

FOLLOWING CHECKS SHOULD BE DONE PRIOR TO APPLYING FOR RELAY GATEWAY ACCESS

1. Checking connectivity from the application server to relay server.

Run the command as shown below from the application server.

```
C:\Documents and Settings\nic5725>ping relay.nic.in
Pinging relay.nic.in [164.100.17.96] with 32 bytes of data:
Reply from 164.100.17.96: bytes=32 time=1ms TTL=60
Reply from 164.100.17.96: bytes=32 time=1ms TTL=60
Reply from 164.100.17.96: bytes=32 time=1ms TTL=60
Reply from 164.100.17.96: bytes=32 time=1ms TTL=60

Ping statistics for 164.100.17.96:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 1ms, Maximum = 1ms, Average = 1ms

C:\Documents and Settings\nic5725>
```

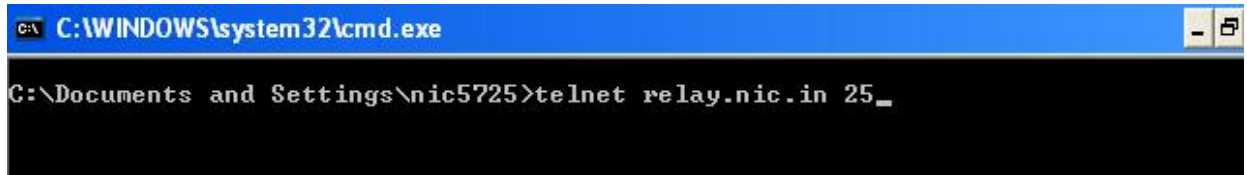
Hostname **relay.nic.in** should resolve to an IP. As in this case it is showing in RED bracket [164.100.17.96]

If hostname is not resolving, then please check your DNS server entry and use nslookup for ensuring that domain is resolved.

If ping is not working or showing Connection timed out, please check with your network administrator.

2. Checking accessibility of port 25.

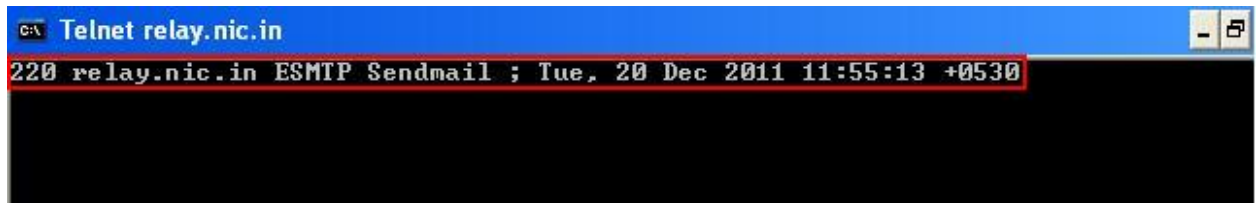
Run the command from the application server as shown below –



```
C:\WINDOWS\system32\cmd.exe
C:\Documents and Settings\nic5725>telnet relay.nic.in 25_
```

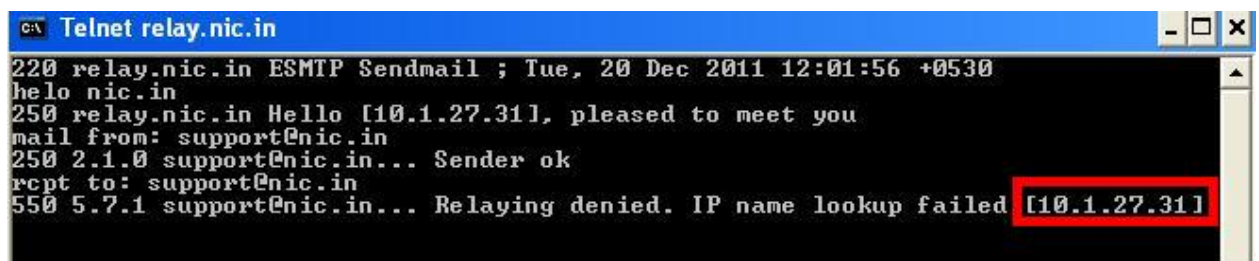
If port 25 is not accessible, please contact your local Network/Firewall administrator.

Check sending mail through verbose mode, once banner as shown below comes-



```
Telnet relay.nic.in
220 relay.nic.in ESMTP Sendmail ; Tue, 20 Dec 2011 11:55:13 +0530
```

Steps for sending mails through verbose mode are showing below –



```
Telnet relay.nic.in
220 relay.nic.in ESMTP Sendmail ; Tue, 20 Dec 2011 12:01:56 +0530
helo nic.in
250 relay.nic.in Hello [10.1.27.31], pleased to meet you
mail from: support@nic.in
250 2.1.0 support@nic.in... Sender ok
rcpt to: support@nic.in
550 5.7.1 support@nic.in... Relaying denied. IP name lookup failed [10.1.27.31]
```

The error **Relaying denied** shows that connectivity to **relay.nic.in** server on port **25** is **OK**. The IP as shown in the RED box, will be the IP (Of your application server) for which the request has to be sent to Messaging Division to allow access in relay server.

If above checks are successful and the IP has been allowed by Messaging Division to relay, even then if your application is not able to send the mails, please check your application code.