

FOLLOWING CHECKS SHOULD BE DONE PRIOR TO APPLYING FOR RELAY GATEWAY ACCESS

1. Checking connectivity from the application server to relay server.

Run the command as shown below from the application server.

```
C:\Users\inoc>ping relay.nic.in

Pinging relay.nic.in [164.100.14.95] with 32 bytes of data:
Reply from 164.100.14.95: bytes=32 time=1ms TTL=122
Reply from 164.100.14.95: bytes=32 time=2ms TTL=122
Reply from 164.100.14.95: bytes=32 time=2ms TTL=122
Reply from 164.100.14.95: bytes=32 time=2ms TTL=122

Ping statistics for 164.100.14.95:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 1ms, Maximum = 2ms, Average = 1ms

C:\Users\inoc>
```

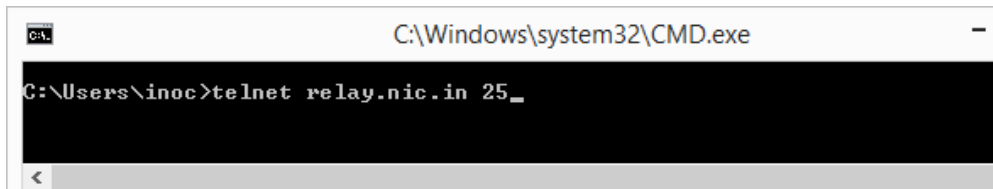
Hostname **relay.nic.in** should resolve to an IP. As in this case it is showing in RED bracket [164.100.14.95]

If hostname is not resolving, then please check your DNS server entry and use nslookup for ensuring that domain is resolved.

If ping is not working or showing Connection timed out, please check with your network administrator.

2. Checking accessibility of port 25.

Run the command from the application server as shown below –



```
C:\Windows\system32\CMD.exe
C:\Users\inoc>telnet relay.nic.in 25_
```

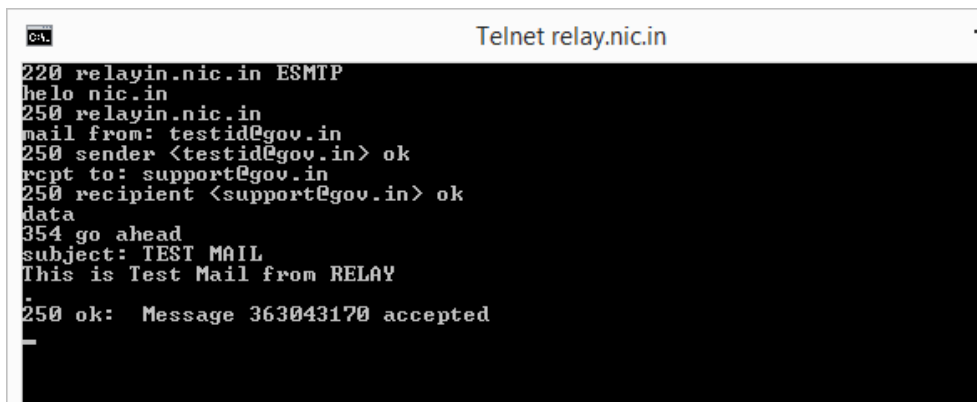
If port 25 is not accessible, please contact your local Network/Firewall Team.

Check sending mail through verbose mode, once banner as shown below comes-

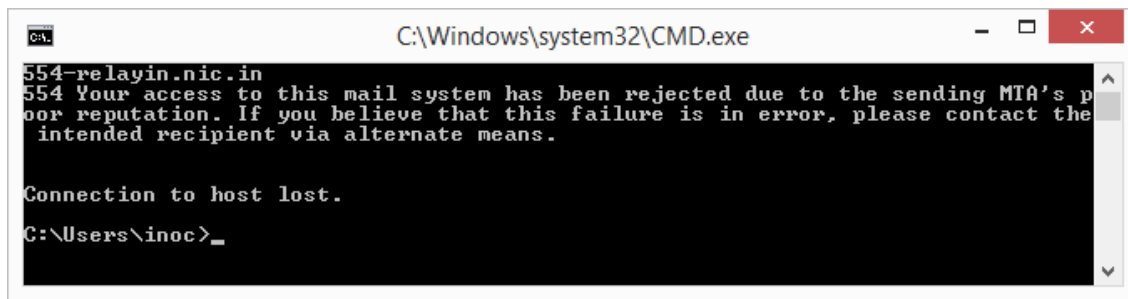


```
Telnet relay.nic.in
220 relayin.nic.in ESMTP
```

Steps for sending mails through verbose mode (work only for @gov.in id's) are showing below –



```
Telnet relay.nic.in
220 relayin.nic.in ESMTP
helo nic.in
250 relayin.nic.in
mail from: testid@gov.in
250 sender <testid@gov.in> ok
rcpt to: support@gov.in
250 recipient <support@gov.in> ok
data
354 go ahead
subject: TEST MAIL
This is Test Mail from RELAY
.
250 ok: Message 363043170 accepted
```

A screenshot of a Windows Command Prompt window titled "C:\Windows\system32\CMD.exe". The window shows the following text: "554-relayin.nic.in", "554 Your access to this mail system has been rejected due to the sending MTA's poor reputation. If you believe that this failure is in error, please contact the intended recipient via alternate means.", "Connection to host lost.", and the command prompt "C:\Users\inoc>_".

```
C:\Windows\system32\CMD.exe
554-relayin.nic.in
554 Your access to this mail system has been rejected due to the sending MTA's p
oor reputation. If you believe that this failure is in error, please contact the
intended recipient via alternate means.

Connection to host lost.

C:\Users\inoc>_
```

The error “**554 Your access to this mail system has been rejected due to the sending MTA's poor reputation. If you believe that this failure is in error, please contact the intended recipient via alternate means**” shows that connectivity to relay.nic.in server on port 25 is OK. But it means:

1. The request to the relay server is not coming from the allowed IP address. You are requested to check if your IP is mapped with any Public/Private IP and the request is going through the Public/Private IP only.
2. Your IP is not allowed on relay, Please provide duly filled relay request form along with Security Audit Certificate through your NIC Coordinator to support@gov.in.

If above checks are successful and the IP has been allowed by Messaging Division to relay, even then if your application is not able to send the mails, please check your application code.