



## Technical Tip 15

### SMS Comfort Troubleshooting SMTP log

#### SMTP Mail setup

**RCPT TO:** recipient@domain.com  
This will set the recipient(s) of the message.

**MAIL FROM:** sender@domain.com  
This will set the sender of the message (only one is allowed). The recipient will *NEVER* see this address, in case it doesn't get delivered, this is where it will bounce to.

#### SMTP Headers *(headers are mandatory for auto add mailbox or mobile accounts in SMS Comfort.)*

**TO:** "name" <recipient@domain.com>  
**FROM:** "name" <sender@domain.com>  
**SENDER** or **RETURN PATH:** "name" <sender@domain.com>

#### DATA

**SUBJECT:**

**BODY:**  
This will initiate a multi-line message receivable by the server. You send your mail message here.



19/11/2007 16:52:32 (2) GSM > OK  
19/11/2007 16:52:32 (2) GSM < AT+CMGL=1  
19/11/2007 16:52:51 (2) GSM > OK

## **SMTP Mail to SMS** <Mail Server> to <SMS Comfort>

19/11/2007 16:52:53 Client **192.168.1.1** connected (*Mail server IP address client to SMS Comfort*)  
19/11/2007 16:52:53 To client 220 ESMTP Server Ready.  
19/11/2007 16:52:53 From client EHLO srv1.sonal.local  
19/11/2007 16:52:53 To client 250-ESMTP srv1.sonal.local (192.168.1.1), pleased to meet you  
19/11/2007 16:52:53 To client 250 AUTH LOGIN PLAIN  
19/11/2007 16:52:53 From client **MAIL FROM:**<P.Sommers@sonal.be> (*Mail from address*)  
19/11/2007 16:52:53 To client 250 OK Sender "P.Sommers@sonal.be" is allowed  
19/11/2007 16:52:53 From client **RCPT TO:**<+32477324847@sms.sonal> (*Mail recipient to address*)  
19/11/2007 16:52:53 To client 250 OK Send to <32477324847@sms.sonal> is allowed  
19/11/2007 16:52:53 From client **DATA**  
19/11/2007 16:52:53 To client 354 Start mail input; end with <CRLF>.<CRLF>  
19/11/2007 16:52:53 From client Content-class: urn:content-classes:message  
MIME-Version: 1.0  
Content-Type: text/plain;  
 charset="us-ascii"  
Content-Transfer-Encoding: quoted-printable  
Subject:  
X-MimeOLE: Produced By Microsoft Exchange V6.5  
Date: Mon, 19 Nov 2007 16:52:58 +0100  
Message-ID: <5F02E2331C5BED418B4FEEEE88CDA5D1B41BA29@srv1.sonal.local>  
X-MS-Has-Attach:  
X-MS-TNEF-Correlator:  
Thread-Index: AcgqxEF6tfGR7tjiSZC6qjNawe2+NA==  
**From: "Paul Somers" <P.Sommers@sonal.be>** (*"name" <header used for email account>*)  
**To: "SMS PS" <+32477324847@sms.sonal>** (*"name" <header used for mobile account>*)

**test**

.  
19/11/2007 16:52:53 Client sent lastpart of data  
19/11/2007 16:52:53 To client 250 OK  
19/11/2007 16:52:53 From client QUIT (*Closing SMTP connection with SMS Comfort*)  
19/11/2007 16:52:53 Client QUIT  
19/11/2007 16:52:53 To client 221 Thanks for using, have a nice day  
19/11/2007 16:52:53 Client 192.168.1.1 disconnected

19/11/2007 16:52:54 (2) GSM < AT+CMGS=21 (*Send Message*)  
19/11/2007 16:52:54 (2) GSM >  
19/11/2007 16:52:54 (2) GSM < 07912374151616F631000B912374374248F70000A707D029885E9ED301  
(*Message in PDU*)  
19/11/2007 16:52:54 (2) GSM < □



19/11/2007 16:52:56 (2) GSM >  
19/11/2007 16:52:56 (2) GSM > +CMGS: 18 (Sent to net Message from operator)  
19/11/2007 16:52:56 (2) SMS message sent to net  
19/11/2007 16:52:56 (2) GSM > OK

