

Postfix Error:- 550 Client host rejected: cannot find your hostname

THE PROBLEM:

The mail server - source IP address which is trying to send mail to mail.yourmailserver.co.za does not have proper reverse DNS entries. In other words the IP address from which the mail is being sent could not be converted back to a host name. The owner of that mail server and their ISP (the holder of the DNS entry) needs to correct this issue in order for mail to flow properly. You can disable this in postfix to not check the reverse DNS entry but of course this will open your server for spam mail.

HOW TO GET THIS FIXED:

The ISP who provides the reverse-DNS mappings for the mail server in question needs to setup a reverse DNS mapping for the IP address of that mail server so that other hosts on the internet that try and convert that IP number back to a hostname will get a result.

You can use DIG or NSLOOKUP to test if the MX records are correct.

nslookup mail.othersideemail.co.za (this will give you an IP address)

nslookup XXX.XXX.XXX.XXX (IP Address) "should give the server name" hence reverse lookup

DETAIL:

In general, computers on the Internet all have an Internet Protocol (IP) address, somewhat like a unique phone number assigned. Each Internet Service Provider is responsible both for allocating these addresses to devices on their networks as well as for maintaining the mappings of these devices names to their IP address numbers and these IP numbers back to computer names.

All legitimate mail servers on the Internet will have been assigned an IP address by their ISP and that ISP should have set up both a forward DNS entry (an entry for mail.yourcompany.co.za which points to the IP address for that mail server) as well as a reverse DNS entry (an entry which given the IP address assigned to that host can return the name mail.yourcompany.co.za). Many computers on the Internet which are being misused to send SPAM do not have these two entries setup.

In the event that a legitimate mail sender is getting blocked because proper forward and reverse DNS entries for their mail server have not been setup they should contact their ISP and inform them that they are unable to send email from their mail server because proper forward and reverse DNS entries have not been setup. Once this is fixed email will work.

IMPORTANT NOTES:

Fixing your postfix server to resolve this issue but still maintain so form of checking to avoid spam emails. It is always good to add a spam filter program like SpamAssassin or MailScanner.

Try this in your recipient restrictions, this is an example: In your postfix main.cf file add or amend this field

```
smtpd_recipient_restrictions = reject_unauth_destination reject_unknown_recipient_domain  
permit_mynetworks reject_rbl_client sbl-xbl.spamhaus.org reject_rbl_client list.dsbl.org permit
```

This is what you are telling postfix to do:

A) to reject any mail for a recipient who is not authorized, and there play your relay_domains, only the domains listed there will pass.

B) to reject any unknown domain if it doesn't exists

C) You permit any machine on your networks to pass through.

D) You use RBL lists to filter known spam.

E) You permit all the rest.

This is just an example, you have to make it suitable for your needs, but that restrictions I showed you work fine.