

## 3-1-12：邮箱管理-常见退信或投递失败问题处理

### 作者简介

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属于实战派的讲师，具备丰富的万人规模以上企业的运维经验。课程内容侧重于实战实用。

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曾垂鑫的课程地址：[http://edu.51cto.com/lecturer/index/user\\_id-639838.html](http://edu.51cto.com/lecturer/index/user_id-639838.html)

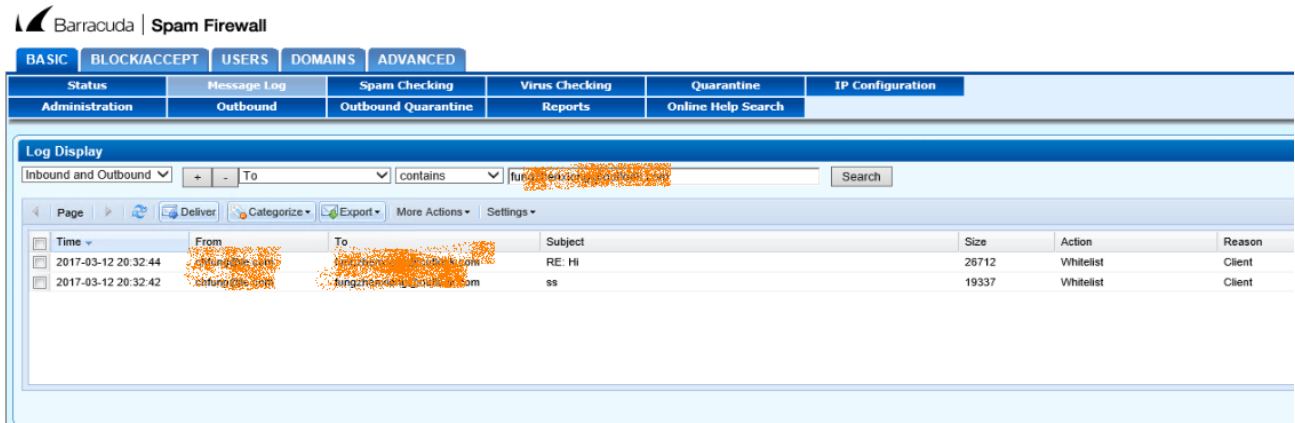
课程后续会形成完善的Windows运维工程师路线图，涵盖企业常用的Windows平台运维技术，后期课程包括但不限于AD、Exchange、Windows、System Center、Powershell、Hyper-v、Office 365等。

### 定位问题出在什么环节(手段)

- 1) 查询网关上面的日志；
- 2) 查询Exchange的传输日志
- 3) 看客户端的邮件头信息
- 4) 搞懂整个邮件的投递环节
- 5) 善于利用退信代码，Google搜索投递代码

