

RE: cannot receive e-mails after an NDR attack.

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  - *Date:* Thu, 07 Jun 2007 04:47:14 GMT
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Hello Customer,

Thank you for posting here.

To isolate the root cause of the problem, please let me know:

How you configured the Exchange server to receive outside e-mails? Via SMTP or via POP3 connector?

I'd like to provide the following info for your reference.

Info 1:

Please make sure that you've properly configured the CEICW.

1. Open Server Management.
2. Click To Do List.
3. Click Connect to the Internet.
4. Proceed to the "Firewall" page and select "Enable Firewall".
5. On the "Services Configuration" page, make sure that "E-mail" service has been checked.
6. On the "Web Services Configuration" page, check the web services that you want to publish.
7. On the "Web Server Certificate" page, choose "Create a new Web server certificate" and key in your public domain name in the box.
8. On the "Internet E-mail" page, choose "Enable Internet e-mail".
9. On the "E-mail Delivery Method" page, choose the 1st radio box if you're using DNS to send emails; choose the 2nd radio box if you're using a Smart Host, then key in the IP address of your smart host.
10. If you're using POP3 connector, please enable POP3 Connector.
11. Key in your e-mail domain name in "Email Domain Name" page.
12. Configure POP3 account and scheduling settings, then finish the wizard.

Info 2:

If you have a hardware firewall in front of your SBS 2003 box, please make sure that the following traffics are enabled:

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1. Outbound TCP 25 to send e-mails to external e-mail domains.
2. Inbound TCP 25 point to the SBS Server to receive e-mails from external e-mail domains.
3. Inbound TCP 110 point to the SBS Server to receive e-mails via POP3 connector.

Info 3:

I recommend you to use Telnet to verify whether the SMTP works fine. (This method can help us determine if the problem occurs when communicating with the SMTP virtual server)

Use Telnet to check the connectivity to the mail server from an internet computer. In the command prompt, run "telnet <Your public domain name or IP address> 25", and then try to use the telnet session to send an internet email:

```
helo
mail from:<email address>
rcpt to:< email address>
data
<type several words>
.
```