

## Re: Message tracking error

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*Source:*

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- *From:* "Adrian Marsh (NNTP)" <[adrian.marsh@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:adrian.marsh@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 21 Apr 2008 12:20:45 +0100
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Adrian Marsh (NNTP) wrote:

Hi All,

I'm trying to track down a problem sending emails to a domain. Message logging seems fine for most messages, however when I try to open the Message History for problem emails, I get a dialogue box:

"The object 'and/or' in the message tracking logs can't be found in the directory. the object may have been deleted. The tracking history may be incorrect."

Any idea why this message is appearing?

Adrian

As the original issue seems to be delivery to just that one domain.. In the queue I see "The connection was dropped due to an SMTP protocol event sink."

I'm searching for some more debug log, but am not having much luck. The best I can find is the logs showing the following:

```
2008-4-21 11:14:13 GMT -- and/or UBIQ-SERV1 - someuser@xxxxxxxxxxxxxxxx 1031
094A73044298734FB7D58CAA319E1D6D29CAB@xxxxxxxxxxxxxxxxxxxxxxxxxxxx 0 0 1164508 4
2008-4-21 10:10:4 GMT 0 -- RE: SBB Quality Criteria Another.User@xxxxxxxxxxxxxxxx --
```

Code 1031 seems to suggest the message has been delivered "successfully", yet it still shows in the queue (and the above message repeats).

Where can I debug more?

Its only this one domain where emails are failing. Our Rev-DNS is good, and our SPF records are ok, so I think its the far end, but I need to prove it somehow.

Any ideas ?

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Thanks,

Adrian

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