

Verstand Technical guides

PLATFORM: SMALL BUSINESS SERVER 2003

APPLICATION: EXCHANGE SERVER 2003

TASK: SMTP COMMANDS

DESCRIPTION:

Using SMTP commands to troubleshoot Exchange.

CONNECTION

Test from inside LAN & via an external connection.

Cmd > telnet localexchangeserver 25

Set localecho

Helo local.activedirectorydomain.co.uk
Mail from: info@yourdomain.com
Rcpt to: destination@bla.com
Data bla rtn
Subject: test rtn rtn

SMTP COMMANDS

HELO	Identifies the Client
MAIL	Specifies Mail Sender
RCPT	The Recieipient of the message
DATA	The Data part of the message
RSET	Resets message transmitting
VERFY	Verifies e-mail address
EXPN	Expand a mailing list
DSN	Delivery Status Notification
HELP	Displays help
NOOP	NO Operation
TURN	Mail TURN
ETRN	Extended TURN
VERB	Verbose Mode
QUIT	End SMTP Session

Verstand Ltd. Computer Services

Amersham, Bucks. UK Mob: 07793 047 527
www.verstand.co.uk keith@verstand.co.uk

SMTP error codes

As I hinted at the beginning, I found this raw SMTP technique difficult and had my fair share of these error codes. Most of my problems began with 5yz indicating a fatal error with that SMTP command.

421 - <service not available, closing channel> (domain)
451 - <req. action aborted: local error in processing>
452 - <req. action not taken: insufficient system storage>
500 - <syntax error, command unrecognized>
501 - <syntax error in arguments> ()
502 - <command not implemented>
550 - <req. action not taken: mailbox unavailable>
551 - <user not local; please try <forward-path>>
552 - <req. mail action aborted: exceeded storage allocation>
554 - <transaction failed>

CHECKING AN AUTOTURN MX BACKUP MAIL SERVER

Email spooling server.

Autoturn is a backup server for storing SMTP email messages that are waiting to be sent (dequeued) to a local SMTP server that you have configured. The following test is only necessary if you have configured your PlusNet email account to forward all emails to the IP address of your own SMTP server. If you have not done this then you will only see a blank screen.

```
C>: telnet autoturn.plus.net 79 <CR>

dequeuing X messages [only shown if there are messages waiting to be sent to your SMTP server]

[press Telnet Escape key CTRL+] to get back to the local telnet prompt - there is no other way to
disconnect]

Microsoft Telnet>close <CR>
Microsoft Telnet>quit <CR>
```

TROUBLESHOOTING

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