### 实际操作

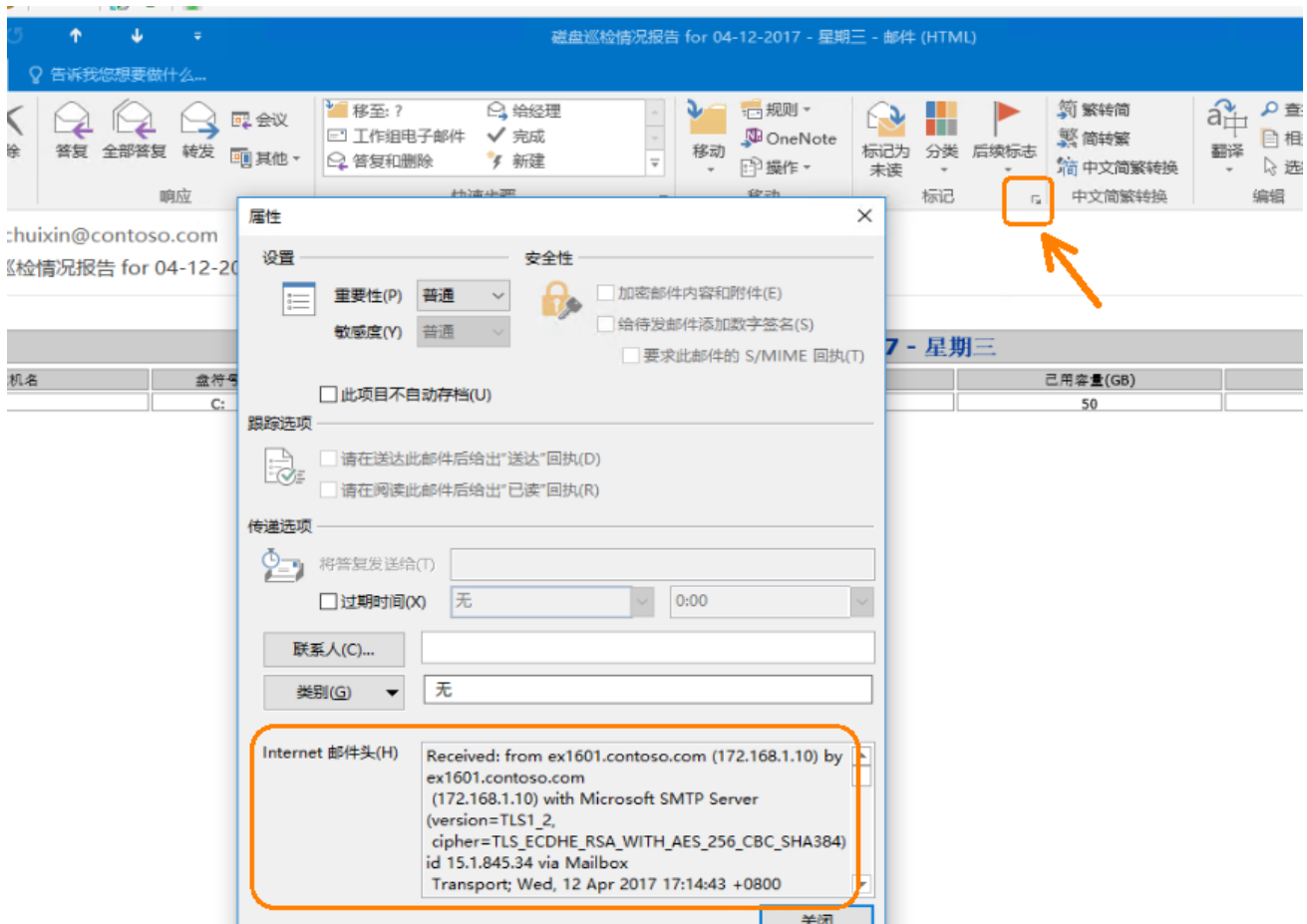
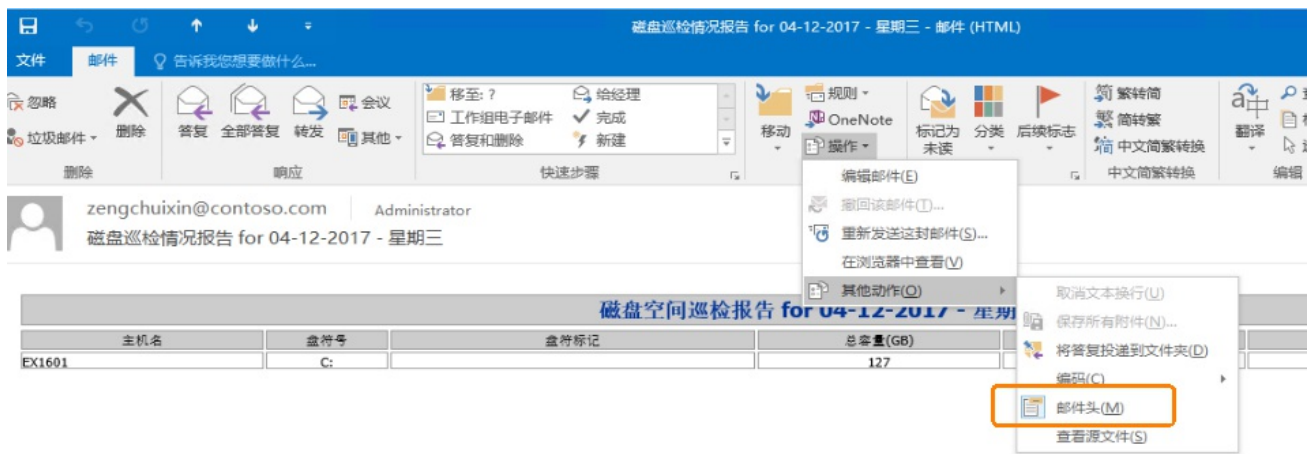
#### 如何看网关日志（省略）



