

RE: No delivery report 4.4.7

```
0 SMTP - - - -  
2007-09-20 07:30:14 195.190.153.2 gcbomail.ngdc.net SMTPSVC1 PRO-SERVER  
217.116.239.147 0 RCPT - +TO:<henrik@xxxxxxxxxxx> 250 0 30 27 0 SMTP - - - -  
2007-09-20 07:30:14 195.190.153.2 gcbomail.ngdc.net SMTPSVC1 PRO-SERVER  
217.116.239.147 0 DATA - +<001201c7fb58$154b2ad0$1c136f0a@xxxxxxxxxxxxxxxx> 250  
0 130 189095 219 SMTP - - - -  
2007-09-20 07:31:14 195.190.153.2 gcbomail.ngdc.net SMTPSVC1 PRO-SERVER  
217.116.239.147 0 QUIT - gcbomail.ngdc.net 240 60219 59 4 0 SMTP - - - -
```

Best regards
Henrik

"Terence Liu [MSFT]" wrote:

Hello Henrik,

Thank you for reply.

Please let me know where the mail.rabarberlandet.dk host on. If the mail.rabarberlandet.dk is a mail server host on your ISP, that means you can telnet external 25 port. If the mail.rabarberlandet.dk is your SBS Exchange server, the telnet test is no help for outbound email issue.

Do you send email thru smart host? If the mail.rabarberlandet.dk is your smart host. Please contact your smart host support for help.

Before we go any further, please let me know the following information so that we can understand your situation more clearly.

1. Please send the NDR to me.
2. When does the issue happen? Can you send email to external before?
3. Please collect the MPS Report on Exchange and send to me.
4. Enable SMTP logging and gather SMTP log to troubleshoot the issue:
 - A. Open Exchange System Manager, expand Servers -> <Server name> -> Protocols -> SMTP, right-click "Default SMTP Virtual Server" and click Properties.
 - B. Under the General tab, check the option "Enable Logging".
 - C. With "W3C Extended Log File Format", click "Properties".
 - D. Under "General Properties", make sure "Use local time for file naming and rollover" is CHECKED.
 - E. Switch to the "Extended Properties", and then select to enable All the

logging Options.

F. Click OK to apply the modification.

G. Right-click Default SMTP Virtual Server and click Stop.

H. Right-click Default SMTP Virtual Server and click Start to restart the SMTP server.

I. Reproduce the issue, repeat step G to stop Default SMTP Virtual Server, copy out or zip the SMTP log files in the "%systemroot%\system32\logfiles\SmtpSvc1" folder, and then restart the "Default SMTP Virtual Server".

I appreciate your time and look forward to hearing from you.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

=====
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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RE: No delivery report 4.4.7

| Thread-Topic: No delivery report 4.4.7
| thread-index: AcgJuNcPMgtXy//ERgC9CMf7iYbdHA==
| X-WBNR-Posting-Host: 207.46.19.168
| From: =?Utf-8?B?SGVucmlr?= <Henrik@xxxxxxxxxxxxxxxxxxxxxxxx>
| References: <0F73C2F2-F6D2-47C6-8EBE-604A09756C73@xxxxxxxxxxxxxxxx>
<Kjsc7xz\$HHA.240@xxxxxxxxxxxxxxxxxxxxxxxx>
<9BD8CB5B-C643-4CE3-AE4D-3B4FA2C1AFA8@xxxxxxxxxxxxxxxx>
<86B46E23-CAD8-47E5-BB02-28B16E624129@xxxxxxxxxxxxxxxx>
<bzDEls#\$HHA.5604@xxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: RE: No delivery report 4.4.7
| Date: Mon, 8 Oct 2007 07:38:06 -0700
| Lines: 326
| Message-ID: <CB77E919-106B-4248-BA32-D2A728673160@xxxxxxxxxxxxxxxx>
| MIME-Version: 1.0
| Content-Type: text/plain;
| charset="Utf-8"
| 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:68020
| NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|

| Hi Terence
| When I tenet to a mail server (telnet mail.rabarberlandet.dk 25), the
| answer look like this:
| 220 mail1.surf-town.net ESMTP
| The EHLO looks like this:
| EHLO mail.rabarberlandet.dk
| 250-mail1.surf-town.net
| 250-PIPELINING
| 250-8BITMIME
| 250-SIZE 52428800
| 250 AUTH LOGIN PLAIN CRAM-MD5
| mail from henrik@xxxxxxxxxxxxxxxxxxxxx
| 250 ok
| But when I do the RCPT command, it says:
| RCPT TO henrik@xxxxxxxxxxxxxxxxxxxxx
| 550 sorry, no mailbox here by that name (#5.1.1)
| RCPT TO: henrik@xxxxxxxxxxxxxxxxxxxxx
| 502 unimplemented (#5.5.1)
|
| How come? – henrik@xxxxxxxxxxxxxxxxxxxxx is my own valid e-mail adress.
|

