

Re: NDR delivery delayed errors keep coming, any advice?

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-09/msg03536.html>

- *From:* "Les Connor [SBS MVP]" <les.connor@xxxxxxxxxxxxx>
 - *Date:* Mon, 24 Sep 2007 10:39:57 -0500
-

Do you have an xDSL connection?

If so, you might try the 'black hole router' test, as IP fragmentation can prevent successful SMTP conversations.

<http://support.microsoft.com/?id=314825>

Do the ping tests, but don't follow the resolution steps just yet – typically with xDSL, and where you have a PPPoE aware router, you change the MTU settings on the router.

If the shoe fits (xDSL connection, and router with PPPoE login) you might have a look see what the MTU setting is on the router. If it's the default 1500, or 14xx that some xDSL providers set – you can try setting it to a lower value like 1300, for example.

--

Les Connor [SBS MVP]

"Mike" <Mike@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:AAF7D55E-DA84-49FE-B6A6-FBAB7E7EA669@xxxxxxxxxxxxxxxxxxxx

Les,

Sorry I don't think I said that right. I haven't done anything with the smarthost, still doing SMTP delivery from my server.

Anyway, I sent another e-mail to one of the domains I am having trouble sending to, and went and looked at the logs as you instructed. Here was the post from their IP address in the logfile.

```
15:07:42 xx.xxx.xxx.x -- 0
15:07:42 xx.xxx.xxx.x EHLO - 0
15:07:42 xx.xxx.xxx.x -- 0
15:07:42 xx.xxx.xxx.x MAIL - 0
15:07:42 xx.xxx.xxx.x -- 0
15:07:42 xx.xxx.xxx.x RCPT - 0
15:07:42 xx.xxx.xxx.x -- 0
```

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15:07:42 xx.xxx.xxx.x XEXCH50 - 0
15:07:42 xx.xxx.xxx.x -- 0
15:07:42 xx.xxx.xxx.x BDAT - 0
15:07:45 xx.xxx.xxx.x -- 0
15:07:45 xx.xxx.xxx.x QUIT - 0
15:07:45 xx.xxx.xxx.x -- 0

I assume all the 0's mean something is wrong. Other IP addresses in the logfile have the 250, 550, 240 type numbers in each row. Does that help at all? When I look at the queue right now my SmallBusiness SMTP connector has a line with that domain name showing up, but the status is ready, not retry (which I am used to seeing when it didn't send). Does any of this help?

Thanks,

Mike

"Les Connor [SBS MVP]" wrote:

You can check your message tracking in ESM to see where it got to. Queued is probably at your ISP for delivery. The ISP will deliver when it gets around to it ;-)- but hopefully within a few minutes. If not, then speak to your ISP. This is a disadvantage of smarthost - some ISPs get busy and messages sit in their queues.

--
Les Connor [SBS MVP]

"Mike" <Mike@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:53E83A1B-D113-49BA-A402-6D84FB690081@xxxxxxxxxxxxxxxxxxxx
> Les,
>
> Thanks so much. I know for at least a couple of the domains we are
> sending
> to, they are saying they are not getting our e-mails at all, not inbox > or
> junk e-mail folder. I've only been able to show that yahoo.com e-mail
> addresses are getting put into junk e-mail. My gmail account works > fine
> both
> ways.
>
> Anyhow, I tried to send a note to my home account via the telnet >
> commands
> you sent me the link to. It all went as described, but when I typed in > a
> (.
> to end the message, the response I got back was "250 2.6.0
> <servernamexxxxxx@xxxxxxxxxxxx Queued mail for delivery". Then I

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typed > in
> quit, and it disconnected. In the document it said I would receive > "250
> OK".
> Anyway, the message did not arrive in my personal e-mail account as of
> yet,
> and I don't see anything in ESM's queue. Does that make sense?
>
> Thanks again!
>
> Mike
>
>
> "Les Connor [SBS MVP]" wrote:
>
>> There's no loss of anything if you switch to smarhost for sending – >>
>> and
>> you
>> might try it temporarily to see if you like it.
>>
>> Well there is one small loss – in message tracking you can only see as
>> far
>> as your ISP. But that in no way affects mail delivery, just takes >> away
>> part
>> of one troubleshooting tool.
>>
>> Generally, your ISPs mail server may be more 'trusted' than yours, so
>> handing off mail this way for delivery can circumvent some delivery
>> issues.
>>
>> But let's be clear here – if your email *are* arriving at the >> destination
>> servers, but getting junked – then SMTP is working fine and smarhost >>
>> may
>> not change a thing.
>>
>>
>> -- >> Les Connor [SBS MVP]
>>
>>
>> "Mike" <Mike@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>
>> news:B3743B8A-F1CA-497C-AE71-8344DC13ED15@xxxxxxxxxxxxxxxxxxxx
>> > Les,
>> >
>> > We are configured for DNS, and have a static IP. According to our >> >
>> > ISP,
>> > whom
>> > I talked to this morning, we are configured properly for DNS.
>> >
>> > The junk e-mail thing is for sure that way with yahoo accounts, but >>
> I'm

