

Re: Email being rejected

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-06/msg00344.html>

- *From:* "Larry Struckmeyer [SBS-MVP]" <lstruckmeyer@xxxxxxxxxxxxxxxx>
 - *Date:* Wed, 4 Jun 2008 05:24:54 -0400
-

Hi Colin:

A possible reason for two of your clients to have delivery problems if nothing changed for the client and the difficulty was transient might be if you used a common ISP for the DNS for these two sites. If that ISP made some modifications to its DNS servers it is possible that either they were off line or made configuration errors that were later corrected. This might account for the transient nature of the problems for two seemingly unrelated sites.

It is possible that there were many sending servers / individuals affected by such a change at the ISP level, but you only are aware of these two.

—

Larry

"Colin" <Colin@xxxxxxxx> wrote in message
<news:6DAFFFCB-13DD-4027-BF01-C5D5DE61326C@xxxxxxxxxxxxxxxx>

Hi Cliff,

Thanks for the reply. That makes sense although last night I was informed that another company also had a bounced message and as that company is one of my clients running SBS which I setup, I'm even more confused. It seems that over the weekend, whatever the problem was, everything sorted itself out. Any further ideas ?

Regards Colin.

"Cliff Galiher" <cgaliher@xxxxxxxx> wrote in message
<news:2F245BB7-0F77-4699-AB94-5A6215F99637@xxxxxxxxxxxxxxxx>

Colin:

The bounce reply seemed to indicate an authentication error. If the sending server tried to authenticate to your SBS server (a configuration on their end) and failed, SBS would throw this even if it allows anonymous sending. It would see it as an attempt to relay. They could've realized the misconfiguration and changed it. The only way you could find this is to check your SMTP logs and look for authentication errors around the time of the sent message, and verify it was their IP.

Re: Email being rejected

-Cliff

"Colin" <Colin@xxxxxxxx> wrote in message
news:D59644F5-B68F-4C40-8DAC-9D5B8E7C5EF4@xxxxxxxxxxxxxxxxxxxx

Hi Teneo,

These 2 companies have been exchanging email for 8 months +. It's weird that this problem occurred one Friday and then disappeared the following Monday. The deny message was issued by my client's SBS box but I've no idea why. Like I say, the problem has resolved itself but I'm curious as to why this occurred in the first place. Thanks for the reply.

Regards Colin.

"Teneo" <not@xxxxxxxx> wrote in message
news:uZ56x6axIHA.2292@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi Colin, initially I think it is their end. They must have some spam system blocking you.

"Colin"
<Colin@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
news:A9D9FE16-80C7-4AD1-8CFF-FA2039191DA9@xxxxxxxxxxxxxxxxxxxx

Hi all,

One of my client's SBS
2003 Standard R2 (no SP2)
boxes started rejecting
mail 3 days ago. The
following error was sent
back to the guys trying to
send
mail to us:

Your message did not reach
some or all of the intended
recipients.
Subject: Auction List
Sent: 30/05/2008 15:02
The following recipient(s)
could not be reached:
anna@xxxxxxxxxxxxxxxx on
30/05/2008 15:03
There was a SMTP
communication problem

Re: Email being rejected

with the recipient's email server.

Please contact your system administrator.

<externalcompany.local
#5.5.0 smtp;571 Delivery
not authorized, message
refused>

email seems to be working fine now but nothing has changed. Anyone know why this problem may have occurred ?

Regards Colin.