

Re: Cannot receive External POP3 Email

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-08/msg01304.html>

- *From:* "Cliff Galiher" <cgaliher@xxxxxxxxxx>
 - *Date:* Wed, 13 Aug 2008 18:20:55 -0600
-

Okay, I'm just gonna say it since nobody else has:

Switch to SMTP delivery and pull your mail in-house. That is one of the main reasons to *get* SBS instead of just win2k3. Otherwise you could jsut configure outlook/outlook express/windows mail to use pop3 directly with any old server. Let exchange do what it is supposed to do. You will no longer have this issue or have to figure out if it is your fault, your email provider's fault, where the message is getting dropped, etc.

Not sure why you went down the OE troubleshooting road. Your telnet test already told you everything you needed to know. The message is not in the pop3 box when you check. That means one of two things:

- 1) The box is being emptied elsewhere (another client connecting by pop3 and pulling them down before you do) or
- 2) The mail is not getting delivered to the pop3 box in the first place, which is not an SBS issue, but an issue between you and the host.

Either way, moving to SMTP eliminates BOTH problems. You can disable POP3 on SBS, you can control which clients connect, and you have full access to all logs so you *know* what is happening, not just guessing.

Does this answer what is going on? No. But since right now the problem involves a third-party, you may never *get* those answers...and moving to an in-house solution is *infinitely* easier to manage.

-Cliff

"TrickyT" <wigwam326@xxxxxxxxxxxxxxxx> wrote in message
news:50529aaa-7b74-4904-809b-07641d2f31a0@xx

On 13 Aug, 16:59, "Matabra" <Mata...@xxxxxxxxxxxxxxxxxxxxxxxx> wrote:

No Probs, Just remember to post to let me know how it goes

Matt

"TrickyT" <wigwam...@xxxxxxxxxxxxxxxx> wrote in message

news:34c30fa5-bc8e-4a57-9605-d0a52e03b6a1@xx

> On 13 Aug, 16:25, "Matabra" <Mata...@xxxxxxxxxxxxxxxxxxxxxxxx> wrote:

Re: Cannot receive External POP3 Email

>> Hi,

>> If the info account hasnt received an email in Oe then it is a problem
>> with
>> your service provider, not sbs.

>> Best bet is to ask them to investigate. As it will almost certainly be >> a
>> problem with DNS or their servers.

>> Regards,

>> Matt

>> "TrickyT" <wigwam...@xxxxxxxxxxxxxxxx> wrote in message

>> news:387c4e2e-739e-4a7f-9cc3-8531056a84c0@xx

>> > On 13 Aug, 16:13, TrickyT <wigwam...@xxxxxxxxxxxxxxxx> wrote:
>> >> On 13 Aug, 15:50, "Matabra" <Mata...@xxxxxxxxxxxxxxxx>
>> wrote:

>> >> > Hi,

>> >> > Ok, sent a test mail. Your email server should be receiving >> >> >
>> mails.

>> >> > Like i said, Try to connect directly to the pop3 account through >>
>> > OE.
>> >> > You
>> >> > should see a mail from me there.

>> >> > If not, then the problem is with your hosting provider.

>> >> > If so, then the problem is with SBS/Pop3 Connector. If you could
>> >> > check
>> >> > this
>> >> > for me it shows where we can begin troubleshooting.

>> >> > Regards,

>> >> > Matt

>> >> > "TrickyT" <wigwam...@xxxxxxxxxxxxxxxx> wrote in message

>> >>
>> news:6d600c42-9d82-4837-9e2e-66e6e013e626@xx

>> >> > > On 13 Aug, 15:24, "Matabra"
>> >> > > <Mata...@xxxxxxxxxxxxxxxx> >> >> > > wrote:
>> >> > > > Hi,

Re: Cannot receive External POP3 Email

>>>>>>>>> I have been informed by my client that they cannot >>>>>
>>>>> receive
>>>>>>>>> external
>>>>>>>>> pop3 email.

>>>>>>>>> They can send out to recipients, but not receive a reply.

>>>>>>>>> They only have 5 users and have an external company >>
>>>>>>>>> provide
>>>>>>>>> their
>>>>>>>>> website and email. I have contacted the external company
>>>>>>>>> who
>>>>>>>>> inform
>>>>>>>>> me there are no issues.

>>>>>>>>> I have checked the following

>>>>>>>>> Server Management

>>>>>>>>> Internet and Email

>>>>>>>>> Connect to the internet

>>>>>>>>> Left all the other settings as they were

>>>>>>>>> Enable Internet Email

>>>>>>>>> Use DNS to route e-mail

>>>>>>>>> Use the Microsoft connection for POP3 Mailbox

>>>>>>>>> Email domain name xxxxxxxx.com

>>>>>>>>> Pop3 mailbox

>>>>>>>>> mail.xxxxxxxx.com

>>>>>>>>> Port 110

>>>>>>>>> user name – correct

>>>>>>>>> passwords – correct

>>>>>>>>> sending to correct Exchange mailboxes

>>>>>>>>> Enable exchange to remove attachment.

>>>>>>>>> I have also tried disabling the firewall but no >>>>>>>
>>>> difference.

>>>>>>>>> The server has 2 NIC's

>>>>>>>>> Any ideas?

Re: Cannot receive External POP3 Email

>>>>>>>>> Regards

>>>>>>>>> Trevor

>>>>>>> I have used the following command to check the account

>>>>>>> Telnet mail.xxxxxxxxxxxxxxxxx.com 110

>>>>>>> user (username)

>>>>>>> pass (password)

>>>>>>> stat

>>>>>>> OK 0 0

>>>>>>> The server is only checking the for emails every 15 minutes >>

>>>>>>> but

>>>>>>> if

>>>>>>> I

>>>>>>> send and email in between the checking times I still get no

>>>>>>> emails

>>>>>>> when I use Telnet.

>>>>>>> Regards

>>>>>>> Trevor

>>>>> I have sent several messages to the users at the company, but >>

>>>> also

>>>>> CC

>>>>> them to my personal email. I receive them but they do not.

>>>>> The email domain in bancummsurfacing.com you could try
sending >>>>> it

>>>>> to

>>>>> i...@xxxxxxxxxxxxxxxxxxxxxxxx

>>>>> I have no dealings with MX records as this is all done by our

>>>>> email

>>>>> hosting company.

>>>>> Regards

>>>>> Trevor

>>> I have set up Outlook express on the INFO account and checked for

>>> messages, none are in the inbox.

>>> However, I see you replied at 15:50, and I did not check until >>>
16:10.

>>> Could the server have done its 15 minute check at 16:00 and taken >>

>> the

>>> mail?

Re: Cannot receive External POP3 Email

>>> I have changed the retrieve setting on the POP3 account so it checks
>>> every 2 hours. I then sent a message to the INFO account. With my
>>> own address on the CC. I received the email but the INFO account >>>
has
>>> not.

>>> Hope this helps.

>>> Trevor

> Matt

> Thanks for your help. I spent around 2 hours trying to work this out,
> especially as they have a member of staff who occasionally tinkers!

> Did not think it would be an issue with the email company. Last place
> I would have started looking.

> Regards

> Trevor

Matt

Just to let you know that I received your email sometime tonight. I disabled checking on the SBS and have been monitoring it with OE. It said I received it at 15:49. Yet it was not in my inbox until gone 21:00 tonight.

Regards

Trevor