

RE: Pop3 Connector Issues/Questions

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-12/msg03423.html>

- *From:* v-innjin@xxxxxxxxxxxxxxxxxxxxxxxx ("Inn Jin [MSFT]")
 - *Date:* Wed, 20 Dec 2006 10:20:50 GMT
-

Hi, Carlos.

Thank you for posting here.

From the description, I understand this issue is that you experience issues when you retrieve mail and want to know how to configure CEICW. If I am off base, please don't hesitate to let me know.

I. About your first question, I suggest that we re-run CEICW wizard (Configuration E-mail and Internet Connection wizard -> Connect to the internet) to re-configure mail server to ensure that the mail server is configured properly.

Please follow the steps below:

- 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. 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

RE: Pop3 Connector Issues/Questions

ISP. This must be a registered Internet domain name.

K. Go through the steps to finish the wizard.

More information:

825763 How to configure Internet access in Windows Small Business Server 2003

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

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

II. Make sure your Outlook email Account has been configured pointed to your Exchange Server. To see this:

1. In your Outlook, click tools -> Email Accounts...
2. Select "view or change existing email accounts", and click next. In the Email Accounts window, double-click Microsoft Exchange Server.
3. In the pop-up window, you can see the name of your Exchange server in the Microsoft Exchange Server box, make sure it is your Exchange server name, NOT ISP's.
4. If it's not your Exchange Server, you must change it to your exchange server, to do so:
 - a. In your Outlook, click tools -> Email Accounts...
 - b. Select "view or change existing email accounts", and click next. In the Email Accounts window, choose Microsoft Exchange Server, then click the remove button.
 - c. click back, and select "Add a new email account", click next. In the next window, choose Microsoft Exchange Server, follow the wizard and complete configuration.

Then check if everything goes on well.

III. For your second question, when you use the POP3 Connector to retrieve e-mail, the following mail-flow process occurs:

1. The Connector for POP3 Mailboxes service connects to and logs on to the remote POP3 server.
2. The Connector for POP3 Mailboxes service downloads e-mail messages and stores them in the following folder:
%PROGRAMFILES%\Microsoft Windows Small Business Server\Networking\POP3\Incoming Mail
3. When all the e-mail has been downloaded from the remote POP3 server, Collaborative Data Objects (CDO) on the Windows Small Business Server-based computer retrieves the e-mail messages from the Incoming Mail folder. The

RE: Pop3 Connector Issues/Questions

RE: Pop3 Connector Issues/Questions

headers of these e-mail messages are modified to indicate that the e-mail messages will be directed to a local Exchange mailbox, and then the e-mail messages are saved to the following folder:

%PROGRAMFILES%\Exchsrvr\Mailroot\vsi 1\PickUp

4. If CDO cannot move an e-mail message to the PickUp folder, the e-mail message is put in the following folder instead:

%PROGRAMFILES%\Microsoft Windows Small Business
Server\\Networking\POP3\Failed Mail

5. If an e-mail message is corrupted, it may not be moved to the Failed Mail folder. In this scenario, the corrupted e-mail message remains in the Incoming Mail folder.

6. All the e-mail messages that are in the PickUp folder are processed by the local SMTP service and are delivered to the appropriate recipient.

You can check above folders to find your mail.

IV. If the problem still exists, please kindly help me collect the following information to isolate the issue:

1. How you configured the pop3 connector to receive emails from Internet? Please open the pop3 mailbox configuration page and capture a screen shot for this. Please mail the images to my working mailbox:

v-innjin@xxxxxxxxxxxxxx

2. Which type of the mailbox you configured in ISP? Is it Individual mailbox or Global mailbox?

3. If it is global mailbox, how you configured routing rules to route mails to user's mailbox. Please capture screen shots of the routing rule and send to me for analyze.

4. How do you configure your recipient policy? To see this:

a. Open Server Management console. Navigate to advanced management -> Your Domain Name (Exchange) -> recipients -> recipients policy, and then double-click default policy.

b. click Email Addresses (Policy) tab and get a screenshot.

4. As your have set the logging level to maximum. Please reproduce the issue and gather the application log and the message tracking log. To enable Message Tracking:

a. Open ESM, on the General tab in the server's Properties dialog box, select the Enable message tracking check box.

b. After the issue is reproduced, please wait about 15 minutes and then go to the message tracking folder and collect the message tracking log for me. By default, the message tracking logs locate under the folder: C:\Program

RE: Pop3 Connector Issues/Questions

Files\Exchsrvr\SBSNAT.log

Note: Please let me know the exact sender email address, recipient email address and the time that the email is received.

5. Please open Event Viewer and save the Application and System log file in .evt format and compress all files and mail them to my working mailbox: v-innjin@xxxxxxxxxxxxxx

Here is some information may help:

How to troubleshoot the POP3 Connector in Windows Small Business Server
<http://support.microsoft.com/?id=885685>

The POP3 Connector May Not Deliver Mail to Users
<http://support.microsoft.com/?id=325464>

I appreciate your time on gathering the information. I am happy to be of assistance to you and look forward to your reply.

Have a nice day!

Best regards,

Inn Jin (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>

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. Any input or comments in this thread are highly appreciated.

RE: Pop3 Connector Issues/Questions

RE: Pop3 Connector Issues/Questions

This posting is provided "AS IS" with no warranties, and confers no rights.