

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

## 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/msg03546.html>

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- *From:* Mike <Mike@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Mon, 24 Sep 2007 09:22:01 -0700
- 

Les,

No, we have two bonded T1's. As I said in my post to Joe, the e-mail I referenced in my previous post went through to the lady I previously couldn't get a message to. Unfortunately, I'm having several domain receipt issues. UGH!

Thanks for your help!

Mike

"Les Connor [SBS MVP]" wrote:

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

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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:

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

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busy and  
messages  
sit in their queues.

--  
Les Connor [SBS MVP]

"Mike" <Mike@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in  
message  
[news:53E83A1B-D113-49BA-A402-6D84FB690081@xxxxxxxxxxxxxxxxxxxx](mailto: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?

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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]

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"Mike"

<Mike@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

[news:B3743B8A-F1CA-497C-AE71-8344DC13ED15@xxxxxxxxxxxxxxxxxxxx](mailto: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

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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

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–  
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

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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

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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:CCEEC675-B838-48B8-A5BA-66ECAB3447F0@x](mailto:news:CCEEC675-B838-48B8-A5BA-66ECAB3447F0@x)

Les,

Thanks  
for  
the  
response.

I  
will  
try  
your

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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

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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

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

MVPJ"  
wrote:

Hi  
Mike,

You  
need  
to  
determine  
whether  
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

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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,

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right  
click  
your  
Server  
object  
and  
select  
properties.  
On  
the  
Diagnostics  
Logging  
tab,  
click  
on  
MSExchangeTransport,  
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@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote  
in

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message

<news:7890A798-E082-4A06-9103-7D9207>

Hi  
folks,

I  
am  
getting  
more  
of  
these  
messages:

This  
is  
an  
automatically  
generated  
Delivery  
Status  
Notification.

**THIS  
IS  
A  
WARNING  
MESSAGE  
ONLY.**