RE: No delivery report 4.4.7

| Best regards
| Henrik
|
| "Terence Liu [MSFT]" wrote:
|
|> Hello Henrik,
|>
|> Thank you for update.
|>
|> You unable telnet external mail server 25 port, so you unable send
|> email
|> out.
|>
|> I suggest you try to:
|>
|> 1. Please try to plug your Internet connection directly to one client
|> computer or laptop. This will bypass your router. Then, telnet external
|> mail server from this computer. Does it success?
|>
|> 2. Try to telnet another external mail server. Does it success?
|>
|> 3. Try to telnet external mail server's IP address. Does it success?
|>
|> 4. Please do connect your ISP to ensure they do not block TCP 25 port.
|>
|> If we cannot resolve the issue after we perform the above steps, please
|> help me collect some information for further investigation:
|>
|> 1. Please send the NDR to me.
|>
|> 2. When does the issue happen? Can you send email to external before?
|>
|> 3. Can you access Internet web site?
|>
|> 4. Please collect the MPS Report on Exchange and send to me.
|>
|> I hope these steps will give you some help.
|>
|> Thanks and have a nice day!
|>
|> Best regards,
|>
|> Terence Liu(MSFT)
|>
|> Microsoft CSS Online Newsgroup Support
|>
|> Get Secure! – www.microsoft.com/security
|>
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corresponding

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|> 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.

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|> different incidents in different threads to keep the thread clean. In

doing

|> so, it will ensure your issues are resolved in a timely manner.

|>

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Please

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|>

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|> =====

|>

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|>

|> -----

|> | Thread-Topic: No delivery report 4.4.7

|> | thread-index: Acf/f7kdzFj+8WwFSYGy7XQULsBvBQ==

|> | X-WBNR-Posting-Host: 207.46.193.207

|> | From: =?Utf-8?B?SGVucmlr?= <Henrik@xxxxxxxxxxxxxxxxxxxxxxxx>

|> | References: <0F73C2F2-F6D2-47C6-8EBE-604A09756C73@xxxxxxxxxxxxxxxx>

|> | <Kjsc7xz\$HHA.240@xxxxxxxxxxxxxxxxxxxxxxxx>

|> | <9BD8CB5B-C643-4CE3-AE4D-3B4FA2C1AFA8@xxxxxxxxxxxxxxxx>

|> | Subject: RE: No delivery report 4.4.7

|> | Date: Tue, 25 Sep 2007 07:24:03 -0700

|> | Lines: 210

|> | Message-ID: <86B46E23-CAD8-47E5-BB02-28B16E624129@xxxxxxxxxxxxxxxx>

|> | MIME-Version: 1.0

|> | Content-Type: text/plain;

|> | charset="Utf-8"

|> | Content-Transfer-Encoding: 7bit

|> | X-Newsreader: Microsoft CDO for Windows 2000

|> | Content-Class: urn:content-classes:message

|> | Importance: normal

|> | Priority: normal

RE: No delivery report 4.4.7

|> | 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:65449
|> | NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |
|> | Forgot to mention that our ISP have no firewall on our Internet
|> | connection,
|> | and we have not installed a ISA server 2004 .
|> |
|> | Best regards
|> | Henrik
|> |
|> | "Henrik" wrote:
|> |
|> |> Hi Terence
|> |> I have run the CEICW again, i did't help, then i tryed to telnet to
a
|> |> external mail server – I could't:
|> |>
|> |> (C) Copyright 1985–2003 Microsoft Corp.
|> |>
|> |> C:\Documents and Settings\Administrator>telnet mail.one-server.dk 25
|> |> Connecting To mail.one-server.dk...Could not open connection to the
|> |> host, on
|> |> port 25: Connect failed
|> |>
|> |> The firewall is open for internet e-mail.
|> |>
|> |> What do I do now?
|> |>
|> |> Best regards...and thanks a lot!
|> |> Henrik – Denmark
|> |>
|> |>
|> |> "Terence Liu [MSFT]" wrote:
|> |>
|> |>> Hello Customer,
|> |>>
|> |>> Thank you for posting here.
|> |>>
|> |>> According to your description, I understand that you unable to
send
|> |> any
|> |>> email from your Exchange on SBS to any external email domain, and
get
|> |> 4.4.7
|> |>> NDR. If I have misunderstood the problem, please don't hesitate
to
|> |> let me

RE: No delivery report 4.4.7

|> |>> know.

|> |>>

|> |>> Based on my research, I suggest we try the following steps to see if

|> we can

|> |>> resolve this issue:

|> |>>

|> |>> 1. Please run CEICW wizard to configure the Exchange on SBS:

|> |>>

|> |>> Go through the follow KB and rerun CEICW carefully.