

## Debugging tips for SMTP Connectivity

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If you're having problems verifying a mail server from the ColdFusion Administrator, you can telnet to the mail server on port 25 to debug the connection.

```
C:>telnet smtp.mail.company.com 25
```

If you find that you are unable to establish a connection from a telnet session when logged on to the server hosting ColdFusion, then ColdFusion will also not be able to do so.

Once you have a connection established on the commandline, you can actually send mail to test problems with the sender's or recipient's address. Be careful when typing as backspace or delete characters are counted.

Here is an example session of sending mail from the commandline:

```
220 smtp.mail.company.com ESMTP Sendmail Switch-1.2.3/Switch-1.2.3;
ehlo serat03
250 smtp.mail.company.com Hello [10.1.122.66], pleased to meet you
mail from: serat@company.com
250 2.1.0 serat@company.com... Sender ok
rcpt to: stevenerat@nospam.com
250 2.1.5 stevenerat@nospam.com... Recipient ok
data
354 Enter mail, end with "." on a line by itself
Hey, this is a test of sending mail from the commandline
in a telnet prompt.
later!
.
250 2.0.0 iAMMipUq021907 Message accepted for delivery
quit
221 2.0.0 smtp.mail.company.com closing connection

Connection to host lost.
C:>
```

To further debug the problem, you could use a network analyzer such as **Ethereal** to capture or "sniff" the packets between your client and the mail server. Use a capture filter such as "ip host smtp.mail.company.com and ip port 25" to isolate the network trace to only the connection of interest.

Protocol	Info
TCP	3722 > smtp [SYN] Seq=2842642643 Ack=0 w
TCP	smtp > 3722 [SYN, ACK] Seq=568390557 Ack=
TCP	3722 > smtp [ACK] Seq=2842642644 Ack=5683
SMTP	Response: 220 smtp108.mail.sc5.yahoo.com
SMTP	Command: EHLO SERAT03
SMTP	Response: 250-smtp108.mail.sc5.yahoo.com