

## Re: email return path

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg03619.html>

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- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
  - *Date:* Tue, 29 Jan 2008 06:31:28 GMT
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Hello Alan,

Thank you for posting here. Let's also thank Merv for the input.

According to your description, I understand that you want to change the

From address of the email which send out from your Exchange. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, Merv is correct, we only need to change the primary address of the user to change the From address. However, after you change the primary address of the user, it unable to get email from external. This is a POP3 connector issue. I suggest we try the following steps to see if we can resolve this issue:

1. Ensure the E-mail Addresses tab settings are properly:
  - a. Please open Server Management console on SBS
  - b. Select Users node, double click the user account in right pane
  - c. Select E-mail Addresses tab, ensure there are 2 SMTP addresses here: user@xxxxxxxxxxxxxxxxxxxxxx (for POP3 connector) and user@xxxxxxxxxxxxxxxxxxxxxx (for SMTP). Ensure the user@xxxxxxxxxxxxxxxxxxxxxx is displayed as bold.
  - d. Click OK.

Then, test this issue.

2. If the issue persists, I suggest you run CEICW to reconfigure the Exchange on SBS:

Go through the follow KB and Rerun CEICW again carefully.

How to configure Internet access in Windows Small Business Server 2003  
<http://support.microsoft.com/kb/825763/en-us>

Detailed steps for your reference:

- a. Open Server Management.

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- b. Click To Do List.
- c. Click Connect to the Internet.
- d. Proceed to the "Firewall" page and select "Enable Firewall".
- e. On the "Services Configuration" page, make sure that "E-mail" service has been checked.
- f. On the "Web Services Configuration" page, check the web services that you want to publish.
- g. On the "Web Server Certificate" page, choose "Create a new Web server certificate" and key in your public domain name in the box.
- h. On the "Internet E-mail" page, choose "Enable Internet e-mail".
- i. On the "E-mail Delivery Method" page, choose DNS (Use DNS to route e-mail) or Smart Host (Forward all e-mail to e-mail server at your ISP) to route your email, If you select smart host, you need to input the IP address of your smart host.
- j. Tick the option "Use the Microsoft Connector for POP3 Mailboxes".
- k. Key in your e-mail domain name in "E-mail Domain Name" page (should new\_domain.co.uk).
- l. Click Add to reconfigure your POP3 global mailbox.
- m. Finish the wizard and test this issue.

3. If the issue persists, I suggest we add a recipient policy for the expected domain (old\_domain.isp.co.uk) for the POP3 connector to get email to user mailbox. To do so:

- a. In Exchange System Manager, expand the Recipients object, and then expand the Recipient Policies object.
- b. In the right pane, right-click Default Policy , and then click Properties .
- c. Click the E-Mail Addresses (Policy) tab.
- d. Click New , click SMTP Address , and then click OK to add a new SMTP address.
- e. In the Address box, type @ expecteddomain .com , where expecteddomain is the domain to which the sender is trying to send mail. Click Apply , and then click OK .
- f. In the Default Policy Properties dialog box, click the E-Mail Addresses (Policy) tab, and then click to select the check box next to the SMTP address that you just created.
- g. Click Apply . Click Yes when you receive the following prompt:

The e-mail addresses of type(s) [smtp] have been modified. Do you want to update all corresponding recipient e-mail addresses to match these new address(es)?

If you want to make the new SMTP address the default reply-to address for all of the users in your Exchange 2000 organization, click the new address, click Set as Primary, click Apply , and then click OK .

If you want to update the Default Policy immediately, right-click Default Policy , and then click Apply this policy now.

