

**MODEL:** iRi Products**SUBJECT:** iRi cannot send external e-mail**Details:**

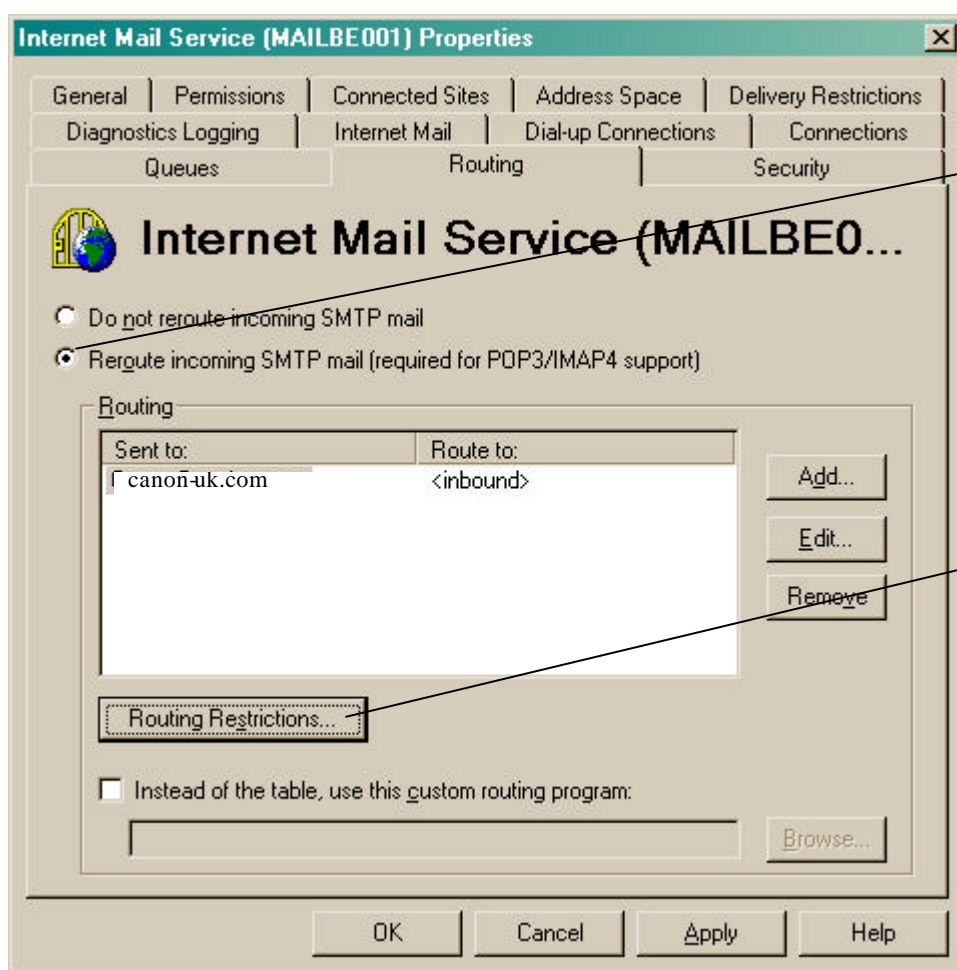
When using MS Exchange 5.5 or Exchange 2000, a problem may be experienced where internal e-mail can be sent from the iRi to clients within the company, but e-mail's sent out on the Internet fail with a message 'check destination'. This may be due to the fact that the iRi does not have permission to re-route e-mails externally. Users are authenticated by the Server and hence obtain permission to send external mail, but since the iRi does not participate in NT (2000) security it does not have the necessary permission to send external mail by default.

To overcome this problem, the IP address of the iRi should be added to the SMTP Routing / Relaying Table of the Exchange Server. (This is only available with MS Exchange 5.5 - Service Pack 1 or higher and Exchange 2000).

NB – Changing the routing information may have other consequences on the Exchange Server. Therefore the following information should be supplied to the Exchange Administrator for their use only; Canon technical personal should not make any changes to the customer's e-mail server themselves.

## Exchange 5.5 Procedure

From Exchange Administrator, select 'Connectors' and the IMS Connector. Select the 'Routing' tab and make the changes shown in the screen shots below...



