

RE: Email messages stuck in unreachable destination queue

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-06/msg01675.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Tue, 12 Jun 2007 05:38:24 GMT
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Hello Mark,

Thank you for posting here.

According to your description, I understand that you get stuck emails when you configure sharing an SMTP address space in Exchange Server 2003 thru KB321721. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, it seems like you do not block the open SMTP relaying on the Exchange server. I suggest we try the following steps to see if we can resolve this issue:

Configure the Exchange Server to block open SMTP relaying:

Note: A webcast is available that demonstrates how to configure Exchange Server to block open SMTP relaying. To view this webcast, click the following link:

http://support.microsoft.com/servicedesks/ShowMeHow/101904_2.aspx

There are two Exchange Server components that permit SMTP relaying to be turned on or off:

The Default SMTP Virtual Server

The SMTP Connector

Additionally, if the server is running Microsoft Internet Security and Acceleration (ISA) Server 2000, the server may be an open relay if the following conditions are true:

ISA Server is configured with a server publishing rule for the SMTP protocol.

127.0.0.1 is in the list of IP addresses that are allowed to relay in the properties of the default SMTP Virtual Server.

To check the properties on the Default SMTP Virtual Server, follow these steps:

1. Click Start, click All Programs, click Microsoft Exchange, and then click System Manager.

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2. Expand Servers, expand Servername , expand Protocols, and then expand SMTP.

If the server is an upgrade from Small Business Server 4.x, expand Administrative Groups, expand Servername , expand Servers, expand Servername , expand Protocols, expand SMTP.

3. Right-click Default SMTP Virtual Server and then click Properties.

4. Click the Access tab.

5. Click the Relay button at the bottom.

6. The default settings block open relay. The default settings are as follows:

a. Select Only the list below.

b. The Computers dialog box shows Access Granted to the Internal IP address of the Small Business Server network and to the external IP address (if the server has more than one network card.)

c. Make sure that Allow all computers which successfully authenticate to relay, regardless of the list above is selected.

7. Set the Default SMTP Virtual Server configuration for relaying as indicated, which restores its settings to their defaults.

To check the properties for the SmallBusiness SMTP Connector, follow these steps:

1. In the Exchange System Manager, expand Connectors, and then locate the SmallBusiness SMTP Connector.

If the server is an upgrade from Small Business Server 4.x, expand Administrative Groups, expand Servername , and then expand Connectors.

Note: The SmallBusiness SMTP Connector is created when you run the Small Business Server 2000 Internet Connection Wizard. If you have manually created an SMTP connector, it may not be named SmallBusiness SMTP connector. Also be aware that the SMTP connector is not required for external mail flow. The absence of a connector may not indicate a problem.

2. Right-click the SmallBusiness SMTP connector (or on the connector name that you manually created), and then click Properties.

3. Click the Address Space tab.

4. The default settings (when this connector is created by means of the Small Business Server 2000 Internet Connection Wizard) block open relay.

The default settings are:

Address Space –Type: SMTP

Address: *

Cost: 1

The Connector Scope is Entire Organization.

Allow messages to be routed to these domains is cleared (not selected).

5. Configure the SMTP Connector as indicated to restore its settings to their default values.

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For detail info:

How to block open SMTP relaying and clean up Exchange Server SMTP queues in Windows Small Business Server

<http://support.microsoft.com/?id=324958>

Meanwhile, to accept mail from domains that are shared between your Exchange organization and another SMTP server, set up an SMTP connector. To do this, follow the steps in the following.

Domains that are not local to your Exchange organization

To accept mail from domains that are not local to your Exchange organization, create an SMTP connector. For more information about how to configure an SMTP connector, click the following article number to view the article in the Microsoft Knowledge Base:

How to configure the SMTP connector in Exchange 200x

<http://support.microsoft.com/?id=265293>

However, when you add the domain to your recipient policies so that your users can receive mail from the address, click to clear the This Exchange Organization is responsible for all mail delivery to this address check box.

For detail info:

How to troubleshoot mail relay issues in Exchange Server 2003 and in Exchange 2000 Server

<http://support.microsoft.com/?id=895853>

If we can not resolve the issue after we perform the above steps, please kindly help me collect some information for further investigation:

Please send me the exchange MPS report for further analysis.

a. Visit

http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_Exchange.EXE to download the file.

b. Run the MPSRPT_Exchange.EXE on the server box.

c. Wait for 10~15 minutes.

d. Open Windows explorer, navigate to %SYSTEMROOT%\MPSReports\Exchange\cab\

e. Send the .cab file directly to me at v-terliu@xxxxxxxxxxxxxx

Hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

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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.

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| From: "MarkR" <markr@xxxxxxxxxxxxxxxxxxxx>
| Subject: Email messages stuck in unreachable destination queue
| Date: Mon, 11 Jun 2007 12:19:19 -0400
| Lines: 25
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Outlook Express 6.00.2900.3028
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3028
| X-RFC2646: Format=Flowed; Original
| Message-ID: <e\$FDHSErHHA.4836@xxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: adsl-67-38-157-109.dsl.dytnoh.ameritech.net
67.38.157.109
| Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP05.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:43135
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
| Our SBS 2003 Premium has been rock solid for a long time.
|
| Recently I added a new SMTP connector to relay messages to a new company
| office. The new office has a its own SBS2003 premium with its own
different
| internal and external domain names. The employees in the two offices
share

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| the external email domain name "xyz.com" so everyting comes into the
| original office. I have set up contacts in exchange to forward emails to
| the folks in Florida who have a separate exchange with the public domain
| "xyz-fla.com".

| I followed the info contained in KB321721 to set things up. I first
| followed method 1 as listed but was getting the stuck emails, so I tried
| method 2 with the same results. The only emails getting held up are to
| outside email addresses. I am currently resetting the SMTP service every
15

| minutes to get the emails to go. When the SMTP service is first
restarted,

| the emails work for a while, but eventually they will agian get stuck.

We

| use a smart host to forward our emails at the DSL provider, but I even
| changed the setting to DNS and it still did not fix the problem. The
emails

| relayed to the Florid office do not seem to be affected by this problem.

| Any help is appreciated.

| Mark

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