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Subject: SMTP Auth. - sometimes not passing through

Posted by [Fedor](#) on Sat, 25 Nov 2006 04:43:42 GMT

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I can see that sometimes authenticated users are not able to relay their emails.. the name and password is correct for those users (authentication is successful on that same mail server smtp port that is listening on 2525 but not on port that is covered by NoSpamToday!)

It seems to be mail-client depended .. (probably) for example small tool Pawsoft Minimail [<http://www.pawsoft.com/>] is not able to pass-through via NoSpamToday...

Entering any wildcards or domains at "Open Relay Protection" form of "SMTP Proxy Setup Wizard" - field Recipient Addresses - is without required effect.. [with or without domains or wildcards - authenticated users are not able to send emails,.. and yes, those users are from IP ranges that are not in spamhouse or other blacklists..]

Version of NoSpamToday = V2.3.5.3 [port 25]  
Mail Server at port 2525 = Domino, R6.5.4 FP2  
OS: Windows 2003 RC2

Best regards

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Subject: Re: SMTP Auth. - sometimes not passing through

Posted by [Heidner](#) on Sat, 25 Nov 2006 22:40:47 GMT

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Are the senders being blocked from inside your network or outside? If inside, they should not need to talk to NST.

One possibility is that something besides your mail server grabs port 2525. Did you add it to the services file? in Windows boxes it is typically under the system root, system32/drivers/etc...

Anything showing up in logfiles? I.E. NST, Windows and your mail server logfiles?

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Subject: Re: SMTP Auth. - sometimes not passing through

Posted by [Fedor](#) on Sat, 25 Nov 2006 23:54:15 GMT

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Hi,

senders are from outside (not LAN), that server is on public internet and users are connecting from different public IPs.. /worldwide/, All those IP's are checked against spamhouse - no results

there..

This problem occurs only sometimes.. most of the users are able to relay their emails after successful authentication..

Yes, there is nothing else conflicting with 2525 port - (all emails targeted for hosted domains are passing through correctly..) It looks like occasional problem with creating "pipe" after EHLO from 25 ---> 2525 .. and/or authentication is not completed or not forwarded to 2525 port.. If the client uses that 2525 port directly (with all other settings unchanged) then their email are delivered/relayed. Local domains are delivered through 25-->2525 everytime..

Logfiles from nospam is below:

-----  
1st - successfull:  
-----

```
Nov 24, 2006, 14:57:11 Session 0: Connection from 84.47.101.55 accepted on 86.xxx.xxx.xx:25
Nov 24, 2006, 14:57:11 Session 0: 220 xxxxx.xxx.xxx mail ESMTP at ..... ready at Fri, 24 Nov
2006 14:57:11 +0100
Nov 24, 2006, 14:57:11 Session 0: EHLO Jarka
Nov 24, 2006, 14:57:11 Session 0: 250-xxxxx.xxx.xxx Hello Jarka ([86.xxx.xxx.xx]), pleased to
meet you
Nov 24, 2006, 14:57:11 Session 0: 250-HELP
Nov 24, 2006, 14:57:11 Session 0: 250-AUTH LOGIN
Nov 24, 2006, 14:57:11 Session 0: 250-SIZE 51200000
Nov 24, 2006, 14:57:11 Session 0: 250 PIPELINING
Nov 24, 2006, 14:57:11 Session 0: AUTH LOGIN
Nov 24, 2006, 14:57:11 Session 0: 334 VXNlcm5hbWU6
Nov 24, 2006, 14:57:11 Session 0: DGVtcHVzZnVnaXQ=
Nov 24, 2006, 14:57:11 Session 0: 334 UGFzc3dvcmQ6
Nov 24, 2006, 14:57:11 Session 0: DGY4NDZycg==
Nov 24, 2006, 14:57:11 Session 0: 235 Authentication successful
Nov 24, 2006, 14:57:11 Session 0: Entering pass through mode
Nov 24, 2006, 14:57:12 Session 0: Connection closed by server
Nov 24, 2006, 14:57:12 Session 0: Connection from 84.47.101.55 closed
```

