Email Security Appliance Round−Robins to the Next SMTP Route If a Destination Mail Server is Still Responsive

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Introduction

This document describes how the Email Security Appliance (ESA) behaves when a destination host configured in the SMTP routes responds with a 4.x.x SMTP code.

Background Information

Simple Mail Transfer Protocol (SMTP) routes allow you to redirect email that is specified for one domain to a different mail exchange (MX) host. A domain that receives email can have multiple destination hosts, each assigned a priority number, similar to an MX record. Destinations with identical priorities are treated in a 'round−robin' fashion where if one or more of the destination hosts does not respond, the messages are delivered to the next functional host.

Problem

A functional exchange server destination host can respond with a 4.x.x SMTP response that indicates the server cannot accept email due to insufficient system resources. Here is an example of a 4.3.1 insufficient system resource message:

```
4.3.1 − Mail system full ('452', [4.3.1 Insufficient system resources'])
```

Solution

If a destination host responds with a 4.x.x SMTP response code, no action is required. The ESA automatically acts on the response and delivers the message to the next configured destination host in 'round−robin' fashion.

Example Scenario

SMTP Routes

Here is an example of a domain configured with two destination hosts:

SMTP Route Settings				
Receiving Domain: ⑦	example.com			
Destination Hosts:	Priority ⑦	Destination ⑦	Port	Add Row
	0	192.168.10	25	🗑
	10	192.168.20	25	🗑
		(Hostname, IPv4 or IPv6 address.)		
Outgoing SMTP Authentication:	No outgoing SMTP authentication profiles are configured. See Network > SMTP Authentication			

ESA Mail Log

Here is an example of an ESA mail log that shows a 4.3.1 SMTP response received from the first configured destination host after which the message is delivered to the second destination host:

```
Wed Jul  2 09:15:07 2014 Info: New SMTP DCID 299 interface 192.168.1.1 address
192.168.1.10 port 25
Wed Jul  2 09:15:07 2014 Info: Connection Error: DCID 299 domain: example.com
IP: 192.168.1.10 port: 25 details: 431-?example.com ESMTP\nMail system full'
interface: 192.168.1.10 reason: unexpected SMTP response
Wed Jul  2 09:15:07 2014 Info: New SMTP DCID 300 interface 192.168.1.1 address
192.168.1.20 port 25
```

Note: If all configured destination hosts do not respond, or all the hosts respond with 4.x.x responses, then ESA holds the mail in queue and attempts the delivery later.