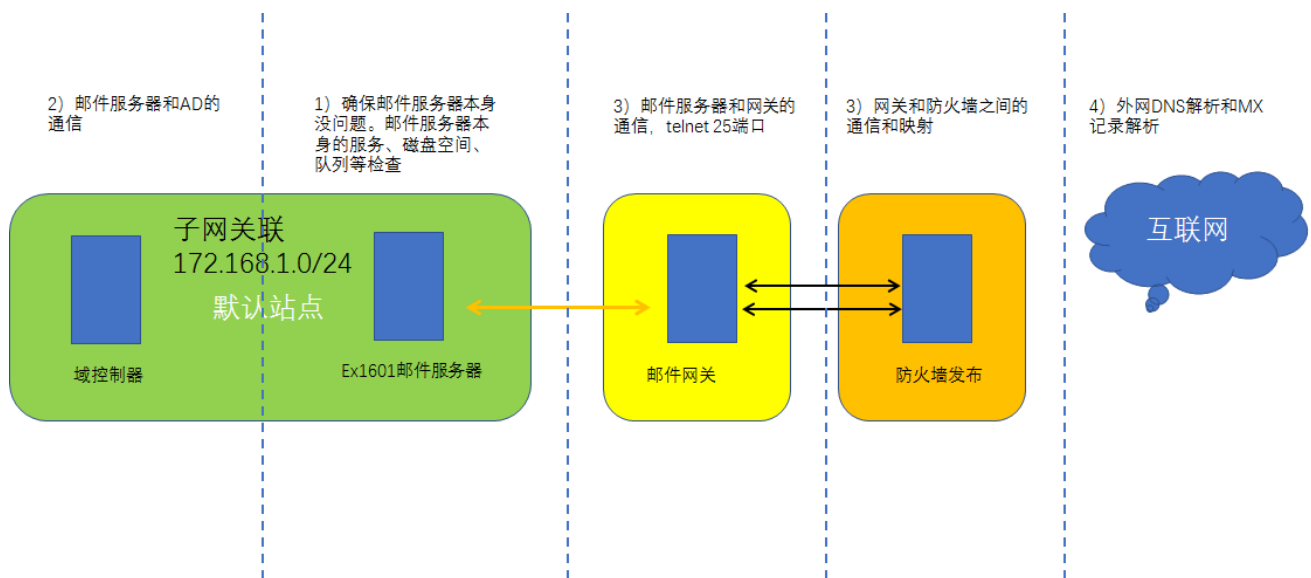
#### 如何看传输日志（上节课内容）

#### 如何看客户端邮件头信息

比如zengchuxin给administrator发了一封邮件，那么可以到administrator打开收件箱，打开收到的邮件，查看邮件头，如图。



邮件投递环节分析



### 实战案例

451 4.4.0 Primary target IP address responded with: "454 4.7.0 Temporary authentication failure." Attempted failover to alternate host, but that did not succeed. Either there are no alternate hosts, or delivery failed to all alternate hosts.

Additionally, you may find the following error message in the Application log file on the Exchange server that is receiving the e-mail message:

Event Type: Error Event Source: MExchangeTransport Event Category: SmtprReceive Event ID: 1035 Description: Inbound authentication failed with error IllegalMessage for Receive connector Default <Server> . The authentication mechanism is ExchangeAuth. The source IP address of the client who tried to authenticate to Microsoft Exchange is [xxx.xxx.xxx.xxx].

### Cause

This issue occurs if the Exchange server cannot authenticate with the remote Exchange server. Exchange servers requires authentication to route internal user messages between servers. The issue can be caused by one of the following reasons:

#### The Exchange server is experiencing Time synchronization issues

There is a replication issue between the domain controllers

The Exchange server is experiencing Service Principal Name (SPN) issues

The required TCP/UDP ports for the Kerberos protocol are blocked by the firewall