

RE: 5.7.1 domain isn't in my list of allowed rcpthosts

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-02/msg03623.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Mon, 20 Feb 2006 14:24:14 GMT
-

Hi Brett,

Thanks for your information.

I am sorry for the delayed response due to 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!

Have you contacted your ISP to check the SPAM filter service? From the bounced message, the error information is not reported by exchange server. You can test send email directly to your exchange server (bypass DNS name resolution) rather than through ISP to isolate the issue.

I appreciate your time! I am happy to be of assistance to 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:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

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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.

X-Tomcat-ID: 225138433

References: <1137131892.675092.250160@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<78Pvj\$KGGHA.3944@xxxxxxxxxxxxxxxxxxxxxxxx>

<kZIXbeXLGHA.668@xxxxxxxxxxxxxxxxxxxxxxxx>

<1P5VPVJMGHA.608@xxxxxxxxxxxxxxxxxxxxxxxx>

<1tN3u8VMGHA.668@xxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")

Organization: Microsoft

Date: Wed, 15 Feb 2006 11:28:08 GMT

Subject: RE: 5.7.1 domain isn't in my list of allowed rcpthosts

X-Tomcat-NG: microsoft.public.windows.server.sbs

Message-ID: <vv40mLiMGHA.608@xxxxxxxxxxxxxxxxxxxxxxxx>

Newsgroups: microsoft.public.windows.server.sbs

Lines: 589

Path: TK2MSFTNGXA01.phx.gbl

Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:244638

NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182

Hi Brett,

Thanks for your information. I appreciate your time and efforts to the issue.

The problem may lies in the SPAM filter service, please contact your ISP for support. Also let us perform the following test to find the clue.

Please make the e-mail sender to send email directly to your exchange server (bypass DNS name resolution) rather than through ISP, does the

issue

happen again?

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If the sender's email server is exchange, you can let them refer to the following steps to setup bypass DNS name resolution to test Simple Mail Transfer Protocol (SMTP) mail flow to your domains.

1. Create an SMTP Connector to the remote domain that you want to send messages to.
2. When you are local to the remote SMTP server, start a command prompt, and then run an ipconfig command to verify the Internet protocol (IP) address of the SMTP server of your domain.
3. Open the SMTP connector properties, click the General tab, and then

type

the IP address of your SMTP server in the Smart Host box.

Note Format the address so that it is enclosed in brackets, for example "[10.10.250.1]".

4. Stop the Microsoft Exchange Server Routing Engine Service and the SMTP service.
5. Restart both services.
6. Use the Winroute utility to check for changes to routes.
7. Send test messages to your domain.

When you complete this procedure, Exchange completely bypasses the DNS service and delivers messages to the remote domain directly through the IP address. If mail delivery is successful, you may be experiencing issues with name resolution. Use additional tools to determine if the issue is caused by records that are returned by DNS to the requesting Exchange computer, or if the issue occurs because Exchange is not using that information correctly. Use utilities such as Nslookup to assess

information

that is being passed to Exchange from an internal DNS server and compare

it

to the DNS information that is available from any of the Internet DNS servers.

For more detail information, you can refer to the following information:

285863 XCON: How to Bypass DNS Name Resolution to Test SMTP Mail Flow to Remote

<http://support.microsoft.com/?id=285863>

Does the issue happen again from the sender? If not, that indicates that problem lies in ISP.

I am happy to be of assistance!

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X-Tomcat-ID: 252925696
References:
<1137131892.675092.250160@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<78Pvj\$kgGHA.3944@xxxxxxxxxxxxxxxxxxxxxxxx>
<kZIXbeXLGHA.668@xxxxxxxxxxxxxxxxxxxxxxxx>
<1P5VPVJMGHA.608@xxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0
Content-Type: text/plain
Content-Transfer-Encoding: 7bit

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RE: 5.7.1 domain isn't in my list of allowed rcpthosts

From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
Organization: Microsoft
Date: Tue, 14 Feb 2006 12:07:09 GMT
Subject: RE: 5.7.1 domain isn't in my list of allowed rcpthosts
X-Tomcat-NG: microsoft.public.windows.server.sbs
Message-ID: <1tN3u8VMGHA.668@xxxxxxxxxxxxxxxxxxxxxx>
Newsgroups: microsoft.public.windows.server.sbs
Lines: 459
Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:244356
NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122

Hi Brett,

Thanks for your update.

