

RE: SBS Exchange 2003 NDR 4.4.7

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-09/msg00086.html>

- *From:* v-chacez@xxxxxxxxxxxxxx (chace zhang)
 - *Date:* Fri, 01 Sep 2006 10:36:14 GMT
-

Hi,

Thanks for your update.

I will be here waiting for your reply, if you have any other questions or need more help on this issue, please feel free to let me know.

Have a nice day.

Best Regards,

Chace Zhang (MSFT)

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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For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

RE: SBS Exchange 2003 NDR 4.4.7

Any input or comments in this thread are highly appreciated.

=====
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| Thread-Topic: SBS Exchange 2003 NDR 4.4.7
| thread-index: AcbNVT46dcTtHXNxQD+dG2Ih4o3Oyg==
| X-WBNR-Posting-Host: 66.78.118.153
| From: =?Utf-8?B?SmF5?= <Jay@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <B691B848-B1BF-440D-8A0B-A73A51701054@xxxxxxxxxxxx>
<nJaWfSzyGHA.396@xxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: RE: SBS Exchange 2003 NDR 4.4.7
| Date: Thu, 31 Aug 2006 16:29:02 -0700
| Lines: 165
| Message-ID: <B8F4D832-6ECD-4F07-9F3D-504D5B22FD0C@xxxxxxxxxxxx>
| MIME-Version: 1.0
| Content-Type: text/plain;
| charset="Utf-8"
| Content-Transfer-Encoding: 7bit
| X-Newsreader: Microsoft CDO for Windows 2000
| Content-Class: urn:content-classes:message
| Importance: normal
| Priority: normal
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.1830
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGXA01.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:294512
| NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
| X-Tomcat-NG: microsoft.public.windows.server.sbs

|
| sorry I missed this post, I'll read it over and give it a try and let you know.

|
| I did come across a section on the AOL website under Postmaster that mentioned anyone sending through a Cisco PIX should increase the DNS packet size.

| Jay

| "chace zhang" wrote:

| > Hi,

| >

| > Thank you for posting here.

| >

| > According to your description, I understand you encountered NDR 4.4.7 when

RE: SBS Exchange 2003 NDR 4.4.7

|> sending to particular domain, for instance AOL.
|>
|> Based on my research, the possible cause for error code 4.4.7 is as below.
|>
|> The message in the queue has expired. It is normal behavior in Exchange server which happens when target mail server didn't respond to your Exchange Server in a specified time frame (by default it's 72 hours).
The
|> sending server tried to relay or deliver the message, but the action was
|> not completed before the message expiration time occurred. This NDR may also indicate that a message header limit has been reached on a remote server or that some other protocol timeout occurred during communication
|> with the remote server. Basically, this code indicates an issue on the receiving server.
|>
|> In order to get a clear picture on this issue, please let me know the following question,
|>
|> 1. Please send me a real NDR for further research.
|> 2. Do you deliver outbound mail through DNS or Smarthost?
|>
|> Meanwhile, we can use the following steps to troubleshoot the issue.
|>
|> When the issue happens, in the Exchange Server, please telnet the destination mail server which you cannot send mail to by the following steps.
|>
|> 1. Click Start, click Run, type telnet, and then click OK.
|> 2. At the Microsoft Telnet command prompt, type open server_name 25, and
|> then press ENTER.
|> 3. To verify that you are successfully connected to the SMTP Mail Service,
|> type helo domain.com, and then press ENTER.
|> 4. Type mail from: <InternalUser@xxxxxxxxxxxxxx>, and then press ENTER.
|> 5. Type rcpt to: <User@xxxxxxxxxxxxxx>, and then press ENTER.
|> 6. Type "quit" (without the quotation marks), and then press ENTER two times to close the connection to the server and leave the Telnet session
|> running.
|>
|> For more information about these 6 steps, please refer to the following article.
|>
|> XFOR: Telnet to Port 25 of IMC to Test IMC Communication:
|> <http://support.microsoft.com/?id=153119>
|>
|> Please let me know the result and capture a screen shot if there is any

|> error during this process and send to me directly;
v-chacez@xxxxxxxxxxxxxx
|>
|> In addition, AOL and many other major mail servers are now blocking
mail
|> when they cannot resolve the sending e-mail server. AOL is doing
reverse
|> DNS lookup on the Exchange/SBS box against the recipient's address of
the
|> mail. The AOL.com mail server requires that a valid reverse DNS record
|> (known as PTR) for all of your domain's MX records. AOL.com also
requires
|> that for every inbound SMTP connection, the connecting SMTP server must
|> have a valid PTR record even if an MX record does not exist.
|>
|> AOL.com may also reject SMTP communication that originate from
computers
|> that use dynamic IP addresses.
|>
|> To resolve the problem, we may use forward to host when sending e-mail:
in
|> Exchange System Manager -> Connectors -> SmallBusiness SMTP connector
->
|> Properties, then change from "Use DNS to route to each address space on
|> this connector" to "Forward all mail through this connector to the
|> following smart hosts" and in the box below it, enter the SMTP mail
server
|> name of your ISP's mail server. You may want to re-run the CEICW to
|> configure the SMTP properties to ensure all the settings are correct.
|>
|> Hope this helps.
|>
|> Please do not hesitate to let me know if you have any questions or if
you
|> need further assistance.
|>
|> Have a nice day!
|>
|> Best Regards,
|>
|> Chace Zhang (MSFT)
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|> Microsoft CSS Online Newsgroup Support
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|> -----

|> | Thread-Topic: SBS Exchange 2003 NDR 4.4.7

|> | thread-index: AcbKtvgO3Nc9un4ZRByuFVgou8zZdg==

|> | X-WBNR-Posting-Host: 66.78.120.122

|> | From: =?Utf-8?B?SmF5?= <Jay@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

|> | Subject: SBS Exchange 2003 NDR 4.4.7

|> | Date: Mon, 28 Aug 2006 08:31:02 -0700

|> | Lines: 13

|> | Message-ID: <B691B848-B1BF-440D-8A0B-A73A51701054@xxxxxxxxxxxx>

|> | MIME-Version: 1.0

|> | Content-Type: text/plain;

|> | charset="Utf-8"

|> | Content-Transfer-Encoding: 7bit

|> | X-Newsreader: Microsoft CDO for Windows 2000

|> | Content-Class: urn:content-classes:message

|> | Importance: normal

|> | Priority: normal

|> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.1830

|> | Newsgroups: microsoft.public.windows.server.sbs

|> | Path: TK2MSFTNGXA01.phx.gbl

|> | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:293522

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|> | NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |
|> | can anyone let me know what I can do to fix this, I receive NDRs from
|> | particular companies. The message delivery times out. For example
if
|> | someone sends a message to an AOL user it'll be queued and then
receive
|> the
|> | message below:
|> |
|> | Could not deliver the message in the time limit specified
|> | MyCompanysDomainName.ca #4.4.7
|> |
|> | but other addresses work fine. I used NSLOOKUP and checked the mail
|> records
|> | point to the correct address of my server. I'm not sure how to go
about
|> this.
|> |
|> | Thanks,
|> | Jay
|> |
|> |
|> |
|> |
|