

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/msg03543.html>

- *From:* Mike <Mike@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 24 Sep 2007 08:26:04 -0700
-

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
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:

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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@xxxxxxxxxx Queued mail for delivery". Then I 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 smarthost 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

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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
smarthost 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
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.

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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 received 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

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junk
mail/spam filter settings.

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:CCEFC675-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

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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

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the
entire
recipient
domain
is
affected,
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

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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

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tab,
click
on
MSEExchangeTransport,
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@xxxx

Hi
folks,

I
am
getting
more
of
these

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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.

user@xxxxxxxxxx

The
following
recipient(s)
could
not
be
reached:

user@xxxxxxxxxx
on
9/16/2007
9:54
AM

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Could
not
deliver
the
message
in
the
time
limit
specified.
Please
retry
or
contact
your
administrator.
<domain.com
#4.4.7>

googling
and
searching
MS
only
leads
me
to
believe
that
the
problem
is
on
the
receiver's
end,
but
we
weren't
getting
these
errors
before
we
moved
to
Exchange
four
weeks
ago,
so

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does
that
make
sense?
Is
there
a
way
to
suppress
my
users
getting
these
bounce
messages?
Any
settings
I
should
check
on
my
end?

How
would
you
debug
this?
Should
I
simply
contact
the
receiver's
end,
try
to
find
someone
doing
their
IT
work
and
see
if
they
can
tell

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me
what's
going
on?

Just
looking
for
advice..

Mike