I uninstalled Trend Micro and run the tests.

> I was able to receive a Meeting Request. It was intact and in the proper
> form.

> I was able to send a performance report to an external domain. In fact by
> the time I opened ESM to view the queues the report had already been sent.

> I will pursue these issues with Trend Micro. When there is a resolution I
> will post back to the newsgroup.

> Thank you so much for your assistance.

> Have a great day.

>

> Sincerely,

> Wayne

>

> ""Jenny wu [MSFT]"" <v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

> news:6EIZEMt%23FHA.4000@xxxxxxxxxxxxxxxxxxxxxxxx

>> Hi Wayne,

>>

>> Thanks for you update!

Re: Trend Micro V3 Issues

>>
>> You can disable all SMTP filters and run the following command to test
>> the
>> communication between your server and external SMTP server.
>>
>> "telnet <mail.contoso.com ><25>" (without the quotation marks)
>>
>> Note: You can replace <servername> with the IP address or the FQDN of the
>> SMTP server that you want to connect to.
>>
>> For detail information, you can refer to the following KB articles:
>>
>> 838049 HOWTO: Telnet to Port 25 to Test SMTP Communication
>> <http://support.microsoft.com/?id=838049>
>>
>> 153119 XFOR: Telnet to Port 25 to Test SMTP Communication
>> <http://support.microsoft.com/?id=153119>
>>
>> To further trouble shoot the issue, we need totally remove the SMB V3
>> application to isolate the issue. I appreciate your time!
>>
>> I am happy to be assistance of you!
>>
>> Have a nice day!
>>
>> Sincerely,
>>
>> Jenny Wu
>> 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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>>
>> 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.

Re: Trend Micro V3 Issues

>>
>> 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.
>>
>> -----
>>>From: "Wayne Kent" <wkent at netsandbytes dot com>
>>>References: <utedbNp9FHA.2816@xxxxxxxxxxxxxxxxxxxxxxxx>
>> <1133827757.281001.60100@xxxxxxxxxxxxxxxxxxxxxxxx>
>> <tuRYZbh#FHA.3092@xxxxxxxxxxxxxxxxxxxxxxxx>
>> <5PwnHBk#FHA.1236@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>Subject: Re: Trend Micro V3 Issues
>>>Date: Tue, 6 Dec 2005 04:46:51 -0900
>>>Lines: 206
>>>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: <OEJMEum#FHA.2452@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>Newsgroups: microsoft.public.windows.server.sbs
>>>NNTP-Posting-Host: 146-1-178-69.gci.net 69.178.1.146
>>>Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP11.phx.gbl
>>>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:228088
>>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>>
>>>Hi Jenny,
>>>The mail recipient you referred to is a local one on the domain and
>> receives
>>>the report just fine. The email to the external recipient is the one that
>> is
>>>stuck in the outbound queue and never gets sent. All other mail seems to
>> be
>>>processed without incident.
>>>I should mention that Exchange Service Pack 2 was installed at the same
>> time
>>>as the update to Trend Micro.
>>>If the messages have already passed the SMTP filters why would they
>>>remain
>>>in the outbound queue, and why would the reports be affected in this
>>>manner??
>>>
>>>Wayne
>>>
>>>""Jenny wu [MSFT]"" <v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>><news:5PwnHBk%23FHA.1236@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>> Hi Wayne,

Re: Trend Micro V3 Issues

>>>>
>>>> Thanks for your update by mail.
>>>>
>>>> From the message tracking log image, the outbound mails have been saved
>> in
>>>> outbound queue and ready to send out. They have been through the SMTP
>>>> filters.
>>>>
>>>> What is more, for the image, I found that one of the mail recipient is
>>>> wkent@xxxxxxx, I guess the mail address is invalid, did you got NDR
>> mail.
>>>> Please clear the outbound queue of Exchange and then try to test the
>>>> issue,
>>>> do you get NDR?
>>>>
>>>> I am happy to be assistance of you!
>>>>
>>>> Have a nice day!
>>>>
>>>> Sincerely,
>>>>
>>>> Jenny Wu
>>>> Microsoft CSS Online Newsgroup Support
>>>> Get Secure! – www.microsoft.com/security
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>>>> -----
>>>>>X-Tomcat-ID: 70489786
>>>>>References: <utedbNp9FHA.2816@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>> <1133827757.281001.60100@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>>>MIME-Version: 1.0
>>>>>Content-Type: text/plain
>>>>>Content-Transfer-Encoding: 7bit
>>>>>From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
>>>>>Organization: Microsoft
>>>>>Date: Tue, 06 Dec 2005 03:40:40 GMT
>>>>>Subject: Re: Trend Micro V3 Issues
>>>>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>>>>Message-ID: <tuRYZbh#FHA.3092@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>>>Newsgroups: microsoft.public.windows.server.sbs
>>>>>Lines: 130
>>>>>Path: TK2MSFTNGXA02.phx.gbl
>>>>>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:227982
>>>>>NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122
>>>>>
>>>>>Hi Wayne,
>>>>>
>>>>>Thanks for your update. I appreciate your understanding for the issue.
>>>>>
>>>>>Through tests, we may isolate the issue in the SMB V3 side. Have you
>>>>>enabled Message Tracking to monitor outbound mails? Where you find
>>>>>outbound
>>>>>mails are dropped?
>>>>>
>>>>>For different Anti-spam application has different filter engine to scan
>>>>>mails. I am sorry for that I am not familiar with Trend Micro's
>>>>>applications and It is should be the best way that you contact Trend
>> Micro
>>>>>for support.
>>>>>
>>>>>Also it should be appreciated that you will share knowledge with us if
>> you
>>>>>resolved the issue and post the solution here-).
>>>>>
>>>>>I am happy to be assistance of you!
>>>>>
>>>>>Have a nice day!
>>>>>
>>>>>Sincerely,
>>>>>
>>>>>Jenny Wu

