

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/msg03710.html>

- *From:* Mike <Mike@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 25 Sep 2007 05:18:00 -0700
-

Robert,

Thanks so much for the note. As of yesterday afternoon, I had been able to successfully send to the domain's I had previously received the 4.4.7 errors on. Not sure what cleared that up. Last Friday, I was seeing "retry" in the ESE Queues for several domains, but yesterday there didn't seem to be any issues with sending.

One thing I have noticed though, is that sending to "free" e-mail accounts (yahoo, hotmail, msn) seem to have these problems as well. It looks like anyone we sent a not to at yahoo.com e-mail addresses goes into their junk/bulk e-mail by default. I assume I have no control over that on my end.

I have turned on the logging as you requested, and when I get a DNR 4.4.7, I will send it to you.

Thanks for the response!

Mike

"Robert Li [MSFT]" wrote:

Hi Mike,

Thanks for posting in our newsgroup and also for Les's input.

From your description, I know that you get following NDR #4.4.7 sending e-mail. If that's not right, please don't hesitate to let me know.

Based on my research 4.4.7 is not a permanent error. Generally it means that the message in the queue has expired. The sending server tried to relay or deliver the message, but the action was not completed before the message expiration time occurred. This NDR may also indicate that a message header limit has been reached on a remote server or that some other protocol timeout occurred during communication with the remote server. You

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may refer to the following KB article for more information.

Delivery status notifications in Exchange Server and in Small Business Server

<<http://support.microsoft.com/?kbid=284204>>

This code typically indicates an issue on the receiving server, this may be caused by some Mail Scan software. Please have a check if the Symantec Antivirus with Internet Mail auto-protect is installed on the Exchange 2003 server. Based on my experience this Symantec Antivirus with Internet Mail auto-protect may cause email flow issue of 4.4.7 if it is installed on an Exchange 2003 server. If yes, please temporarily disable that and try again.

Also, please help me collect the following information for further research:

1. I'd like to know if this issue is always occurring or happens intermittently. If it occurs intermittently it usually indicates the receiving server problem or a network issue.

2. Do the issue occurs when sending to some specific domain or all domains? Do all users or some specific users have such issue?

3. SMTP logging

- 1) Open Exchange System Manager (ESM); expand the server;
- 2) Expand SMTP protocol; right-click the default SMTP virtual server and click properties;
- 3) Click to select the Enable logging check box. Then click Properties; click Advanced tab; click to select all extended logging options.
- 4) The SMTP logging files are located in %windir%\system32\logfiles\SMTPSVC1 folder.

Then send a test message to the external recipients; when you get the NDR; save the NDR to a *.MSG; compress the msg to a zip file; send it to me. also compress the latest SMTP log..

4. MPS Report

1) Visit

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

2) Run the MPSRPT_Exchange.EXE on the server box.

3) Wait for 10~15 minutes.

4) Open Windows explorer, navigate to %SYSTEMROOT%\MPSReports\Exchange\cab\

5) Send the .cab file directly to v-roboli@xxxxxxxxxxxxxx with subject: NDR delivery delayed errors keep coming, any advice?

I am looking forward to hear from you.

If you need further assistance, please don't hesitate to let me know.

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Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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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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<Thread-Topic: NDR delivery delayed errors keep coming, any advice?
<thread-index: Acf+s3ykpEO1/v6NQrG3xtvJWOapPA==
<X-WBNR-Posting-Host: 207.46.192.207
<From: =?Utf-8?B?TWlrZQ==?= <Mike@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<References: <7890A798-E082-4A06-9103-7D92078A4EF1@xxxxxxxxxxxx>
<47779CAB-3F98-45F1-B761-08CCF31D526F@xxxxxxxxxxxx>
<Subject: Re: NDR delivery delayed errors keep coming, any advice?
<Date: Mon, 24 Sep 2007 07:02:04 -0700
<Lines: 85
<Message-ID: <CCEEC675-B838-48B8-A5BA-66ECAB3447F0@xxxxxxxxxxxx>
<MIME-Version: 1.0
<Content-Type: text/plain;
< charset="Utf-8"

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<Content-Transfer-Encoding: 7bit
<X-Newsreader: Microsoft CDO for Windows 2000
<Content-Class: urn:content-classes:message
<Importance: normal
<Priority: normal
<X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2929
<Newsgroups: microsoft.public.windows.server.sbs
<Path: TK2MSFTNGHUB02.phx.gbl
<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:65170
<NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148
<X-Tomcat-NG: microsoft.public.windows.server.sbs

<

<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,
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:

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◇ 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.
◇ >
◇ > user@xxxxxxxxxx
◇ >
◇ > The following recipient(s) could not be reached:
◇ >
◇ > user@xxxxxxxxxx on 9/16/2007 9:54 AM
◇ > 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 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 me what's
◇ > going
◇ > on?
◇ >
◇ > Just looking for advice..

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<> Mike
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