
Subject: Timeout waiting for SMTP client
Posted by [Knut](#) on Tue, 19 Jul 2005 15:30:08 GMT
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I have a problem with some large mails timing out and being resent constantly.

A few minutes after the first entry in the log (can vary by 2-10min.) i see this in the detailed logging of NST: "Timed out waiting for SMTP client - closing"

A sideeffect of this is that the mail is then resent by the sending mailservr again, but fails again. The big problem now is that the mail is actually received by our user, so by the end of the day there will be 100 duplicates in their mailboxes. (very strange)

The sending servers are on different connections from plain modem, ISDN to DSL. They are running Kerio Winroute Mailservr (older and new versions)

We have an Exchange 2003 and an Exchange 5.5 behind NST depending on which domain the mail is for.

I don't see the pattern in this as it is different sending and receiving servers but any help would be appreciated.

Subject: Re: Timeout waiting for SMTP client

Posted by [testuser](#) on Wed, 20 Jul 2005 10:37:38 GMT
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I have the same problem, but mail isn't received by users.

Subject: Re: Timeout waiting for SMTP client

Posted by [support](#) on Wed, 20 Jul 2005 15:04:54 GMT
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Knut wrote:

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> resent constantly.
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> depending on which domain the mail is for.
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> I don't see the pattern in this as it is different sending and
> receiving servers but any help would be appreciated.

Please turn on detailed logging and send your nospamtoday.log to
nstsupport(at)byteplant.com after such an incident happened.

Subject: Re: Timeout waiting for SMTP client

Posted by [support](#) on Wed, 20 Jul 2005 15:06:23 GMT
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testuser wrote:

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Please turn on detailed logging and send your nospamtoday.log to
nstsupport(at)byteplant.com after such an incident happened.

Subject: Re: Timeout waiting for SMTP client

Posted by [testuser](#) on Thu, 11 Aug 2005 08:43:53 GMT
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Hello

I still have such a problem. The big messages have been received, but session ended abnormally by timeout. Such a message didn't come to any mailbox and disappeared. Client is trying to send this message again with the same result.

Such unexpected client disconnect can be up to 30 per day.

NoSpamToday! version 2.0.6.2

log:

Aug 09, 2005, 12:11:33 Session 0: HELO mail.mail.ru
Aug 09, 2005, 12:11:33 Session 0: 250 **.**.**. Hello [**.**.**.]
Aug 09, 2005, 12:11:34 Session 0: MAIL From:
Aug 09, 2005, 12:11:34 Session 0: 250 : Sender Ok
Aug 09, 2005, 12:11:35 Session 0: RCPT To:
Aug 09, 2005, 12:11:35 Session 0: 250 : Recipient Ok
Aug 09, 2005, 12:11:36 Session 0: DATA
Aug 09, 2005, 12:11:36 Session 0: 354 Start mail input; end with .
Aug 09, 2005, 12:15:02 Session 0: (NOD32 Antivirus) Filter result is accept/deliver (skip size exceeded)
Aug 09, 2005, 12:15:36 Session 0: (SpamAssassin) Filter result is accept/deliver (skip size exceeded)
Aug 09, 2005, 12:15:36 Session 0: Incoming mail action: accept/deliver (skip size exceeded)

.....
Aug 09, 2005, 12:39:57 Session 0: Timed out waiting for SMTP client - closing
Aug 09, 2005, 12:39:57 Session 0: Connection from **.**.**. closed

Aug 11, 2005, 07:34:16 Session 0: HELO test.testsmtp.ru
Aug 11, 2005, 07:34:16 Session 0: 250 **.**.**. Hello [**.**.**.]
Aug 11, 2005, 07:34:16 Session 0: MAIL FROM:
Aug 11, 2005, 07:34:16 Session 0: 250 : Sender Ok
Aug 11, 2005, 07:34:16 Session 0: RCPT TO:
Aug 11, 2005, 07:34:16 Session 0: 250 : Recipient Ok
Aug 11, 2005, 07:34:16 Session 0: DATA
Aug 11, 2005, 07:34:16 Session 0: 354 Start mail input; end with .