Re: Trend Micro V3 Issues

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>>>>>-----

>>>>>>>From: slickrock22@xxxxxxxxxx
>>>>>>>Newsgroups: microsoft.public.windows.server.sbs
>>>>>>>Subject: Re: Trend Micro V3 Issues
>>>>>>>Date: 5 Dec 2005 16:09:17 -0800
>>>>>>>Organization: <http://groups.google.com>
>>>>>>>Lines: 31
>>>>>>>Message-ID: <1133827757.281001.60100@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>>>>>>>References: <utedbNp9FHA.2816@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>>>>> <J\$IpIBV#FHA.832@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>>>>> <#ePCmcc#FHA.2616@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>>>>>NNTP-Posting-Host: 207.230.12.32
>>>>>>>Mime-Version: 1.0
>>>>>>>Content-Type: text/plain; charset="iso-8859-1"
>>>>>>>Content-Transfer-Encoding: quoted-printable
>>>>>>>X-Trace: posting.google.com 1133827762 21570 127.0.0.1 (6 Dec 2005

Re: Trend Micro V3 Issues

>>>>>00:09:22 GMT)
>>>>>X-Complaints-To: groups-abuse@xxxxxxxxxx
>>>>>NNTP-Posting-Date: Tue, 6 Dec 2005 00:09:22 +0000 (UTC)
>>>>>In-Reply-To: <#ePCmcc#FHA.2616@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>>>User-Agent: G2/0.2
>>>>>X-HTTP-UserAgent: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1;
>> SV1;
>>>>>.NET CLR 1.1.4322),gzip(gfe),gzip(gfe)
>>>>>Complaints-To: groups-abuse@xxxxxxxxxx
>>>>>Injection-Info: f14g2000cwb.googlegroups.com;
>> posting-host=207.230.12.32;
>>>>> posting-account=olNKR A0AAAB6vwAY-4GWdKxupPXechmt
>>>>>Path:
>>>>>TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!newsfeed00.sul.t-online.de!t-o
>> nl
>>>> i
>>>>>ne.de!news.glorb.com!postnews.google.com!f14g2000cwb.googlegroups.com!not
>> -f
>>>> o
>>>>>r-mail
>>>>>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:227917
>>>>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>>>>
>>>>>Please you post as we upgraded to did the following and the outbound
>>>>>SMTP queues were stuck and external mail was not being delivered.
>>>>>Some
>>>>>that did get through was a few hours late. We do not use the POP3
>>>>>connector. We use full SMTP in and out. This was a nightmare. We
>>>>>uninstalled TrendSMB v3 and reinstalled v2, but that didn't help. You
>>>>>can't rollback Exchange SP2, we finally called MS and paid \$250.
>>>>>There
>>>>>solution, which worked is listed below. I would really like to be
>>>>>able
>>>>>to reinstall TrendSMB v3, but I am nervous it will bomb again. Please
>>>>>share your experiences. I believe we found that some of the outgoing
>>>>>emails were being modified and the format was malformed or something.
>>>>>What I did to break my SMTP Mail Queue:
>>>>>1. Service Pack 1 for the Windows Server® 2003 operating system
>>>>>(Already was installed)
>>>>>2. Windows SharePoint® Services 2.0 Service Pack 1 (installed today)
>>>>>3. Exchange Server 2003 Service Pack 1 (was already installed)
>>>>>4. Windows XP SP2 for Client Deployment (installed today)
>>>>>5. Windows Small Business Server 2003 SP1 (installed today)
>>>>>6. Exchange Server 2003 Service Pack 2 (installed last today)
>>>>>7. Installed TrendSMB v3 Update
>>>>>What MS did to solve my problem
>>>>>1. Changed the SERVICE Microsoft Exchange MTA Stacks to Startup Type:
>>>>>AUTOMATIC and started the service since it was stopped
>>>>>2. In Server Management a new SMTP Virtual Server was created and give
>>>>>the exact same properties as the existing SMTP virtual server. The
>>>>>new