### SMTP "SMS Send to net" notification <SMS Comfort> to <Mail Server>

19/11/2007 16:52:56 < 220 srv1.sonal.local Microsoft ESMTP MAIL Service, Version: 6.0.3790.3959 ready at Mon, 19 Nov 2007 16:53:01 +0100  
19/11/2007 16:52:56 SMTP client session connected  
19/11/2007 16:52:56 SMTP client connected, sending helo  
19/11/2007 16:52:56 > HELO **192.168.1.4 (SMS Comfort server IP address client to mail server)**  
19/11/2007 16:52:56 < 250 srv1.sonal.local Hello [192.168.1.4]  
19/11/2007 16:52:56 SMTP client sending mail  
19/11/2007 16:52:56 > **MAIL FROM:**<smscomfort@sonal.be> (**Mail from address "authorised" client**)  
19/11/2007 16:52:56 < 250 2.1.0 smscomfort@sonal.be....Sender OK  
19/11/2007 16:52:56 > **RCPT TO:**<P.Sommers@sonal.be> (**Mail recipient to address**)  
19/11/2007 16:52:56 < 250 2.1.5 P.Sommers@sonal.be  
19/11/2007 16:52:56 > **DATA**  
19/11/2007 16:52:56 < 354 Start mail input; end with <CRLF>.<CRLF>  
19/11/2007 16:52:56 > **From: "Sms Comfort notification" <smscomfort@sonal.be> ("name" <header>)**  
19/11/2007 16:52:56 > **To: "Paul Somers" <P.Sommers@sonal.be> ("name" <header>)**  
19/11/2007 16:52:56 > **Subject: Bericht aan 0477324877 is afgeleverd op het netwerk.**  
19/11/2007 16:52:56 > **Sender: "Sms Comfort notification" <smscomfort@sonal.be>**  
19/11/2007 16:52:56 > Mime-Version: 1.0  
19/11/2007 16:52:56 > Content-Type: text/plain; charset="iso-8859-1"  
19/11/2007 16:52:56 > Date: Mon, 19 Nov 2007 16:52:56 +0100  
19/11/2007 16:52:56 > Message-ID: <20071119155256550.64B067536A487113@SRV4>  
19/11/2007 16:52:56 > X-Mailer: ICS SMTP Component V2.50  
19/11/2007 16:52:56 > References: <5F02E2331C5BED418B4FEEE88CDA5D1B41BA29@srv1.sonal.local>  
19/11/2007 16:52:56 > In-Reply-To: <5F02E2331C5BED418B4FEEE88CDA5D1B41BA29@srv1.sonal.local>  
19/11/2007 16:52:56 >  
19/11/2007 16:52:56 > **Bericht aan 0477324877 is afgeleverd op het netwerk.**  
19/11/2007 16:52:56 > **--- Oorspronkelijk bericht ---**  
19/11/2007 16:52:56 > **test**  
19/11/2007 16:52:56 > .  
19/11/2007 16:52:56 < 250 2.6.0 <20071119155256550.64B067536A487113@SRV4> Queued mail for delivery  
19/11/2007 16:52:56 SMTP client mail sent  
19/11/2007 16:52:56 > QUIT  
19/11/2007 16:52:56 < 221 2.0.0 srv1.sonal.local Service closing transmission channel  
19/11/2007 16:52:56 SMTP client session closed (**Closing SMTP connection with mail Server**)  
19/11/2007 16:52:56 SMTP client disconnected  
19/11/2007 16:52:56 SMTP client ready

19/11/2007 16:53:06 (2) GSM < AT+CSQ  
19/11/2007 16:53:06 (2) GSM > +CSQ: 24,99



19/11/2007 16:53:06 (2) GSM > OK  
 19/11/2007 16:53:07 (2) GSM < AT+CMGL=0 (List SMS messages from preferred store)  
 19/11/2007 16:53:07 (2) GSM > +CMGL: 1,0,,167 ( Delivery Message in PDU on mobile )  
 19/11/2007 16:53:07 (2) GSM >  
 07912374151616F606120B912374374248F7701191610500407011916105004000FFFFFFFFFFFFFFFFFFFFFFFFFFFF  
 FF  
 FF  
 FF  
 FFFFF ( Message in PDU )  
 19/11/2007 16:53:07 (2) GSM > OK

