

Re: messages stuck and then released after exchange reboot

## Re: messages stuck and then released after exchange reboot

---

*Source:*

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2006-08/msg00906.html>

---

- *From:* "GC Postmaster" <Blake.Whitney@xxxxxxxxxx>
  - *Date:* 27 Jul 2006 11:36:34 -0700
- 

Have you tried PFDAVAdmin.exe? from there you can look up items in mailboxes, set permissions etc. I looked and there doesn't appear to be any messages stuck in an outbox on the web or in outlook. However we haven't rebooted since two days ago and thus I'm not sure if ours would send again. Frankly I'm hesitant to for fear that all these people will complain again :-)

I also found this post that is old, but seems like a similar issue with a solution. however, given the version of exchange, I'm hesitant to follow advice.

[http://groups.google.com/group/microsoft.public.exchange.admin/browse\\_thread/thread/837504bf211c16f6/19dcb4a0](http://groups.google.com/group/microsoft.public.exchange.admin/browse_thread/thread/837504bf211c16f6/19dcb4a0)

legere wrote:

The same messages were resent, I would say about 4 times each. I have checked with the users and the messages were delivered the first time. I just got off the phone with my user and he stated that he was in his account via Web Access and he noticed that most of the messages being resent appear to be stuck in his outbox. When he accesses his account via the outlook client his outbox is empty. Back in Web Access he is unable to delete these messages from his outbox...they appear to be stuck. When the server was rebooted it sent all those messages from his Web Access outbox...but the messages still appear in the outbox. Would this be the same for your user? How can we delete these message's from this Web Client outbox? Is there a utility that can be runt o clear these?

GC Postmaster wrote:

Are you saying it was the same messages resent now twice?

also I was wondering if maybe the messages were actually delivered the first time and now a second time. But I can't get a solid answer from

Re: messages stuck and then released after exchange reboot

Re: messages stuck and then released after exchange reboot

our users. They aren't sure.

legere wrote:

The same thing has happend to me, Once today and once about a month ago. Both times the backend server was rebooted. The first time the backend server was rebooted we receiveed call's stating that outside user's were receiving e-mail's that were sent weeks ago...now since that first time over a month ago those email's have been resent every other week. I have been in talk's with MS but got no where. I checked the Client's outbox and there are no messages, No messages show in the queues. Has anyone seen this before or have any idea how to fix this problem??????  
Thanks  
Legere

GC Postmaster wrote:

An odd thing occured recently. I had to restart on of our Exchange 2003 SP2 Backend servers. Over the next few hours we received calls from users who said their friends had just received e-mails that were sent over a month ago. All of the users were from the same exchange server. There's no way of me finding out if the messages were stuck in the Client's outbox or on the exchange server. I know there were no messages shown in the queues visible from the Exchange System Manager.

I need to make sure there are no more messages stuck and how to prevent this in the future.

Any ideas?

Also, is there any way to see in the logs of the person's computer sent them from the client to the exchange server at that time? We are using cached exchange in Outlook 2003 with latest

Re: messages stuck and then released after exchange reboot  
updates.