

## Re: 4.4.7 NDR's on sent email – messages remain in STMP queue until expiry

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-03/msg01564.html>

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- *From:* "John Chapman" <jwc@xxxxxxxxxxx>
  - *Date:* Wed, 12 Mar 2008 14:55:33 -0000
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Dear Terence

At this point in time I have re-run the CEICW wizard and enabled logging wherever possible. I note that re-running the CEICW did not reset my non-standard Exchange settings. However, there is nothing that special about the settings which are in line with recommendations and the 'hardening' guide. Is there a way of resetting the settings without re-installation of SBS?

The problem is still occurring and I have noticed that connection to some of the free email servers seems very hit and miss. I actually managed to get an attachment as big as 3.5 MB through to yahoo.com on one occasion but usually the connection is dropped.

I will keep an eye on the log to see what errors are being reported by the remote servers. If I can't get to the bottom of it, I will send you the cab file as suggested.

Thanks for your help.

John  
GTS Cadbuild  
(Registered Microsoft Partners)

"Terence Liu [MSFT]" <v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:ur\\$VvcAhIHA.360@xxxxxxxxxxxxxxxxxxxxxxxx](news:ur$VvcAhIHA.360@xxxxxxxxxxxxxxxxxxxxxxxx)

Hello Customer,

Thank you for posting here.

According to your description, I understand that you get 4.4.7 delay report when you try to send email with attachment to certain external domains. If I have misunderstood the problem, please don't hesitate to let me know.

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

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can  
resolve this issue:

1. Since this issue only happen when send email to certain external email domains, I think this is receive servers issue. Please contact the receive domain administrator to check they logs.

2. Please run CEICW wizard to configure the Exchange on SBS:

Go through the follow KB and rerun CEICW 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.
- 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 the 2nd radio box since you're using a Smart Host, then key in the IP address of your smart host.
- j. If you're using POP3 connector, please enable POP3 Connector.
- k. Key in your e-mail domain name in "Email Domain Name" page.
- l. Configure POP3 account and scheduling settings, then finish the wizard.

Note: the wizard will help to reconfigure the Exchange on SBS.

3. This issue occurs may because the Symantec Antivirus Corporate Edition 9.x Internet Auto-Protect feature is enabled. Symantec Antivirus Corporate Edition 9.x Internet Auto-Protect feature is not designed to run on Microsoft Exchange Server servers or on Microsoft Windows SMTP servers.

To resolve this issue, you must disable the Symantec Antivirus Corporate Edition 9.x Internet Auto-Protect feature, and then restart the SMTP service.

To disable the Symantec Antivirus Corporate Edition 9.x Internet Auto-Protect feature, you must remove Symantec Antivirus Corporate Edition 9.x first. Then, you must reinstall Symantec Antivirus Corporate Edition 9.x without the Symantec Antivirus Corporate Edition 9.x Internet Auto-Protect feature.

If we cannot resolve the issue after we perform the above steps, please

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help me collect some information for further investigation:

1. Please save and send the NDR to me.
2. Do you install ISA server 2004 on your SBS?
3. 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@xxxxxxxxxxxxxxxx

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

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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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| From: "John Chapman" <jwc@xxxxxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| Subject: 4.4.7 NDR's on sent email – messages remain in STMP queue until expiry  
| Date: Tue, 11 Mar 2008 11:12:51 –0000  
| Organization: Posted via Supernews, <http://www.supernews.com>  
| Message-ID: <13tcqv45u5uq65e@xxxxxxxxxxxxxxxxxxxx>  
| X-Priority: 3  
| X-MSMail-Priority: Normal  
| X-Newsreader: Microsoft Outlook Express 6.00.2900.3138  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3198  
| X-RFC2646: Format=Flowed; Original  
| X-Complaints-To: abuse@xxxxxxxxxxxxxx  
| Lines: 14  
| Path:  
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS02.phx.gbl!newsfeed0  
0.sul.t-online.de!t-online.de!feeder.news-service.com!newsfeed.gamma.ru!Gamm  
a.RU!sn-xt-sjc-03!sn-xt-sjc-08!sn-post-sjc-02!sn-post-ams-01!supernews.com!  
orp.supernews.com!not-for-mail  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:97618  
| X-Tomcat-NG: microsoft.public.windows.server.sbs  
|  
| Hi  
|

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| Using SBS 2003 SP2 with up-to-date Exchange (reported version  
6.5.7638.1).  
| Recently, we have had problems sending other than small (<1MB)  
attachments  
| to certain domains. The sender gets a 4.4.7 delay report and eventually  
| (after 2 days) a failure report. It makes no difference whether the  
email  
is  
| sent via DNS or via our ISP (smarthost). The message sits in the  
outgoing  
| queue and is active for a long time. Sometimes the message disappears  
from  
| the queue but then returns.  
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| Initially, we thought it was a problem with anti-spam software on the  
| receiving servers. It seemed to affect large PDF files but  
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