**SMTP "SMS Delivery" notification <SMS Comfort> to <Mail Server>**

19/11/2007 16:53:07 < 220 srv1.sonal.local Microsoft ESMTP MAIL Service, Version: 6.0.3790.3959 ready at Mon, 19 Nov 2007 16:53:12 +0100  
 19/11/2007 16:53:07 SMTP client session connected  
 19/11/2007 16:53:07 SMTP client connected, sending helo  
 19/11/2007 16:53:07 > HELO **192.168.1.4 (SMS Comfort server IP address client to mail server)**  
 19/11/2007 16:53:07 < 250 srv1.sonal.local Hello [192.168.1.4]  
 19/11/2007 16:53:07 SMTP client sending mail  
 19/11/2007 16:53:07 > **MAIL FROM:**<smscomfort@sonal.be> (**Mail from address "authorised" client** )  
 19/11/2007 16:53:07 < 250 2.1.0 smscomfort@sonal.be....Sender OK  
 19/11/2007 16:53:07 > **RCPT TO:**<P.Sommers@sonal.be> (**Mail recipient to address**)  
 19/11/2007 16:53:07 < 250 2.1.5 P.Sommers@sonal.be  
 19/11/2007 16:53:07 > **DATA**  
 19/11/2007 16:53:07 < 354 Start mail input; end with <CRLF>.<CRLF>  
 19/11/2007 16:53:07 > **From:** "Sms Comfort notification" <smscomfort@sonal.be> (**"name" <header>**)  
 19/11/2007 16:53:07 > **To:** "Paul Somers" <P.Sommers@sonal.be> (**"name" <header>**)  
 19/11/2007 16:53:07 > **Subject:** Bericht aan 0477324877 is afgeleverd op GSM.  
 19/11/2007 16:53:07 > **Sender:** "Sms Comfort notification" <smscomfort@sonal.be>  
 19/11/2007 16:53:07 > Mime-Version: 1.0  
 19/11/2007 16:53:07 > Content-Type: text/plain; charset="iso-8859-1"  
 19/11/2007 16:53:07 > Date: Mon, 19 Nov 2007 16:53:07 +0100  
 19/11/2007 16:53:07 > Message-ID: <20071119155307537.62E62234701B2947@SRV4>  
 19/11/2007 16:53:07 > X-Mailer: ICS SMTP Component V2.50  
 19/11/2007 16:53:07 > References: <5F02E2331C5BED418B4FEEE88CDA5D1B41BA29@srv1.sonal.local>  
 19/11/2007 16:53:07 > In-Reply-To: <5F02E2331C5BED418B4FEEE88CDA5D1B41BA29@srv1.sonal.local>  
 19/11/2007 16:53:07 >  
 19/11/2007 16:53:07 > **Bericht aan 0477324877 is afgeleverd op GSM.**  
 19/11/2007 16:53:07 > --- Oorspronkelijk bericht ---  
 19/11/2007 16:53:07 > **test**  
 19/11/2007 16:53:07 > .  
 19/11/2007 16:53:07 (2) GSM < AT+CMGD=1  
 19/11/2007 16:53:07 (2) GSM > OK  
 19/11/2007 16:53:07 < 250 2.6.0 <20071119155307537.62E62234701B2947@SRV4> Queued mail for delivery  
 19/11/2007 16:53:07 SMTP client mail sent  
 19/11/2007 16:53:07 > QUIT  
 19/11/2007 16:53:07 < 221 2.0.0 srv1.sonal.local Service closing transmission channel  
 19/11/2007 16:53:07 **SMTP client session closed (Closing SMTP connection with mail Server)**  
 19/11/2007 16:53:07 SMTP client disconnected  
 19/11/2007 16:53:07 SMTP client ready  
 19/11/2007 16:53:07 (2) GSM < AT+CMGL=1  
 19/11/2007 16:53:07 (2) GSM > OK  
 19/11/2007 16:53:19 (2) GSM < AT+CSQ  
 19/11/2007 16:53:19 (2) GSM > +CSQ: 24,99



19/11/2007 16:53:19 (2) GSM > OK  
19/11/2007 16:53:19 (2) GSM < AT+CMGL=0  
19/11/2007 16:53:19 (2) GSM > OK  
19/11/2007 16:53:19 (2) GSM < AT+CMGL=1  
19/11/2007 16:53:19 (2) GSM > OK  
19/11/2007 16:53:30 (2) GSM < AT+CSQ  
19/11/2007 16:53:30 (2) GSM > +CSQ: 24,99  
19/11/2007 16:53:30 (2) GSM > OK  
19/11/2007 16:53:30 (2) GSM < AT+CMGL=0 (List SMS messages from preferred store)  
19/11/2007 16:53:30 (2) GSM > +CMGL: 1,0,,26  
19/11/2007 16:53:30 (2) GSM >  
07912374151616F6040B912374374248F700007011916105334007CF35885E9ED301 (Message in PDU )  
19/11/2007 16:53:30 (2) GSM > OK

