



Astaro Support Center

Exchange 2007 550 User unknown error

Last Updated: 08/06/2010

Description:

When using an Exchange 2007 server behind an ASG the Exchange server will begin rejecting messages with an error of: 550 User Unknown. This is caused by a default feature setting for SMTP tar pit of Exchange 2007 which temporarily rejects messages from untrusted hosts much like the ASG greylisting feature. In Exchange 2003 this feature is normally disabled by default.

The result of this option is designed for unprotected Exchange servers with a direct Internet connection to be used for spam control. For any protected server behind an ASG or other spam control device tar pit should be left as disabled.

The contents of this article was created by Astaro Support. The content of this article has been validated

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Exchange Server 2007's ReceiveConnectors are configured with a tarpit interval of 5 seconds by default. To check the SMTP tarpit interval on your ReceiveConnectors, use the following shell command:
get-ReceiveConnector | select name,tarpitinterval

To disable the tarpit behavior, set the value to 00:00:00.
set-ReceiveConnector "Receive Connector Name" -tarpitinterval 00:00:00

Example:

```
C:\Documents and Settings\Administrator.DMZ>Get-ReceiveConnector | select name, tarpitinterval
```

```
Name TarpitInterval
```

```
-----
```

```
Default DMZEXCHANGE 00:00:05
```

```
Client DMZEXCHANGE 00:00:05
```

```
C:\Documents and Settings\Administrator.DMZ>Set-ReceiveConnector "Default DMZEXCHANGE" -tarpitinterval 00:00:00
```

```
C:\Documents and Settings\Administrator.DMZ>Set-ReceiveConnector "Client DMZEXCHANGE" -tarpitinterval 00:00:00
```

```
C:\Documents and Settings\Administrator.DMZ>Get-ReceiveConnector | select name, tarpitinterval
```

```
Name TarpitInterval
```

```
-----
```

```
Default DMZEXCHANGE 00:00:00
```

```
Client DMZEXCHANGE 00:00:00
```

Further reading suggested:

<http://support.microsoft.com/kb/842851>

<http://technet.microsoft.com/en-us/library/bb125140.aspx>

<http://exchangepedia.com/blog/2007/01/enabled-by-default-smtp-tarpit-in.html>

--Atoews 14:28, 26 October 2009 (UTC)