

# Re: DNS and email problem

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg03020.html>

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- *From:* "Fred" <[apextester@xxxxxxxxxxxx](mailto:apextester@xxxxxxxxxxxx)>
  - *Date:* 13 Mar 2006 19:27:05 -0800
- 

Thanks for the powerful feedback. very much so appreciated, yet it may have been in vain as it appears that other characteristics to the problem need to be specified before the correct solution can be applied.

Have consulted with our E-mail service/domain provider and Internet provider (Adhost.com and Qwest DSL, respectively).

It is quite common for a small business to choose to pay for hosting services (Adhost.com) rather than do it themselves.

It makes a lot of economic sense, yet it creates a "disconnect" scenario between the source and destination hosts with respect to domain names. And this is where I believe the problem crop up.

For my situation, the following holds true:

- 1.) The error message shows the static WAN IP address to our router. This router is in between our SBS and the Internet.
- 2.) The SBS does not exist as a registered mail server nor does it host a registered domain name as a web site.

Why do this? Seems to defeat the purpose of SBS. Not really. As a small office, we chose to use E-mail services from an outside POP mail server yet at the same time take advantage of using the Public Folders from Exchange Server and other automated services provided by SBS.

This paid E-mail service provides excellent filtration of viruses of which once had been a monumental problem. Also, the office does not wish to have domain registered services "inhouse" as it presents risk and cost in particular when there is no IT manager on-site full time. If hosting inhouse, if that E-mail server ever goes down--all incoming E-mail is bounced. Also, all viruses and spam must be mitigated inhouse. Not the case with a robust POP provider with IT staff 24/7.

So, the bottom line is that there is no registered domain name of any kind with the static WAN IP address at our router of which is between

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our SBS and the remaining Internet.

We send an E-mail message via the SBS using POP connector specifying our remote outgoing mail server (mail.adhost.com) as discussed, Comcast performs a reverse trace, identify's our WAN IP, checks it against DNS to our domain name, it understandably fails the check as since that WAN IP is not registered with any domain name, and the E-mail message is bounced away.

One solution may be to host the E-mail directly from our office. This is out of the question as discussed risk and expense imposed on the small business.

Another solution is to take our static WAN IP address and register it would some domain name. This way, when the DNS test is performed by Comcast, it does not fail since that IP address is now registered with a domain name.

Seems it may be any domain name to pass the Comcast reverse lookup test although only Comcast truly knows the applied algorithm for the reverse lookup.

Our static WAN IP is rented at \$15/month from Qwest. As our hosting service (Adhost) does not own this IP address, the reverse lookup to our domain name (www.paadvisors.com) can not be applied by Adhost. Our hosting service referred me to Qwest who owns this IP address.

The technical support from Qwest understood the problem and worked on a resolution of which may or may not work:

"I associated the domain paadvisors.com to their account paainc (qwest.net username) while leaving the DNS pointing at the authoritative servers they were already at. All I did was added a reverse lookup for paadvisors.com back to the IP address they have registered with Qwest. What that should do is the mail server should do a lookup on the IP and see in Qwest's zone record the IP has a PTR (Reverse DNS) record pointing to paadvisors.com. They should then see that paadvisors.com has an MX record going from mail.adhost.com (the registrar) and see its all set up properly and allow the email. That's my theory at least."

That's the best I can determine so far. Seems we could fix the problem by hosting our site with Qwest instead of Adhost although we would like to avoid doing this. When going with an external host, seems it best to do it with your ISP of which provides the WAN IP address of which is traced by Comcast. This keeps the domain hosting IP under the same owner of the WAN IP allowing for better management.

Anyway, if anyone has a better idea or if I am brain dead on this with my analysis, please advise on best solution or workaround.

Sincerely,

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Fred

2.)

"Jenny wu [MSFT]" wrote:

Hi Bryce,

Thanks for your update. I am glad to know that information is useful to you. Please feel free to let me know if you have any unclear about the information. We are glad to help.

Have a nice weekend!

Sincerely,

Jenny Wu  
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.

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Any input or comments in this thread are highly appreciated.

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From: "Bryce" <fukuzz---at---hotmail---dot---com>  
References: <elMv\$u9QGHA.5296@xxxxxxxxxxxxxxxxxxxxxxxx>

<1141971004.352681.193310@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Subject: Re: DNS and email problem  
Date: Fri, 10 Mar 2006 00:24:52 -0800  
Lines: 73  
X-Priority: 3  
X-MSMail-Priority: Normal  
X-Newsreader: Microsoft Outlook Express 6.00.2900.2180  
X-RFC2646: Format=Flowed; Original  
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180  
Message-ID: <#Zs7kvBRGHA.5156@xxxxxxxxxxxxxxxxxxxxxxxx>  
Newsgroups: microsoft.public.windows.server.sbs  
NNTP-Posting-Host: c-67-182-138-190.hsd1.wa.comcast.net  
67.182.138.190  
Path:  
TK2MSFTNGXA03.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP10.phx.gbl  
Xref: TK2MSFTNGXA03.phx.gbl  
microsoft.public.windows.server.sbs:251342  
X-Tomcat-NG: microsoft.public.windows.server.sbs

Thanks Jenny for this valuable information.

Fred, I don't think we are the only ones encountering this problem.

Let's share information on this. I'll look at these records tomorrow or on Monday.

Bryce.

"Fred" <apextester@xxxxxxxxxxxx> wrote in message  
[news:1141971004.352681.193310@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:1141971004.352681.193310@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Have exactly the same problem with similar environment.  
Does it with  
particular AOL and Comcast E-mail addresses.

Only thing is, I have been unable to recreate the problem  
using a  
Comcast account.

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Configured a Comcast account with full spam filtration and no problem.

Seems there is a wierd spam filter for certain accounts from AOL and Comcast of which rejects mail sent from an invalid IP address and domain name association. It may only be doing it with newly created accounts at Comcast, AOL and others of where a certain query is executed to filter off illegitimate mail...unfortunately doing it also to legitimate mail having a bad mail server setting.

Found a link at Comcast of which shed a bit of light having to do with reverse DNS, yet am still way in the dark on this:

<http://www.comcast.net/help/faq/index.jsp?faq=Email118405>

There is manager at the SBS of which allows for configuring the DNS of which is yet another gordian knot from Microsoft to deal with.

Will be up late tonight researching this problem.

If you figure it out, please let me know.

Fred

Bryce wrote:

Hello:

I get emails back with this message: (I assume it's coming from our exchange server, maybe?)

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

Subject: Our company's name

Sent: 3/9/2006 4:24 PM

The following recipient(s) could not be reached:

'macy.fox@xxxxxxxxxxx' on 3/9/2006 4:24 PM

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There was a SMTP communication problem  
with the recipient's email

server.

Please contact your system administrator.  
<ourcompany.org #5.5.0  
smtp;521-EHLO/HELO from sender  
70.xx.xx.xxx does  
not  
map to ourcompany.org in DNS>

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What can I do. It looks like there is a DNS  
problem on our end?  
99% of our email is fine though, but this  
person can't get anything to  
comcast and sometimes to aol accounts.

Bryce.