

Re: Exchange incoming email issue

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-09/msg04432.html>

- *From:* "Scott" <someone@xxxxxxxxxxxxxx>
 - *Date:* Mon, 1 Oct 2007 00:02:20 +1000
-

Thanks for the help so far guys. I have had the 'port blocking' investigation escalated at the ISP providing the DSL – they will get back to me in the next 4 days (!!!) Good old BigPond here in OZ :(

Claus – I performed the DNSstuff test, there were no errors in the MX area, couple in the NS area about the fact that the hosts server will do DNS request for anyone, and the following in the 'MAIL' section:

Note: I've replaced the real company domain name with 'domainname'

WARNING: One or more of your mailservers is claiming to be a host other than what it really is (the SMTP greeting should be a 3-digit code, followed by a space or a dash, then the host name). If your mailserver sends out E-mail using this domain in its EHLO or HELO, your E-mail might get blocked by anti-spam software. This is also a technical violation of RFC821 4.3 (and RFC2821 4.3.1). Note that the hostname given in the SMTP greeting should have an A record pointing back to the same server. Note that this one test may use a cached DNS record.

```
mail.domainname.com.au claims to be non-existent host
MAIN-SERVER.domainname.local: <br /> 220 MAIN-SERVER.domainname.local
Microsoft ESMTP MAIL Service, Version: 6.0.3790.3959 ready at Sun, 30 Sep
2007 23:53:14 +1000 <br />
```

This seems to me to indicate it communicated in some way with the server?

Let me know what you think.

Thanks again
Scott

"Claus" <cjobs@xxxxxxxxxxxxxx> wrote in message
<news:uYg5ca2AIHA.2268@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Have you gone to www.dnsstuff.com and ran a test for the domain? What errors do you get?

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Claus

"Scott" <someone@xxxxxxxxxxxxxx> wrote in message
news:OmM42U0AIHA.4584@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi all,

Got a bit of an urgent problem here that I'm hoping someone can help with. I built an SBS 2003 R2 server a couple of weeks ago, mainly so my client could use Exchange.

I configured the usual settings (I've done at least ten of these now), tested tht it wasn't a relay etc. and added port forward rules on their router/firewall for SMTP and OWA (80 and 443)

I tested the receipt of Email using telnet from an external location (my office) which worked fine. Feeling fairly confident, I migrated their .pst's into the mail store, and contacted the ISP that hosts their DNS and asked them to update the MX record.

That was a bit of a nightmare(and a whole other stroy), but after a week (!!!) of mucking around with them, they finally got an MX and A record right for my client.

I then sent several test emails from several domains to the Exchange server, without issue.

A couple of days later, I got a call from them saying they haven't been receiving email. They can send and reveive email internally, and they can send emails out to external locations, but they can't receive from external sources.

I straight away did a telnet test on port 25, which goes to a blank DOS screen for a minute, then returns to a prompt with no further info.

Since then, I have:

Checked the event logs, and 'cleaned up' any further error events that were occuring (Such as 2014 and 2016, which looked to be related, but according to MS can be safely ignored if they only occur at startup.

It now looks to me that port 25 is being blocked 'somewhere'.

If I change the port the SMTP virtual server uses from 25 to anything else, I can then telnet into the Exchange server from my office (ie. externally) no problems.

I have re-created the firewalls rules, replaced the firewall/router with a different model, removed any extraneous software from the server that might ahve been causing issue (eg spybot was on there – installed by someone else) but no joy.

The server has Norton Corp AV, but this doesn't have any firewall type

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component that I'm aware of. (And I disabled it to test the theory anyway.)

I reckon it might be the ISP that is supplying the ADSL connection to my client that is blocking port 25, but I rang them and they say 'no'.

I'm at my wits end with this one, and I am going to have to pull the server out and go back to pop mailboxes at the ISP if I can't figure it out ASAP. Any help or ideas would be hugely appreciated.

Cheers!
Scott