



# IdoNotes' Top 10 SMTP Troubleshooting Steps

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Connectria

## The Top 10 Through 6

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- 10 - Learn the basics of DNS before you do anything more with email. If you cannot spell DNS, quit now
- 9 - Users always think mail is down. Remember that odds are, it is in some way and they think it is your fault
- 8 - Your first place to look is always the users mailfile, including the trash and rules they created. We all know users really did it, just prove it
- 7 - Start the search from the outside in to the user mailfile
- 6 - Debug variables will immediately give answers, but should be used for short bursts. Logging all day is like watching a live console for hours. Either get your reading glasses or a new junior administrator

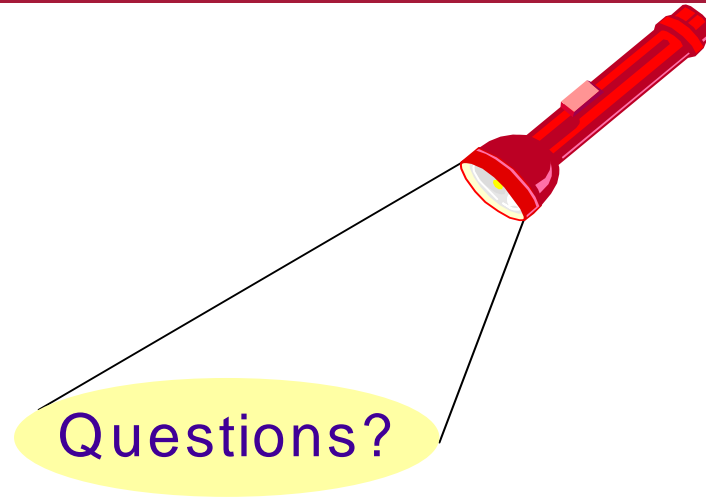
# The Top 5

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- 5 - TLS is your friend, S/MIME is a cousin with an attitude
- 4 - SMTP error codes are like your high school locker combination. Don't try and remember it, just hit it with your shoulder
- 3 - Allow servers to relay off of your Domino server like you would let them borrow tools. For short term and make them get their own
- 2 - Verifying senders domain or connecting hostname guarantees you may never get mail again
- 1 - Don't try and understand SMTP mail, learn that is speaks a language no one has yet deciphered

# Your Turn!

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