From your exchange server domain name;(methodder.com), I checked the MX

records via <http://www.dnsstuff.com/>

a.mx.methodder.com. A IN 300 216.17.3.38
b.mx.methodder.com. A IN 300 216.250.187.12

However when I try to telnet to the server, the response is not as expected. For further analyze the issue, please help me collect the following information:

1. What is the SBS server external IP address? How many NICs you

installed

on it? What is your SMTP domain?

2. How you setup exchange to retrieve emails? Directly received using exchange server or received through ISP and then deliver to your exchange server? I suggest you contact your ISP to check the related

configurations.

3. Please enable message tracking and SMTP logging in your exchange

server

till the issue is reproduced. You can mail me the message tracking log

and

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smtp log for analyze. And let me know the information: exact mail sender, recipient mail address and time when the issue happens.

To enable the Message Tracking logs, please perform the steps in the following KB articles:

823864 Improved Message Tracking Features in Exchange Server 2003
<http://support.microsoft.com/?id=823864>

821910 How to troubleshoot for Exchange Server 2003 transport issues
<http://support.microsoft.com/?id=821910>

Since the issue happens randomly, we need monitor the server till the issue

is reproduced to find the clue.

You can also try to test your exchange server using telnet command from external domain. 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>

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The customer mail content:
=====

Hi, thanks for the response.

How can I tell which server is sending the NDR? I'm not sure if this

mail

is getting to my server or not.

The exchange server domain name is methodder.com. The sender domain name

is random, it happens from various different domains and sometimes they

can

send mail to us, sometimes they get the NDR.

At this point we haven't installed any antivirus or Trend software on

that

server.

Thanks,
Brett
=====

RE: 5.7.1 domain isn't in my list of allowed rcpthosts

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X-Tomcat-ID: 213522175

References:

<1137131892.675092.250160@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<78Pvj\$KGGHA.3944@xxxxxxxxxxxxxxxxxxxxxxxx>

<kZIXbeXLGHA.668@xxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")

Organization: Microsoft

Date: Mon, 13 Feb 2006 12:01:59 GMT

Subject: RE: 5.7.1 domain isn't in my list of allowed rcpthosts

X-Tomcat-NG: microsoft.public.windows.server.sbs

Message-ID:

<1P5VPVJMGHA.608@xxxxxxxxxxxxxxxxxxxxxxxx>

Newsgroups: microsoft.public.windows.server.sbs

Lines: 333

Path: TK2MSFTNGXA01.phx.gbl

Xref: TK2MSFTNGXA01.phx.gbl

microsoft.public.windows.server.sbs:244100

NNTP-Posting-Host: tomcatimport2.phx.gbl
10.201.218.182

Hi Brett,

Thanks for your information. I appreciate your time and efforts to the issue.

I am sorry for the delayed response due to 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!

However from your log information, we can not sort out

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problem. Please kindly help me collect the following information to isolate the issue:

Please reproduced the issue again

1. What is your exchange server domain name? When the issue happens,

what

is the sender domain name? Please let the sender save the NDR and the original e-mail which is sent to your mail server and received NDR in

.msg

format and send them to me. Also please let me know exact time to send

the

e-mail.

2. Does the NDR received from the sender own server or from your server?

3. Please monitoring the server and when the issue exist again, let us collect the SMTP log for analyze. And let me know the exact mail sender, recipient mail address and time.

In this time, please try to disable all Antivirus application, FWC,

Trend

micro and so and then test the issue again, what is the result?

I appreciate your time!

Have a nice day!

Sincerely,

Jenny Wu
Microsoft CSS Online Newsgroup Support

=====

PLEASE NOTE the newsgroup SECURE CODE and

RE: 5.7.1 domain isn't in my list of allowed rcpthosts

PASSWORD will be updated at

9:00

AM PST, February 14, 2006. Please complete a re-registration process by entering the secure code mmpng2006 when prompted. Once you have entered

the

secure code mmpng2006, you will be able to update your profile and

access

the partner newsgroups.

=====

When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from this issue.