The screenshot shows the 'Routing Restrictions' dialog box. It has a title bar with a close button. The main area is divided into two sections. The first section is titled 'Specify the hosts and clients that can route mail when the following conditions are met'. It contains two checkboxes: 'Hosts and clients that successfully authenticate' (unchecked) and 'Hosts and clients with these IP addresses' (checked). Below the checked checkbox is a table with two columns: 'IP Address' and 'Mask'. The 'IP Address' column contains the value '172.16.88.51'. The 'Mask' column contains the value '255.255.255.255'. To the right of the table are three buttons: 'Add...', 'Edit...', and 'Remove'. The second section is titled 'Hosts and clients connecting to these internal addresses' (unchecked). It contains a table with one column: 'Internal Address'. To the right of the table are three buttons: 'Add...', 'Edit...', and 'Remove'. The third section is titled 'Specify the hosts and clients that can NEVER route mail'. It contains a table with two columns: 'IP Address' and 'Mask'. To the right of the table are three buttons: 'Add...', 'Edit...', and 'Remove'. At the bottom of the dialog box are three buttons: 'OK', 'Cancel', and 'Help'. Callouts point to the 'Hosts and clients with these IP addresses' checkbox, the 'IP Address' field, the 'Mask' field, and a 'Note' box.

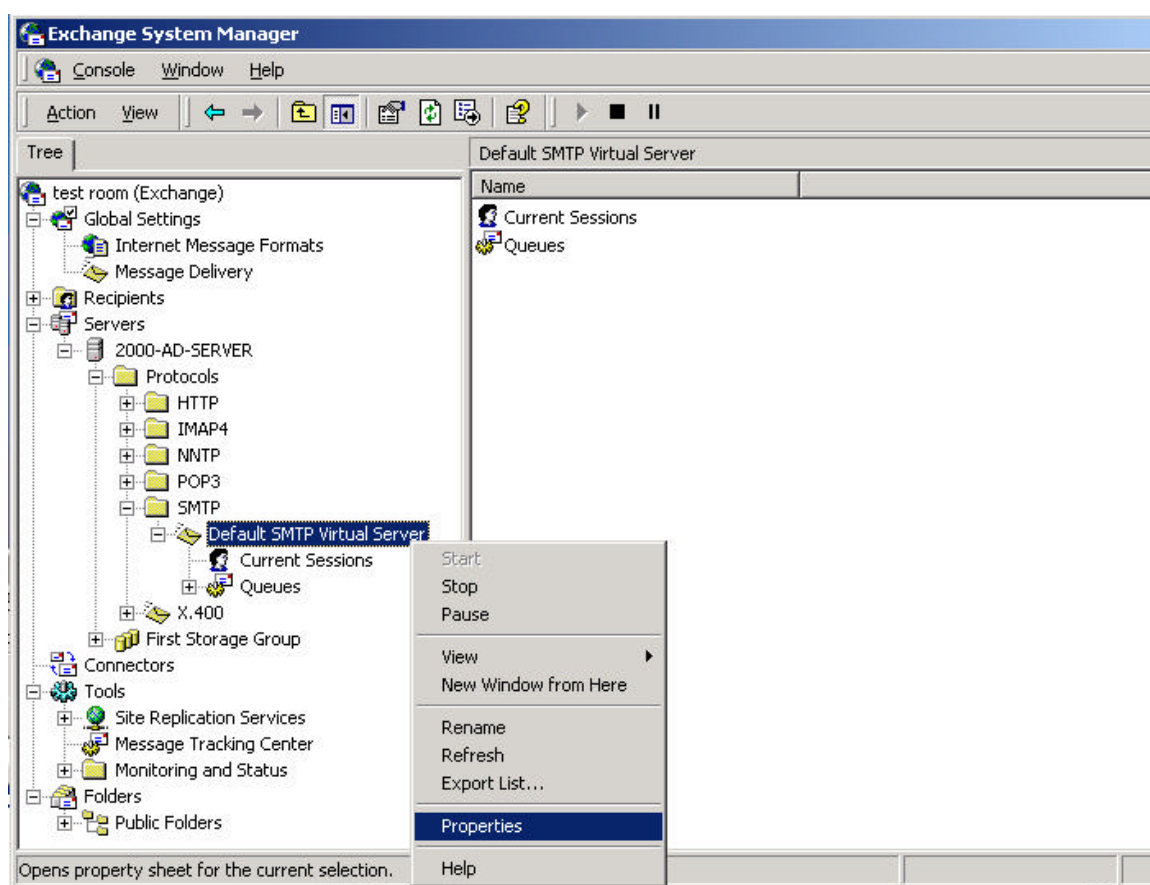
Check this box

Enter IP address of iRi

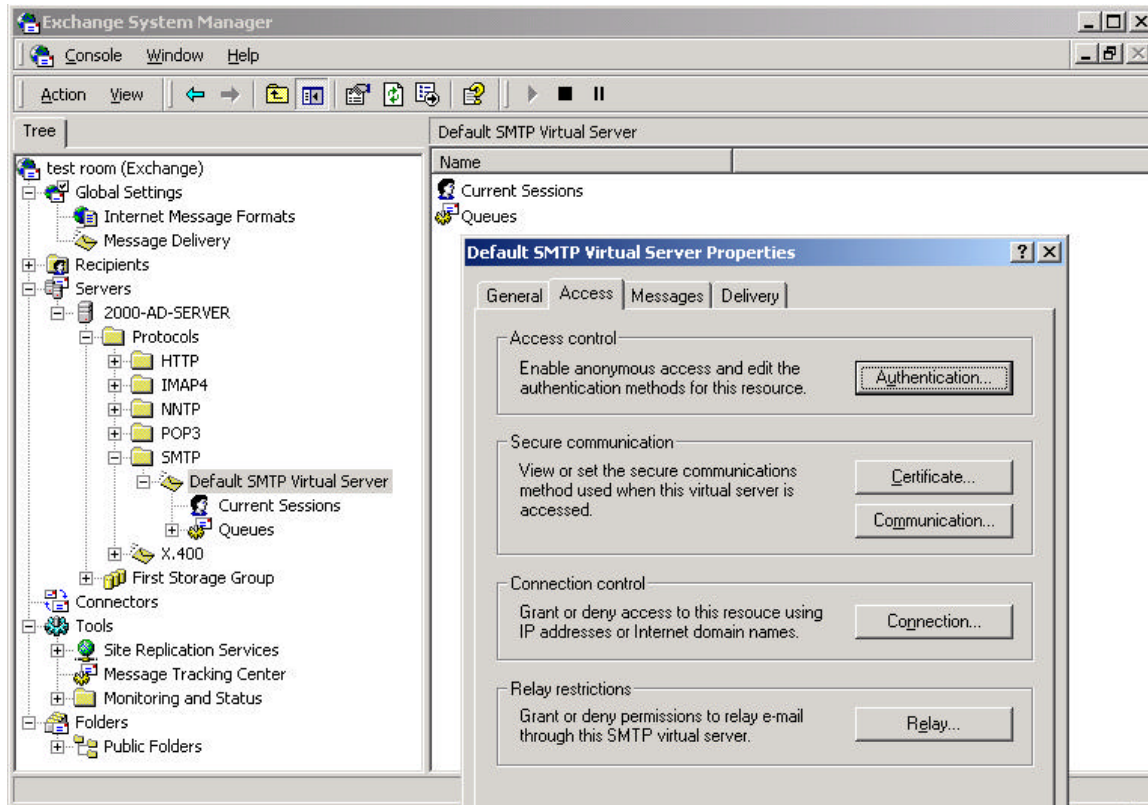
**Note**  
Mask entry must be 255.255.255.255

## Exchange 2000 Procedure

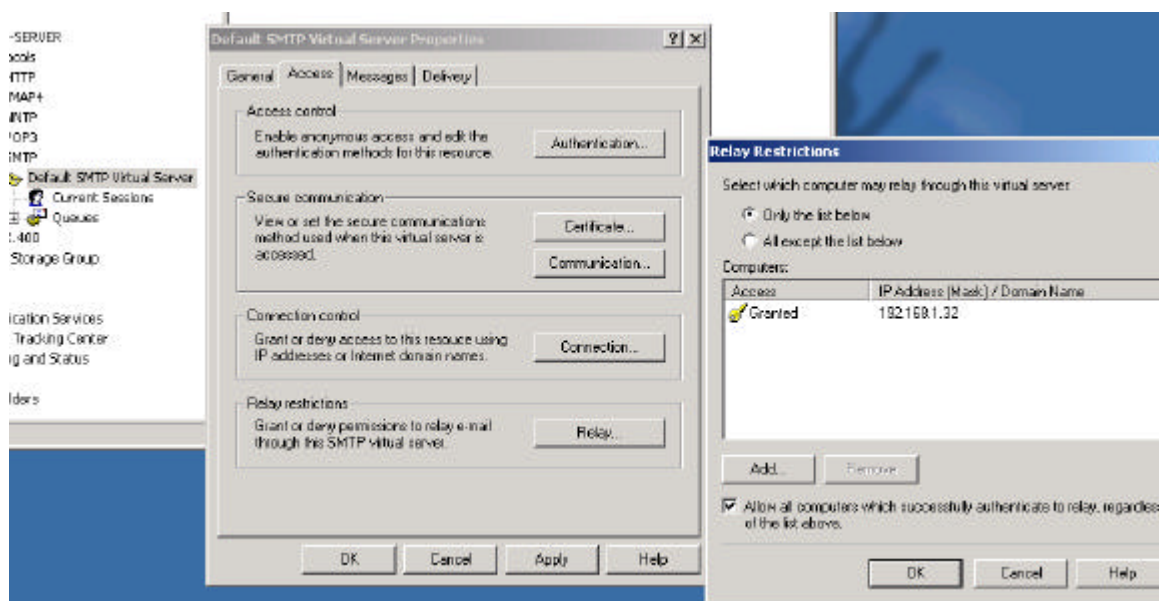
1. Open Exchange 2000 System Manager, select **Servers** (and from here the active Exchange Server) then, **Protocols – SMTP**.
2. Right click the **Default SMTP Virtual Server** and select '**Properties**'.



