

## Verstand Technical guides

**PLATFORM:** SMALL BUSINESS SERVER 2003

**APPLICATION:** EXCHANGE SERVER 2003

**TASK:** ADD A NEW DOMAIN FOR EMAIL

### DESCRIPTION:

How to add a new domain name to Exchange, to allow email to be delivered to users, on this domain. For example, you may have registered a second domain name & want email delivered on this email address.

### GLOSSARY

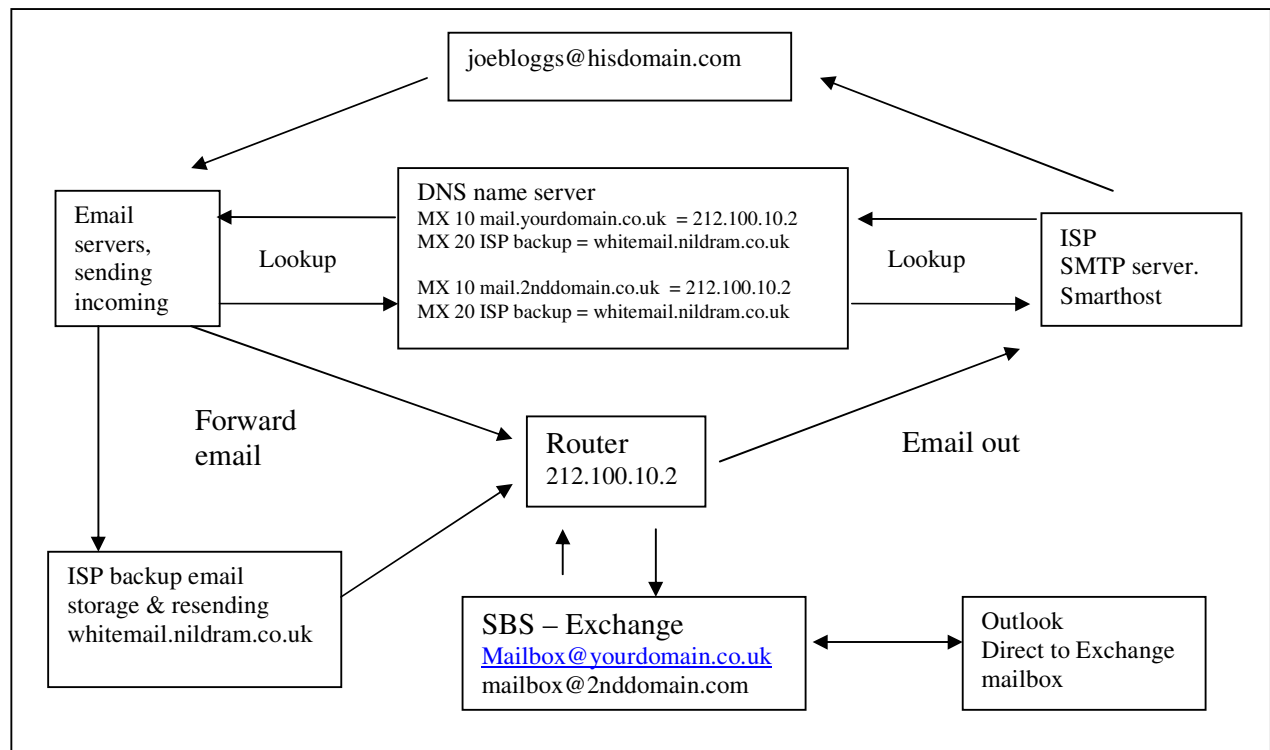
DNS domain name server (same as a name server)

MX mail exchanger (a record in the DNS indicating the email server for your domain)

ISP Internet service provider (eg Pipex)

SMTP simple mail transport protocol (inbound & outbound email)

### FLOW DIAGRAM



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## PRE-REQUISITES

1. Register your domain name, with a domain registration company eg [www.123-reg.co.uk](http://www.123-reg.co.uk)
2. Wait 48 hours. Longer for .com.

## IMPLEMENTATION STEPS

1. In 123-reg control panel, set the domain, to forward all email to your router, by setting the MX record.
2. Add email address to your sbs / windows user account > email addresses.  
Uncheck the automatically update email addresses, unless you want all users to receive this domain.
3. In Exchange goto:  
Recipients > recipient policy > Email addresses (policy)  
Add your domain @2nddomain.com

Now that you've added this into the policy, Exchange will become aware of this domain and start responding to mail from it. This change will take effect the next time Exchange updates its policies, let's not wait that long.

Select the **Recipient Update Service** from the console  
Right-click on both policies on the right and choose **Update Now**

This forces Exchange to update the policies now, so you don't have to wait.