=====

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rights.

=====

X-Tomcat-ID: 263919355

References:

<1137131892.675092.250160@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<78Pvj\$kgGHA.3944@xxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")

Organization: Microsoft

Date: Thu, 09 Feb 2006 12:51:54 GMT

Subject: RE: 5.7.1 domain isn't in my list of allowed rcpthosts

RE: 5.7.1 domain isn't in my list of allowed rcpthosts

X-Tomcat-NG:
microsoft.public.windows.server.sbs
Message-ID:
<kZlXbeXLGHA.668@xxxxxxxxxxxxxxxxxxxxxxxxxx>
Newsgroups:
microsoft.public.windows.server.sbs
Lines: 254
Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:243299
NNTP-Posting-Host: TOMCATIMPORT1
10.201.218.122

Hi Byerks,

Thanks for your information.

Based on my research, the issue should be
lies in the mail sender side.
Please let the sender to check it's
configuration. The following

solution

should be processed in the sender side.

I. Please check if the mail sender side uses
any external DNS Server.

if

yes, please move all the external DNS
servers. You can refer to the
following steps:

- a. On the Exchange 2003 server, open Exchange System Manager.
- b. Expand Servers -> <servername> -> Protocols -> SMTP.
- c. Right click on Default SMTP Virtual Server, and click properties.
- d. On the delivery tab, click Advanced button.
- e. Click Configure button. Do you see any external DNS servers

configured?

If yes, please remove all the external DNS
servers.

RE: 5.7.1 domain isn't in my list of allowed rcpthosts

II. Based on research, the issue may occur if you are using one

internet

service provider but a third party email provider that is forwarding

the

email. Please perform the following steps to check the issue.

In Outlook 2003 go to Tools > Accounts > view or change existing email account > change > more settings > outgoing server tab > my outgoing server requires authentication > log on to incoming mail server before sending email.

III. If the issue persists, please let the customers contact their ISP

to

check if the ISP is different than their email provider.

Hope above information helps! I am happy to be of assistance to you.

Have a nice day!

Sincerely,

Jenny Wu
Microsoft CSS Online Newsgroup Support

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PLEASE NOTE the newsgroup SECURE CODE and PASSWORD will be updated at

9:00

AM PST, February 14, 2006. Please complete a re-registration process

by

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When responding to posts, please "Reply to Group" via your newsreader

so

that others may learn and benefit from this issue.

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X-Tomcat-ID: 62805731

References:

<1137131892.675092.250160@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding:

7bit

From:

v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

("Jenny wu [MSFT]")

Organization: Microsoft

Date: Mon, 16 Jan 2006

03:49:39 GMT

Subject: RE: 5.7.1 domain

isn't in my list of allowed

rcpthosts

X-Tomcat-NG:

RE: 5.7.1 domain isn't in my list of allowed rcpthosts

microsoft.public.windows.server.sbs
Message-ID:
<78Pvj\$kGGHA.3944@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
Newsgroups:
microsoft.public.windows.server.sbs
Lines: 174
Path:
TK2MSFTNGXA02.phx.gbl
Xref:
TK2MSFTNGXA02.phx.gbl
microsoft.public.windows.server.sbs:236876
NNTP-Posting-Host:
TOMCATIMPORT1
10.201.218.122

Hi Byerks,

Thank you for posting here!

I am sorry for the delayed
response due to weekend.
Please understand

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the newsgroups are staffed
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answer your systems and
applications questions. Your
understanding is
greatly appreciated!

From your
description,
I understand
the issue to
be: users
randomly

received NDR message
(#5.7.1) when they sent
mails to your SBS domain.

If

I

RE: 5.7.1 domain isn't in my list of allowed rcpthosts

am off base, please don't
hesitate to let me know.

Before we go any further,
please kindly help me
collect some

information

to

isolate the issue so that it
can be resolved efficiently.

1. Does this problem just
occur with some specific
users or all the

users?

2. What these users use to
send mails? Exchange
server or others?

3. Have you installed the
ISA server? What is the
version?

4. Do you configure any
external DNS Server, you
may try the following
steps to verify it:

- a. On the Exchange 2003
server, open Exchange
System Manager.
- b. Expand Servers ->
<servername> -> Protocols
-> SMTP.
- c. Right click on Default
SMTP Virtual Server, and
click properties.
- d. On the delivery tab, click
Advanced button.
- e. Click Configure button.
Do you see any external
DNS servers

configured?

