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Subject: timeout waiting for client

Posted by [david](#) on Mon, 20 Jul 2009 10:07:11 GMT

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Hello,

We're receiving an error in the transmission logs for an email from a recipient that is not spam. See below for a copy of the log of one of the attempts.

The original email was addressed to two recipients, one of which is a user on our network. We have confirmed the other recipient (not on our network) does receive the email.

The sender is whitelisted.

Jul 20, 2009, 10:46:18 Session 9: Connection from 85.158.139.51 accepted on 192.168.50.5:25

Jul 20, 2009, 10:46:18 Session 9: 220 gm-exch.GMRADIATOR.CO.UK Microsoft ESMTP MAIL Service, Version: 6.0.3790.3959 ready at Mon, 20 Jul 2009 10:46:15 +0100

Jul 20, 2009, 10:46:18 Session 9: HELO mail180.message-labs.com

Jul 20, 2009, 10:46:18 Session 9: 250 gm-exch.GMRADIATOR.CO.UK Hello [192.168.50.5]

Jul 20, 2009, 10:46:18 Session 9: MAIL FROM:

Jul 20, 2009, 10:46:18 Session 9: 250 2.1.0 Fiona.B.Chalmers@eu.nabgroup.com....Sender OK

Jul 20, 2009, 10:46:18 Session 9: RCPT TO:

Jul 20, 2009, 10:46:18 Session 9: 250 2.1.5 xx@gm-radiator.com

Jul 20, 2009, 10:46:19 Session 9: DATA

Jul 20, 2009, 10:46:19 Session 9: X-NoSpamToday-MessageID: 4A643CEB00090000

Jul 20, 2009, 10:46:19 Session 9: 354 Start mail input; end with .

Jul 20, 2009, 10:46:19 Session 9: To: xx@gm-radiator.com

Jul 20, 2009, 10:46:19 Session 9: Subject: Fw: Currency Accounts

Jul 20, 2009, 10:46:19 Session 9: From: xxxxxxxxxxxxxxxx@eu.nabgroup.com

Jul 20, 2009, 10:51:20 Session 9: Timed out waiting for client

Jul 20, 2009, 10:51:20 Session 9: Incoming mail action: client disconnect/delete

Jul 20, 2009, 10:51:20 Session 9: Connection from 85.158.139.51 closed

can you advise what would be causing this error in nospamtoday ?

Thanks,

David

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Subject: Re: timeout waiting for client

Posted by [support](#) on Tue, 21 Jul 2009 12:53:51 GMT

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david wrote:

> Jul 20, 2009, 10:46:19 Session 9: From:

> xxxxxxxxxxxxxxxx@eu.nabgroup.com

> Jul 20, 2009, 10:51:20 Session 9: Timed out waiting for client

>

From the log it looks like the client connection breaking down. CleanMail runs into a timeout after 5 minutes of no mail data being transmitted.

Be sure to upgrade to the latest version of CleanMail. If you can still reproduce the bug, and if you are sure no networking/firewall problems are involved, please try to obtain a copy of the message in question for analysis (in raw RFC-822 MIME format).

Zip this message, and try to make sure it has not been modified by any mail servers or mail clients. Send this message to [support@byteplant.com](mailto:support@byteplant.com).

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Subject: Re: timeout waiting for client  
Posted by [david](#) on Wed, 22 Jul 2009 08:44:24 GMT  
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Hello,  
thanks for the reply.  
i will upgrade to the latest version of cleanmail and try to reproduce the problem.

however, this problem is now happening with various other senders.

David