### SMTP SMS to MAIL <SMS Comfort> to <Mail Server>

19/11/2007 16:53:30 < 220 srv1.sonal.local Microsoft ESMTP MAIL Service, Version: 6.0.3790.3959 ready at Mon, 19 Nov 2007 16:53:35 +0100  
19/11/2007 16:53:30 SMTP client session connected  
19/11/2007 16:53:30 SMTP client connected, sending helo  
19/11/2007 16:53:30 > HELO **192.168.1.4** (SMS Comfort server IP address client to mail server)  
19/11/2007 16:53:30 < 250 srv1.sonal.local Hello [192.168.1.4]  
19/11/2007 16:53:30 SMTP client sending mail  
19/11/2007 16:53:30 > **MAIL FROM:**<smscomfort@sonal.be> (Mail from address "authorised" client )  
19/11/2007 16:53:30 < 250 2.1.0 smscomfort@sonal.be....Sender OK  
19/11/2007 16:53:30 > **RCPT TO:**<P.Sommers@sonal.be> (Mail recipient to address)  
19/11/2007 16:53:30 < 250 2.1.5 P.Sommers@sonal.be  
19/11/2007 16:53:30 > **DATA**  
19/11/2007 16:53:30 < 354 Start mail input; end with <CRLF>.<CRLF>  
19/11/2007 16:53:30 > **From:** "0477324877" <0477324877@SMS.SONAL> ("name" <header for verification>)  
19/11/2007 16:53:30 > **To:** "Paul Somers" <P.Sommers@sonal.be> ("name" <header for verification>)  
19/11/2007 16:53:30 > **Subject:** Ok test  
19/11/2007 16:53:30 > **Sender:** "0477324877" <0477324877@SMS.SONAL>  
19/11/2007 16:53:30 > Mime-Version: 1.0  
19/11/2007 16:53:30 > Content-Type: text/plain; charset="iso-8859-1"  
19/11/2007 16:53:30 > Date: Mon, 19 Nov 2007 16:50:00 +0100  
19/11/2007 16:53:30 > Message-ID: <20071119155330649.38A209694F375C1B@SRV4>  
19/11/2007 16:53:30 > X-Mailer: ICS SMTP Component V2.50  
19/11/2007 16:53:30 >  
19/11/2007 16:53:30 > **Ok test**  
19/11/2007 16:53:30 > .  
19/11/2007 16:53:30 (2) GSM < AT+CMGL=1  
19/11/2007 16:53:30 < 250 2.6.0 <20071119155330649.38A209694F375C1B@SRV4> Queued mail for delivery  
19/11/2007 16:53:30 SMTP client mail sent  
19/11/2007 16:53:30 > QUIT  
19/11/2007 16:53:30 < 221 2.0.0 srv1.sonal.local Service closing transmission channel  
19/11/2007 16:53:30 SMTP client session closed (Closing SMTP connection with mail Server)  
19/11/2007 16:53:30 SMTP client disconnected  
19/11/2007 16:53:30 SMTP client ready  
19/11/2007 16:53:30 (2) GSM > OK  
19/11/2007 16:53:41 (2) GSM < AT+CSQ  
19/11/2007 16:53:41 (2) GSM > +CSQ: 24,99



## SMTP Reply Codes in Numeric Order:

<b>CODE</b>	<b>DESCRIPTION</b>
211	System status, or system help reply
214	Help message (Information on how to use the receiver or the meaning of a particular non-standard command; this reply is only useful to the human user)
220	<domain> Service ready
221	<domain> Service closing transmission channel
250	Requested mail action okay, completed
251	User not local; will forward to <forward-path>
252	Cannot VRFY user, but will accept message and attempt delivery
354	Start mail input; end with <CRLF>.<CRLF>
421	<domain> Service not available, closing transmission channel (This may be a reply to any command if the service knows it must shut down)
450	Requested mail action not taken: mailbox unavailable (e.g. mailbox busy)
451	Requested action aborted: local error in processing
452	Requested action not taken: insufficient system storage
500	Syntax error, command unrecognized (This may include errors such as command line too long)
501	Syntax error in parameters or arguments
502	Command not implemented
503	Bad sequence of commands
504	Command parameter not implemented
550	Requested action not taken: mailbox unavailable (e.g. mailbox not found, no access, or command rejected for policy reasons)
551	User not local; please try <forward-path>
552	Requested mail action aborted: exceeded storage allocation
553	Requested action not taken: mailbox name not allowed (e.g. mailbox syntax incorrect)
554	Transaction failed (Or, in the case of a connection-opening response, "No SMTP service here")