

Unfortunately it's not uncommon to see the following Event Details on outbound messages from the Sendio Message History:

- Sorry, I wasn't able to establish an SMTP connection
- Connection died

While we wish there was an easy answer to why these events occurred about the only thing we know for sure is they are network related. If these events are occurring on every message then you have a local network or Sendio issue. However, we generally only notice these on messages to specific domains. As such this implies a transient network problem between your network and the receiving server or the receiving server is experiencing problems.

The first thing to do is make sure you are running the most recent Sendio software. While the problem is very unlikely to be Sendio related we did update a TCP setting called Window Scaling to help in these types of situations. There are numerous network devices which simply don't understand Window Scaling resulting in intermittent network connectivity problems. By disabling Window Scaling, Sendio prevents these misconfigured network devices from causing problems in our goal to deliver email. The TCP Window Scaling changes were made with Sendio software version 10.0305. Please review the Sendio Upgrade Guide found, with all our documentation, at www.sendio.com/support/documentation for details on upgrading your Sendio software.

Next is to perform your own SMTP connectivity test to the receiving email server. The first step is determining the MX records for the remote domain. We here at Sendio like dig rather than the usual nslookup. For Windows users you can download a GUI version of dig from <http://www.nscan.org/?index=download>. Follow these steps from your internal email server (i.e. Exchange) to troubleshoot network issues to remote email servers.

STEP 1:	Run Dig GUI
STEP 2:	Enter the remote domain name in Target field (i.e. sendio.com)
STEP 3:	Enter 4.2.2.2 in "Set root server" field <ul style="list-style-type: none">• Alternately you can enter the IP address of your internal DNS server
STEP 4:	Change record type to MX
STEP 5:	Click TCP lookup
STEP 6:	You will be presented with results similar to these. The results may look different depending on which DNS server you queried.

	<pre> > Questions: sendio.com type: MX (mail exchange) class: IN (Internet) > Answers: sendio.com 1799 MX 0 ibx4.sendio.com sendio.com 1799 MX 0 ibx.sendio.com > Additional information: ibx4.sendio.com 1799 A 64.58.146.36 ibx.sendio.com 1799 A 64.58.146.36 </pre>
STEP 7:	<p>Choose the MX record with the lowest value</p> <ul style="list-style-type: none"> Note the IP address associated with MX record
STEP 8:	<p>Open a command prompt from your internal email server</p>
STEP 9:	<p>Enter the following command, replacing IP address with the info collected from Dig GUI</p> <ul style="list-style-type: none"> telnet IP_address_of_remote_server 25
STEP 10:	<p>What you want it to respond with is:</p> <pre> Trying 64.58.146.36... Connected to esp.sendio.com (64.58.146.36). Escape character is '^]'. 220 esp.sendio.com ESMTP </pre>
STEP 11:	<p>If there are connectivity problems it will respond like this:</p> <pre> Connecting To 209.159.224.9...Could not open connection to the host, on port 25: Connection failed </pre>

If your internal email server is able to connect but Sendio is still unable to send the message please contact Sendio support by sending an email to support@sendio.com . If your internal email server is not able to connect then you have confirmed the problem is not your network or your Sendio solution and the only thing you can do is wait for the problem to resolve itself.

QUESTIONS?

To contact Sendio Support in reference to your ESP appliance:

- Send an e-mail to support@sendio.com.
- Call 949.274.4375 option 3 between 8:00a and 5:00p PT Mon-Fri.