

RE: OWA and default accounts

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-04/msg01888.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Wed, 12 Apr 2006 08:33:30 GMT
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Hi Simon,

Thanks for using the SBS newsgroup.

From your description, I understand that you have some problems to send/receive emails using OWA. If I 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:

1. In SBS environment, the default email account should be Exchange account. What is your meaning of the sentence "my hosting provider is the default account"? Can you open the Email Account settings configuration page and capture a screen shot of the settings for analyze.
2. What is your meaning of the sentence "When I try and send from a remote site using RWW then going into outlook any emails I send are returned from the exchange server"? Do you mean that when you logon OWA to send emails, the emails return to the Exchange server? How you know the emails return to exchange server? What recipients you send? Are they external email addresses or internal email address?
3. How you configured Exchange server to send emails and receive emails? Do you use DNS or smarthost to send email? I would like to suggest that you refer to the following steps to re-configure the email server:
 - 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 server.

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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.

If you configured the mail server as a smarthost, you need continue configure as follows:

- A. Locate the node: Server Management -> Advanced Management -> Pop3 Connector Manager
- B. Click the link "Open Pop3 Connector Manager", click Add button to input pop3 server information, user account, mailbox type and so on.
- C. If the mailbox type is Global Mailbox, you need configure Routing Rule to route emails to individual mailboxes.

Then please try to test the issue again, what is the result?

More information:

http://www.sbslinks.com/DNS_Smarthost.htm

Please mail me the information to my working mailbox: 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,

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>

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

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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.

Any input or comments in this thread are highly appreciated.

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From: Simon <simon@xxxxxxxxxxxx>
User-Agent: Mozilla Thunderbird 1.0 (Windows/20041206)
X-Accept-Language: en-us, en
MIME-Version: 1.0
Newsgroups: microsoft.public.windows.server.sbs
Subject: OWA and default accounts
Content-Type: text/plain; charset=ISO-8859-1; format=flowed
Content-Transfer-Encoding: 7bit
Lines: 10
Message-ID: <dfR_f.16634\$NN4.4860@xxxxxxxxxxxxxxxxxxxxxx>
Date: Tue, 11 Apr 2006 16:58:49 GMT
NNTP-Posting-Host: 86.16.175.172
X-Complaints-To: <http://www.ntlworld.com/netreport>
X-Trace: newsfe7-win.ntli.net 1144774729 86.16.175.172 (Tue, 11 Apr 2006

17:58:49 BST)

NNTP-Posting-Date: Tue, 11 Apr 2006 17:58:49 BST
Organization: ntl Cablemodem News Service
Path:

TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS01.phx.gbl!newsfeed.cw.net!news-FFM2.ecrc.de!newsfeed01.sul.t-online.de!t-online.de!news-in.ntli.net!newsrout1-win.ntli.net!ntl.net!news.highwinds-media.com!newspeer1-win.ntli.net!newsfe7-win.ntli.net.POSTED!53ab2750!not-for-mail

Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:259645
X-Tomcat-NG: microsoft.public.windows.server.sbs

Hi,
I have sbs here and have external hosting for my domain name. Outlook on my laptop works fine with the email settings – my hosting provider is the default account. When I try and send from a remote site using RWW then going into outlook any emails I send are returned from the exchange server. I have run the ceicw wizard and made sure it's all in there for

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the email.

What have I missed ?

Thanks

Simon.