4. Test by sending email from hotmail & from ISP that hosts your DNS (as propagation will be faster).
5. Check DNS by pinging mail.2nddomain.co.uk

## ERRORS

Non delivery reports NDR's  
Check codes on internet

## **TROUBLESHOOTING**

- Don't get dismayed, keep positive & optimistic that solution to your problem can be found.
- Take a break, don't troubleshoot when you are tired & hungry, your creative, problem solving part of your mind doesn't work well. Often the solution will be obvious the next day.
- Gather information & test results. What exactly doesn't work, but what does work.  
Draw diagrams.
- Write down the settings you change, & set them back if the fix didn't work.
- Get a helper, to sanity check what you are doing, sometimes you miss the obvious.
- Break down the system into stages & test each section.
- Setup a fast external email account, not hotmail as this is often very slow.
- Get external internet access on another PC eg a laptop with a dialup internet connection.
- Check the server event log
- Check the Microsoft website.
- Search google using phrases in quotes eg "smtp error" +sbs

## TROUBLESHOOTING TOOLS:

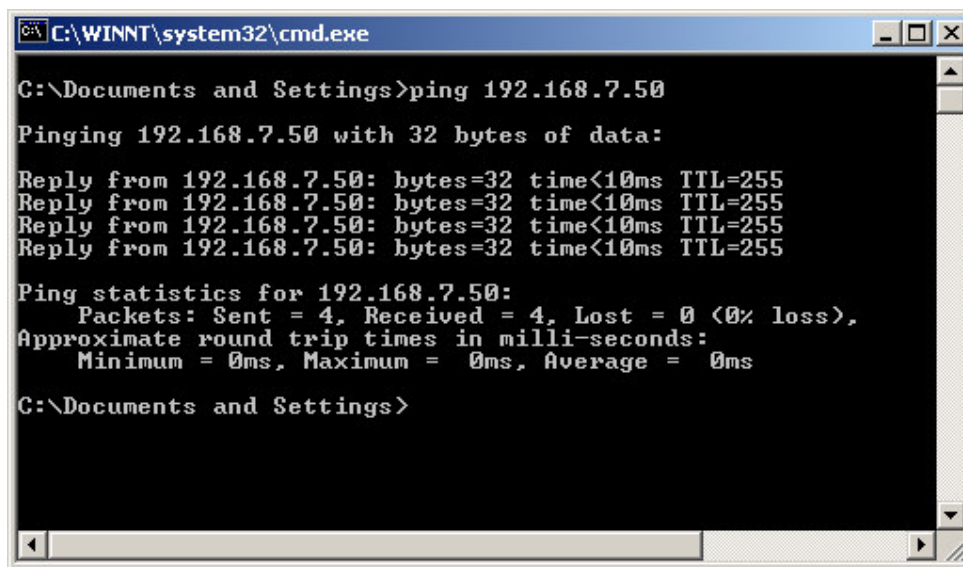
In command prompt screen (start > run > cmd or command on win98).

Ping the mail.domain.com to check it has propagated.

Ping IP\_address

Eg C:\> *ping 192.168.1.1*

To check network connectivity



```
C:\WINNT\system32\cmd.exe
C:\Documents and Settings>ping 192.168.7.50
Pinging 192.168.7.50 with 32 bytes of data:
Reply from 192.168.7.50: bytes=32 time<10ms TTL=255
Reply from 192.168.7.50: bytes=32 time<10ms TTL=255
Reply from 192.168.7.50: bytes=32 time<10ms TTL=255
Reply from 192.168.7.50: bytes=32 time<10ms TTL=255
Ping statistics for 192.168.7.50:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
C:\Documents and Settings>
```

Ping computer\_name

To check name to IP resolution

Ipconfig /all

For network info on your server or PC.

Inside the LAN

*telnet server\_IP\_address 25*

to test if server is listening on port 25 smtp

If this fails, then check that Exchange has the smtp & Internet services properly installed & configured, run the wizards again.

Outside the LAN

*telnet router\_IP\_address 25*

to test if server is listening on port 25 smtp, through the router.

If this fails, check the router, is port 25 open?

Ping the router IP address.

You may need to set an option in the router to allow this.

Ping the sub-domain setup Eg mail.yourdomain.co.uk  
Does it respond with the router's IP address.  
If not, then the MX record is not in place yet, it can take a few days.

Portqry.exe  
Search Microsoft site for info. Article ID 310298

Nslookup  
To identify DNS servers  
Exit to end session

Turn off any software firewalls on the server eg Norton Internet Security or Zonealarm, as they will block inbound connections.

### **CONSULTANCY & SUPPORT**

Verstand Ltd. can provide experienced remote or onsite technical support to help you setup or troubleshoot your Small Business Server problems.

We are based in the UK, South Buckinghamshire, however, onsite visits can be arranged in most parts of southern England.

For more information & assistance contact Keith on 07793 047 527 [keith@verstand.co.uk](mailto:keith@verstand.co.uk)

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