Additional information for your reference:

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How to troubleshoot the POP3 Connector in Windows Small Business Server 2003  
<http://support.microsoft.com/kb/885685/en-us>

If we cannot resolve the issue after we perform the above steps, please help me collect some information for further investigation:

1. Please capture screenshots on the E-mail Addresses tab of the user properties and send the pictures to me at v-terliu@xxxxxxxxxxxxxx

2. Please collect the MPS Report for Exchange:

a) Download MPSRPT\_Exchange.EXE from the following link:  
<http://www.microsoft.com/downloads/details.aspx?familyid=cebf3c7c-7ca5-408f-88b7-f9c79b7306c0&displaylang=en>

b) Double-click the executable file to start the report gathering tool, and then accept the end-user licensing agreement (EULA). Note Please be patient while MPS Reports collects data. The tool may appear to stop responding (hang) because it may take from five to 15 minutes to collect the data.

c) The tool creates a CAB file named "%COMPUTERNAME%\MPSReports\_.CAB" in the %systemroot%\MPSReports\Setup\Reports\Cab folder. The CAB file contains the reports that the MPS Reporting Tool generated. If the tool does not create the CAB file, copy all the files in the %systemroot%\MPSReport\Setup\Reports folder to a compressed (zipped) file. Note The %systemroot% folder is the folder where you installed the operating system. By default, this is the C:\WINDOWS folder.

d) Send me the CAB file or the compressed (zipped) file at:  
v-terliu@xxxxxxxxxxxxxx

For more information, please refer to the following article:  
818742 Overview of the Microsoft Configuration Capture Utility (MPS\_REPORTS)  
<http://support.microsoft.com/?id=8187423>

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](http://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.

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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: email return path  
| thread-index: AchhrE2HdUqDjWN0TdSJS9MU9XpMdg==  
| X-WBNR-Posting-Host: 207.46.19.168  
| From: =?Utf-8?B?QWxhbll=?= <AlanR@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| References: <FC7D448A-8E91-45F6-BAE5-6A9DBFA23E7E@xxxxxxxxxxxx>  
<u5H0yw3XIHA.5472@xxxxxxxxxxxxxxxxxxxx>  
| Subject: Re: email return path  
| Date: Mon, 28 Jan 2008 04:50:04 -0800  
| Lines: 48  
| Message-ID: <9B26DCB9-E036-4F37-8F2E-7D771DE68271@xxxxxxxxxxxx>  
| 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 V6.00.3790.2992  
| Newsgroups: microsoft.public.windows.server.sbs  
| Path: TK2MSFTNGHUB02.phx.gbl  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:89066  
| NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149  
| X-Tomcat-NG: microsoft.public.windows.server.sbs  
|  
| Hi Merv,  
|  
| Thanks for the reply.

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|  
| I see what you are saying but when I try it, all the mail sent to that  
| user  
| (the one I am testing as you suggested) disappears into a black hole. I  
| guess exchange is not recognising the return address but why should this  
affect the incoming mail?
AlanR
"Merv Porter [SBS-MVP]" wrote:
> Hi Alan,
>
> Try this...
>
> Server Management
> Addresses
>
> set the SMTP email address for the new domain as Primary.
>
> --
> Merv Porter [SBS-MVP]
> =====
>
> "AlanR" <AlanR@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
> [news:FC7D448A-8E91-45F6-BAE5-6A9DBFA23E7E@xxxxxxxxxxxxxxxx](mailto:news:FC7D448A-8E91-45F6-BAE5-6A9DBFA23E7E@xxxxxxxxxxxxxxxx)
> >I have recently accuired my own domain but for the short term at
least, I
> > want both mail addressed to the ISP domain ie
user@xxxxxxxxxxxxxxxxxxxxxxxx
> > and that addressed to my new domain ie user@xxxxxxxxxxxxxxxx
> > to end up in user's mailbox and at the same time any new mail sent
out to
> > have a return-path of user@xxxxxxxxxxxxxxxx I have redirected the
new
> > domain so that mail is delivered via the ISP and it arrives OK at the
> > correct
> > mailbox but what I can't see is what to change to alter the
return-pathso
> > that an external recipient can reply to the new domain . How do I do
> > that?
> >
> >
> > I am using SBS 2003 with Exchange Server 2003, with POP3 mail set up
to
> > arrive at a global mailbox.
> > --
> > AlanR
>
>

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