

Re: Exchange emails ending up in Outlook 2007 junk folder

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-06/msg02465.html>

- *From:* Scott Crowder <ScottCrowder@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 26 Jun 2008 13:03:02 -0700
-

One additional question. Is there a list of what ports should and should not be opened in my firewall for an SBS installation? I tried doing the UPnP setup for my firewall router and the CEICW failed and told me to rerun the wizard and answer no. So I've got to do a manual setup.

Thanks

"Scott Crowder" wrote:

Larry and Robbin:

Thanks for your help on my email/junk problem. I opened up the firewall ports as larry suggested and got our ISP to update our MX record to point to the same IP as our public web site.

That seems to have solved the problem with other domains except for msn.

So I can send mail to the Inbox for

me@xxxxxxxxxxxxxxxxxxxxx -> co_worker@xxxxxxxxxx
me@xxxxxxxxxxxxxxxxxxxxx -> co_worker@xxxxxxxxxx
me@xxxxxxxxxxxxxxxxxxxxx -> co_worker@xxxxxxx
me@xxxxxxxxxxxxxxxxxxxxx -> co_worker@xxxxxxxxxxxx

but messages

me@xxxxxxxxxxxxxxxxxxxxx -> co_worker@xxxxxxx and
me@xxxxxxxxxxxxxxxxxxxxx -> my_boss@xxxxxxx

end up in the junk folder. Both the msn accounts are setup with the default low spam setting, and energyacuity.com isn't in the black list.

It's a mystery, but I suppose I can live with it if you don't have other suggestions. I'll just add the energyacuity.com into my boss' white list.

Thanks

"Larry Struckmeyer [SBS-MVP]" wrote:

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Hi Scott:

Your mail server is not answering, and I cannot telnet to it. If this was true when you sent the mail to boss@xxxxxxx, MSN may test for that. The rest of your public DNS records look ok.

Since your RWW was not working either, I wonder if you have configured your router / firewall. The ports for RWW and mail should be forwarded to the listening nic on your SBS. If you have two nics, that would be the one attached to the router.

25
443
444
4125

If you plan on VPN, you will need to add 1723, and if you want to RDP directly to the server, 3389.

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Larry

""Robbin Meng [MSFT]"" <v-robmen@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:UYUBdu31IHA.5664@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hello Scott,

Thank you for your post and thanks for Larry's good clarification. :

My name is Robbin Meng, and it is my pleasure to work with you on this issue!

Please allow me to confirm that my understandings are correct. As I understand it, the issue is:

When users are sending emails from your energyacuity.com to other email domain like msn.com, users would receive the new mails in Junk E-mail instead of Inbox.

If I have misunderstood your concerns please feel free to let me know.

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First, I would like to confirm with you that:

1. Does this issue only occur to MSN.com? Have you tried sending to other emails domains like yahoo.com or hotmail.com? Please try to send the email to other external recipient. What's the result?

2. Besides your boss email address, does this issue occur to all users @msn.com? If it occurs to all users @msn.com, the recipient email server mark the email as junk, this may be the recipient email server issue.

If you can send email to other external recipient without problem, this may be the recipient email server or client(your boss's email account setting) issue. Please contact the recipient for assistance to confirm why it mark your email as junk.

Based on my tests, the mail server of energyacuity.com is mail.energyacuity.com and IP is 64.207.46.203, is that right? At least, the result from the RBL website is good, it seems your mail server is not being listed in Blacklist of public RBL organizations.

Multi-RBL check 64.207.46.203
<http://www.robtext.com/rbl/64.207.46.203.html>

Hope this helps. If you have any questions or concerns, please do not hesitate to let me know.

Thank you for your time and cooperation!

Best regards,

Robbin Meng(MSFT)

Microsoft CSS Online Newsgroup Support

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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.

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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