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>>> not
>>> sure about the others. One user sent e-mail to a msn and hotmail
>>> account,
>>> and I asked him to check with those folks to see if they went to >>>
junk
>>> mail.
>>>
>>> I have ran the CEICW and have the properly defined e-mail domain, so
>>> all
>>> should be good there.
>>>
>>> Is there a downside to using the ISP as a Smarthost? I migrated to
>>> Exchange
>>> for the ability to use OWA, shared calendars, and public folders. >>>
Any
>>> loss
>>> if I switch?
>>>
>>> Thanks for the response!
>>>
>>> Mike
>>>
>>>
>>>
>>>
>>> "Les Connor [SBS MVP]" wrote:
>>>
>>>> How are you configured for sending – Smarthost or DNS?
>>>>
>>>> What type of internet connection do you have (static or dynamic >>>>
>>>> IP)?
>>>>
>>>> Unless you've got a complete set of DNS records, including reverse >>>>
>>>> MX
>>>> and
>>>> SPF, you may have trouble sending via DNS to some domains. A
>>>> reasonable
>>>> alternative is to use Smarthost, sending all outgoing email via >>>>
your
>>>> ISPs
>>>> mail server.
>>>>
>>>> If emails are recieved at the destination, but go to junk mail at >>>>
the
>>>> receiving end – it's one of two things your emails look like >>>>
spam
>>>> (the
>>>> above points apply here), and/or the recipient needs to adjust >>>>
their
>>>> junk
>>>> mail/spam filter settings.

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>>>>
>>>> Have you run the connect to the internet wizard, and properly >>>>
defined
>>>> your
>>>> email domain so you're not sending with a .local domain extension?
>>>>
>>>> -- >>>> Les Connor [SBS MVP]
>>>>
>>>>
>>>> "Mike" <Mike@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>>>
news:CCEEC675-B838-48B8-A5BA-66ECAB3447F0@xxxxxxxxxxxxxxxxxxxx
>>>>> Les,
>>>>>
>>>>> Thanks for the response. I will try your suggestions. Since I >>>>>
sent
>>>>> this
>>>>> note this morning, I have had another user tell me they are >>>>>
getting
>>>>> the
>>>>> same
>>>>> issue. This is sending to some of the free e-mails out there, >>>>>
i.e.
>>>>> yahoo,
>>>>> msn, hotmail. All e-mails from my Exchange server to yahoo seem
>>>>> to
>>>>> be
>>>>> going
>>>>> into junk/bulk mail in the recipient's folder. I don't think I >>>>>
have
>>>>> any
>>>>> control over that, do I? When I send to my personal gmail >>>>>
account
>>>>> and
>>>>> back,
>>>>> no issues.
>>>>>
>>>>> I will post after I have tried what you suggested. I've got to >>>>>
get
>>>>> this
>>>>> fixed!
>>>>>
>>>>> Mike
>>>>>
>>>>>
>>>>> "Les Connor [SBS MVP]" wrote:
>>>>>
>>>>>> Hi Mike,
>>>>>>
>>>>>> You need to determine whether the entire recipient domain is
>>>>>> affected,

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>>>> or
>>>> only certain users you send to at that domain. Here are a few
>>>> troubleshooting steps you can take.
>>>>
>>>> Check your exchange queues, and see if you can determine the >>
>>>> reason
>>>> why
>>>> the
>>>> emails are queued.
>>>> Use this kb article to send an email via command line to see if >>
>>>> it
>>>> succeeds:
>>>>
>>>> 153119 XFOR: Telnet to Port 25 to Test SMTP Communication
>>>> <http://support.microsoft.com/?id=153119>
>>>>
>>>> You can also turn up logging in Exchange, to view the SMTP
>>>> conversation:
>>>>
>>>> In Exchange System Manager, right click your Server object and
>>>> select
>>>> properties.
>>>> On the Diagnostics Logging tab, click on MExchangeTransport,
>>>> and
>>>> SMTP
>>>> Protocol, and set logging to maximum.
>>>> Expand Protocols, SMTP, default SMTP VS properties, and on the
>>>> general
>>>> tab
>>>> enable logging.
>>>>
>>>>
>>>> -- >>>> Les Connor [SBS MVP]
>>>>
>>>>
>>>> "Mike" <Mike@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>>> <news:7890A798-E082-4A06-9103-7D92078A4EF1@xxxxxxxxxxxxxxxxxxxx>
>>>> > Hi folks,
>>>> >
>>>> > I am getting more of these messages:
>>>> >
>>>> > This is an automatically generated Delivery Status >>>> >>
>>>> Notification.
>>>> >
>>>> > THIS IS A WARNING MESSAGE ONLY.
>>>> >
>>>> > YOU DO NOT NEED TO RESEND YOUR MESSAGE.
>>>> >
>>>> > Delivery to the following recipients has been delayed.
>>>> >

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