

Re: DNS and email problem

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg03461.html>

- *From:* "Shawn" <sjensen@xxxxxxxxxxxxxxxxxxx>
 - *Date:* 15 Mar 2006 12:10:08 -0800
-

We've been having similar problems communicating with Comcast and AOL addresses from our SBS 2003 server and I've followed this thread with interest. Our problem though seems to be different from what I am reading here. Basically our situation boils down to Comcast performing a reverse DNS to the wrong IP address for our mail server but I'm not sure why they are looking at the wrong IP address in the first place (I'm a bit of a novice in this area).

MY questions are, what would cause Comcast (and AOL) to bounce back an error message with an incorrect IP address when a reverse DNS to the correct IP address would be successful?

For example:

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

Subject: Season Pass
Sent: 3/15/2006 8:58 AM

The following recipient(s) could not be reached:

someone@xxxxxxxxxxx on 3/15/2006 8:59 AM
There was a SMTP communication problem with the recipient's email server. Please contact your system administrator.
<mail.ourserver.com #5.5.0 smtp;521-EHLO/HELO from sender xx.xxx.xx.30 does not map to mail.ourserver.com in DNS>

The "error" is that our mail server does have a correct PTR and all appears to be set up correctly but for some reason the error message shown above lists an incorrect IP address of xx.xxx.xx.30 for our mail server rather than the correct IP address of xx.xxx.xx.25 (both addresses ARE static IP's that we have).

Would simply adding a PTR record to my DNS settings pointing xx.xxx.xx.30 ALSO to mail.ourserver.com correct the problem (even though my mail server is actually located at the xx.xxx.xx.25 address)?

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Would having two PTR's pointing to two different IP addresses on my server cause any problems elsewhere?

And most importantly, why is the Comcast server performing a reverse DNS lookup to the wrong IP in the first place? Checking at www.dnsstuff.com and www.dnsreport.com both show our mail server MX and PTR records properly with the xx.xxx.xx.25 address.

My apologies if all of this seems confusing or if the answer ends up being something really simple but I don't have enough experience with this particular issue to just start changing things in DNS without asking the questions first. So, any light that anyone can shed on this for me would be greatly appreciated!

Thank you in advance,

~Shawn

<<snipped>>

"Fred"

<apextester@xxxxxxxxxxxx>

wrote in message

news:1141971004.352681.193310@xx

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.

Configured

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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

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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:

Re: DNS and email problem

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

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@xxxxxxxxxxxx'
on
3/9/2006
4:24
PM
There

Re: DNS and email problem

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>

What
can
I
do.
It
looks
like
there
is
a
DNS
problem
on
our
end?
99%
of

Re: DNS and email problem

our
email
is
fine
though,
but
this
person
can't
get
anything
to
comcast
and
sometimes
to
aol
accounts.

Bryce.