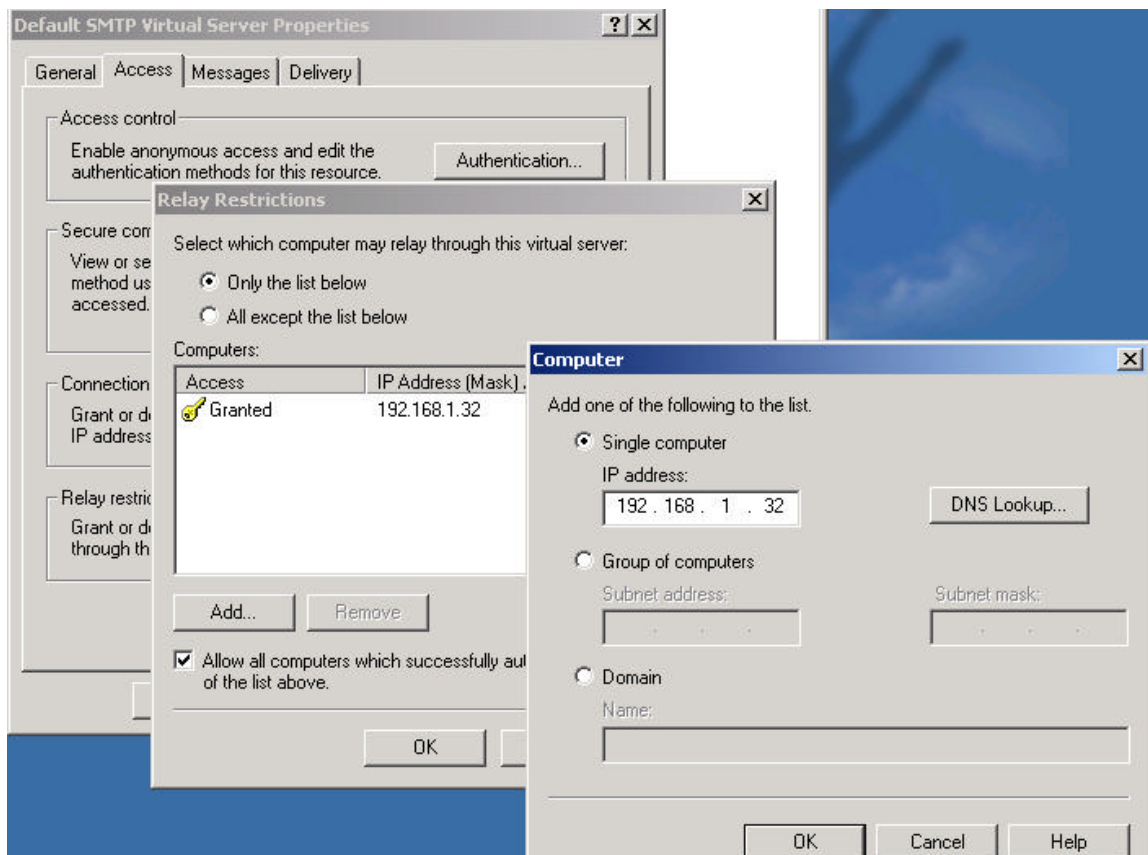
3. From the Properties page select the 'Access' tab.



4. Click on the 'Relay' button.



5. From the **Relay Restrictions** window click '**Add**' and select the '**Single Computer**' radio button. Enter the IP address of the iRi, click **OK**. From **Relay Restrictions** window ensure that the '**Only the list below**' radio button is selected. Click **OK** as required to return to System Manager.



More information on the subject of Routing can be found at following URL...

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;q196626>