

CODESPEAR[®]

HELP CENTRAL

Date Created : 9/30/08
Date of Last Review : 9/30/08
Article Number : 80009

Knowledge Base Article

SMTP Responses Not Being Received

SYMPTOMS

SMTP Responses for alerts sent using the Codespear SMTP service are not being processed. Telnetting thru port 25 to the SmartMsg server indicates either a Microsoft SMTP server or other SMTP service is capturing the requests.

POSSIBLE CAUSE(S)

MS Virtual SMTP server is enabled, or a competing SMTP service is running on the same server. This prevents the SmartMsg SMTP service from binding to port 25 to fulfill SMTP requests.

APPLIES TO

- Windows 2003 Server IIS
- Windows 2000 Server ISM
- An environment where another SMTP service is running on the same SmartMsg server.

Fix

Disable Virtual SMTP under MS IIS or MS ISM, or remove/disable the competing SMTP service on the SmartMsg server.

Workaround

None.

More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).