RE: 5.7.1 domain isn't in my list of allowed rcpthosts

If yes, please remove all the external DNS servers.

What is more, I would like to suggest you Re-run CEICW (Server

Management

console -> Configuration
E-mail and internet
connection -> Connect to

the

Internet) to refresh network connection and e-mail server

configuration.

You can refer to the following steps:

- A. Click Start, click Server Management.
- B. Click To Do List and then click "Connect to the Internet".
- C. Click Next, select "Do not change connection type" and click Next.
- E. Select Enable firewall and click Next.
- F. Ensure E-mail is selected and Click Next.
- G. Go through the steps until the Internet E-mail page shows, select "Enable Internet e-mail" and click Next.
- H. Select either "Use DNS to route e-mail" or "Forward all e-mail to

e-mail

server at your ISP". If you select the latter, enter the ISP SMTP

RE: 5.7.1 domain isn't in my list of allowed rcpthosts

server.

Click Next.

I. Specify to receive e-mail using one or both of the following

methods:

- POP3 Mailboxes
- Exchange

Click Next.

J. Enter your e-mail domain name and click Next. The e-mail domain

name

should match the mail exchanger (MX) resource record maintained at

your

ISP. This must be a registered Internet domain name.

K. Go through the steps to finish the wizard.

For more detail steps, please take a look at the following KB article:
825763 How to configure Internet access in Windows Small Business

Server

2003

<http://support.microsoft.com/?id=825763>

Then please test the issue, how about the result?

If the issue persists, please let the problematic user enable SMTP

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RE: 5.7.1 domain isn't in my list of allowed rcpthosts

logging

on their SMTP server and then monitor this issue. To enable SMTP

logging,

please follow the steps below:

1. Open Exchange System Manager.
2. Expand to Servers->your_Exchange_server->Protocols->SMTP->Default

SMTP

Virtual Server.
3. Right-click Default SMTP virtual server and then click Properties.
4. Click to select Enable Logging and then click Properties->Advanced. Select all boxes in the list and then click OK twice.
5. Restart SMTP service.
6. When anyone reported this issue, please collect the corresponding

log

file and send it to me at v-yanniw@xxxxxxxxxxxxxx

I appreciate your time! I am happy to be of assistance to you and look forward to your reply!

Have a nice day!

Sincerely,

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www.microsoft.com/security

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From:
byerks@xxxxxxxxx
Newsgroups:
microsoft.public.windows.server.sbs
Subject:
5.7.1
domain isn't
in my list of
allowed
rcpthosts
Date: 12 Jan
2006

RE: 5.7.1 domain isn't in my list of allowed rcpthosts

21:58:12
-0800
Organization:
<http://groups.google.com>
Lines: 18
Message-ID:
<1137131892.675092.250160@xx>
NNTP-Posting-Host:
68.112.137.129
Mime-Version:
1.0
Content-Type:
text/plain;
charset="iso-8859-1"
X-Trace:
posting.google.com
1137131897
5988
127.0.0.1
(13 Jan
2006

05:58:17 GMT)

X-Complaints-To:
groups-abuse@xxxxxxxxxxx
NNTP-Posting-Date:
Fri, 13 Jan
2006
05:58:17
+0000
(UTC)
User-Agent:
G2/0.2
X-HTTP-UserAgent:
Mozilla/4.0
(compatible;
MSIE 6.0;
Windows
NT 5.0;

.NET

CLR
1.1.4322),gzip(gfe),gzip(gfe)

Complaints-To:
groups-abuse@xxxxxxxxxxx
Injection-Info:
g43g2000cwa.googlegroups.com;

RE: 5.7.1 domain isn't in my list of allowed rcpthosts

posting-host=68.112.137.129;

posting-account=YubzKQ0AAAC8HeQ54XJyiOmJGrQg2oZr
Path:

TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!newsfeed00.sul.t-on

-

o

n

l

i

ne.de!border2.nntp.dca.giganews.com!nntp.giganews.com!news-out.readnew

.