-----  
2nd - unsuccessful {without "pass through mode"}  
-----

```
Nov 24, 2006, 17:19:52 Session 3: Connection from 213.160.184.21 accepted on
86.xxx.xxx.xx:25
Nov 24, 2006, 17:19:52 Session 3: 220 xxxxx.xxx.xxx mail ESMTP at ..... ready at Fri, 24
Nov 2006 17:19:52 +0100
Nov 24, 2006, 17:19:52 Session 3: EHLO NtRoy
Nov 24, 2006, 17:19:52 Session 3: 250-xxxxx.xxx.xxx Hello NtRoy ([86.xxx.xxx.xx]), pleased to
meet you
Nov 24, 2006, 17:19:52 Session 3: 250-HELP
Nov 24, 2006, 17:19:52 Session 3: 250-AUTH LOGIN
Nov 24, 2006, 17:19:52 Session 3: 250-SIZE 51200000
Nov 24, 2006, 17:19:52 Session 3: 250 PIPELINING
```

Nov 24, 2006, 17:19:52 Session 3: MAIL FROM:  
Nov 24, 2006, 17:19:52 Session 3: 250 zuzana.roy@xxxx.sk... Sender OK  
Nov 24, 2006, 17:19:52 Session 3: RCPT TO:  
Nov 24, 2006, 17:19:52 Session 3: Recipient address reject: novial@nexta.sk  
Nov 24, 2006, 17:19:52 Session 3: 550 Recipient address not accepted  
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/and yes, I'm really sure that in that 2nd log is user configured to use authentication / the same way as is on 1st log../

Best regards

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Subject: Re: SMTP Auth. - sometimes not passing through

Posted by [Heidner](#) on Sun, 26 Nov 2006 23:31:10 GMT

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I may be wrong, but I think in the second case it made it past the authentication and the problems is elsewhere...

The Recipient reject message is really a reflection of what the e-mail server is saying -- NST is just accepting and then forwarding the connection to the mail server. With that in mind is there anything happening on the mail server that might make the mail be rejected. For example a full mailbox? It might be possible that somehow the reject message from the mail server is getting mangled before being returned to the sender. You should be able to see a mail reject message in your mail servers log files...

Probably best to wait for the NST tech support to offer suggestions....

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Subject: Re: SMTP Auth. - sometimes not passing through

Posted by [support](#) on Wed, 29 Nov 2006 16:10:13 GMT

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> You should be able to see a mail reject message in your mail

- > servers log files...
- >
- > Probably best to wait for the NST tech support to offer
- > suggestions....

Please turn on detailed logging and send your nospamtoday.log file to [nstsupport@byteplant.com](mailto:nstsupport@byteplant.com) for analysis.

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Subject: Re: SMTP Auth. - sometimes not passing through

Posted by [Fedor](#) on Wed, 29 Nov 2006 17:14:10 GMT

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Greetings,

Ok, I will start the detailed logging and if that error occurs again I will send you a log. Actually everything works without problems.. /1 day/..

- >
- >The Recipient reject message is really a reflection of what the e-mail server is saying --
- > NST is just accepting and then forwarding the connection to the mail server. With
- > that in mind is there anything happening on the mail server that might make the mail
- > be rejected. For example a full mailbox? It might be possible that somehow the
- > reject message from the mail server is getting mangled before being returned to the
- > sender. You should be able to see a mail reject message in your mail servers log files...

- >
- >
- : it can't be the full mailbox of recipient, because recipient is not local
- : server accept accept that same connecting client with that same email at port 2525 without failure after port change on client application...
- : server log show only local IP of server attempting to deploy mail without authentif.

Currently problem is not persist.. but I'm keeping the eye on it if it happens again and what's on the background..

Best regards.  
F.