

Mails not being sent mail server not reachable

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Issue

Customer not able to send emails. When looking into the error we can see the two errors below:

Message: Unable to read data from the transport connection: An existing connection was forcibly closed by the remote host.

Cannot send mails to mail server. (Syntax error, command unrecognized. The server response was: 4.7.0 encryption too weak 0

Investigation/Analysis

Port 25 open on NSG. Apparently, no network blockers from the NSG.

When trying to resolve the SMTP server name we get:

"Remote Certificate Name Mismatch"

This means that we have a DNS SMTP record mismatch.

Mitigation

When trying to connect directly to their SMTP server they used a created DNS record for their SMTP server which differs from the one present in the SMTP server's certificate. By correcting this configuration to link the DNS record that they're using to the one that's actually configured on the SMTP server the initial issue was fixed.

Public doc reference

[Sending emails in Azure SQL MI](#) 

[Troubleshoot database mail](#) 

Internal reference

[282904534](#) 

[283955739](#) 

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