.....
Aug 11, 2005, 07:40:23 Session 0: Timed out waiting for SMTP client - closing
Aug 11, 2005, 07:40:23 Session 0: Incoming mail action: delete (unexpected client disconnect)
Aug 11, 2005, 07:40:23 Session 0: Connection from **.**.**. closed

Aug 11, 2005, 11:15:29 Session 0: HELO mail.domain.com
Aug 11, 2005, 11:15:29 Session 0: 250 **.**.**. Hello [**.**.**.]
Aug 11, 2005, 11:15:29 Session 0: MAIL FROM:
Aug 11, 2005, 11:15:29 Session 0: 250 : Sender Ok
Aug 11, 2005, 11:15:32 Session 0: RCPT TO:
Aug 11, 2005, 11:15:32 Session 0: 250 : Recipient Ok
Aug 11, 2005, 11:15:32 Session 0: DATA
Aug 11, 2005, 11:15:32 Session 0: 354 Start mail input; end with .

.....
Aug 11, 2005, 11:27:56 Session 0: Timed out waiting for SMTP client - closing
Aug 11, 2005, 11:27:56 Session 0: Incoming mail action: delete (unexpected client disconnect)
Aug 11, 2005, 11:27:56 Session 0: Connection from **.**.**. closed

Subject: Re: Timeout waiting for SMTP client

Posted by [support](#) on Thu, 11 Aug 2005 15:52:38 GMT

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The default setting is 5 minutes, so the connection times out if nothing has been received for 5 minutes. Every single byte received from the client resets this timeout.

You can experiment with different timeout settings. Add this line to the SMTPPort section of the noSPAMtoday.cf file, using a text editor:

```
IncomingTimeout=600
```

to set the timeout to 10 minutes. If this does not help, please contact us by mail so we can get to the bottom of this problem.

Subject: Re: Timeout waiting for SMTP client

Posted by [gogosch](#) on Sat, 26 Nov 2005 09:09:13 GMT

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I set the Value to 900 and every thing is the same as before:

```
Session 1: (Delay Filter) Start delay
Session 1: (Delay Filter) Stop delay
Session 1: (Delay Filter) Filter result is accept/deliver
Session 1: (SpamAssassin) Filter result is accept/deliver
Session 1: (SpamAssassin) Spam score: 2.2
Session 1: (Attachment Filter) From: "****">
Session 1: (Attachment Filter) To: "****">
Session 1: (Attachment Filter) Subject: Important Medical Announcement
Session 1: (Attachment Filter) Filter result is accept/deliver
Session 1: Timed out waiting for SMTP client - closingNov 25, 2005, 22:44:38
```

Here are 2 more examples:

```
14:16:49 Session 0: (Attachment Filter) From: ***>
14:16:49 Session 0: (Attachment Filter) To: "****">
14:31:49 Session 0: (Attachment Filter) Subject: ****
14:31:50 Session 0: Timed out waiting for SMTP client - closing
14:31:50 Session 0: Incoming mail action: delete (unexpected client disconnect)

14:22:56 Session 0: (Attachment Filter) Subject: WG: ****
14:37:57 Session 0: Timed out waiting for SMTP client - closing
14:37:57 Session 0: Incoming mail action: delete (unexpected client disconnect)
```

So it's really impossible to use NoSpamToDay!
Regards
HS.

Post Edited (11-27-05 20:12)

Subject: Re: Timeout waiting for SMTP client

Posted by [support](#) on Fri, 02 Dec 2005 10:41:09 GMT

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gogosch wrote:

```
> 14:16:49 Session 0: (Attachment Filter) From: ***>
> 14:16:49 Session 0: (Attachment Filter) To: "***">
> 14:31:49 Session 0: (Attachment Filter) Subject: ****
> 14:31:50 Session 0: Timed out waiting for SMTP client -
> closing
> 14:31:50 Session 0: Incoming mail action: delete (unexpected
> client disconnect)
```

Again, please send us your configuration files and logs so we can find out what is wrong in your configuration.

Some clarification seems to be in order:

- connection timeouts are harmless, because a legitimate sender will try to send the message again.

- if a recipient ends up with multiple copies of the same mail, your mail server is broken or misconfigured. The SMTP standard requires mail servers to forget partially transmitted or incomplete messages.

- connection timeouts help identify spammers, see here:

<http://www.byteplant.com/support/nospamtoday/howto-use-delay-filter.html>
