

Re: NDR's and email appearing in users accounts after reboot of server

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Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2007-11/msg02409.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Fri, 30 Nov 2007 11:33:43 GMT
-

Hi Adam,

Thanks for your reply.

I made deep research on this issue, some same issues were caused by Anti Virus software or Mail Scan application, it's strongly recommended to disable such application and test again. You can also make a clean boot as the following steps:

1. Click Start->Run...->type msconfig and press Enter.
2. Click Services tab and select Hide All Microsoft Services and Disable All third party Services.
3. Click Startup tab and Disable All startup items.
4. Click OK and choose Restart.
5. After reboot, check whether the problem still occurs.
6. If there are no more problems, please use the above steps to enable services and startup items one by one in order to figure out the root cause of this issue.

Please run the MAPI Editor on SBS server.

More info:

Microsoft Exchange Server MAPI Editor
<http://technet.microsoft.com/en-us/library/bb508857.aspx>

Hope this helps.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

=====
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<From: "Adam Raff" <araff@xxxxxxxxxxxxxxxxxxxx>
<References: <#0LAgWdMIHA.4136@xxxxxxxxxxxxxxxxxxxxxxxx>
<hE95FXnMIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxx>
<Subject: Re: NDR's and email appearing in users accounts after reboot of server
<Date: Thu, 29 Nov 2007 09:52:56 -0500
<Lines: 196
<X-Priority: 3
<X-MSMail-Priority: Normal
<X-Newsreader: Microsoft Outlook Express 6.00.2900.3138
<X-RFC2646: Format=Flowed; Original
<X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3198
<Message-ID: <#8wwHepMIHA.2000@xxxxxxxxxxxxxxxxxxxxxxxx>
<Newsgroups: microsoft.public.exchange.admin
<NNTP-Posting-Host: 208-39-138-189.isp.comcastbusiness.net 208.39.138.189
<Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP05.phx.gbl
<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.exchange.admin:53180
<X-Tomcat-NG: microsoft.public.exchange.admin
<
<Hi Robert,
<

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<Thank you for your help in this matter and at the least pointing me in some directions to look

<

<I may not be able to reboot until next month as we are locked down here during this time of the year. Since mail is going through, this is not considered an emergency at this time. I am trying to get a better idea on what could be going on.

<

<Step1: I looked at our antivirus software and we have two which has been setup for ages now and never gave us a problem. But I did recheck the excluded files and Mailroot was on the list that I put there. Just in case

<I deleted the path and entered it again and saved it. We use Trend products

<the other product is Scanmail which again never gave us any problems. After

<checking in the directory I did find a NDR in the queues directory (now I know where the queues are). I went into ESM and found the entry for that NDR and deleted it and it disappeared so I assume that the two are talking and working. I should be rebooting after the new patches come down from you

<guys I normally wait about a week after you guys update.

<

<Step2:

<I have some questions on this. Do I have to do this on the exchange server?

<Does Outlook have to be installed? Can I do this on my workstation which has Outlook installed? Is there any docs that can give me a little guidance

<on using this program. To be honest I am not a great Exchange admin, I know

<stuff but this is getting into the guts of stuff and one mistake can cause the system to say Good By.

<

<Thanks

<Adam Raff

<

<

<"Robert Li [MSFT]" <v-robeli@xxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:hE95FXnMIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

<> Hi Adam,

<>

<> Thanks for posting in our newsgroup.

<>

<> From your description, I know that after reboot, the users get their older

<> e-mails. If that's not right, please don't hesitate to let me know.

<>

<> Based on my research, please take the following steps to see if the

<> problem

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◇ can be resolved:

◇

◇ Step 1: The problem may be caused by certain Mail Scan software . The software is scan mails extensively and causing damage to certain kind of e-mails and may cause the problem. If you have such software installed , please ensure it is excluded from scanning c:\program files\exchsrvr\mailroot folder. If possible, please disable the software and reboot to see if the problem can be reproduced.

◇

◇ More info:

◇

◇ Overview of Exchange Server 2003 and antivirus software

◇ <http://support.microsoft.com/kb/823166/en-us>

◇

◇ Step 2: The problem could occur because of some old messages stuck in Temp

◇ tables of SMTP mailbox.

◇

◇ You can check as following:

◇

◇ Using Microsoft Exchange Server MAPI Editor tool: to clear the Temp Tables

◇ in Exchange 2003

◇

◇ The tool can be got here:

◇

◇ [http://download.microsoft.com/download/4/9/f/49f2ce91-72c5-45f5-9849-401cd9b](http://download.microsoft.com/download/4/9/f/49f2ce91-72c5-45f5-9849-401cd9b86d67/mfcmapi_bin.exe)

◇ 86d67/mfcmapi_bin.exe

◇

◇ 1. With the SMTP Service stopped, double click on the Mfcmapi executable

◇ 2. Click OK to close the "About Mfcmapi" windows

◇ 3. Click the "Session" menu and choose "Logon and Display Stores". Login

◇ as

◇ an administrator mailbox. If the MAPI profile is not available, create one

◇ to use

◇ 4. On the MDB menu choose "Get Mailbox Table..."

◇ 5. Confirm the server name and hit OK

◇ 6. Double click on the SMTP object (<Server Name> (GUID)) mailbox

◇ 7. Expand the "Root Container" object and then highlight the TempTable#

◇ object. Right click and select save to MSG file.

◇ 8. Open the MSG file, if you ensure they are older e-mails, right-click on

◇ the TempTable#1 object and select Delete Folder

◇ 9. Place a check the Hard Delection check box and click OK

◇ 10. Start the Simple Mail Transport Protocol Service.

◇

◇ If the problem persists, please help me collect the following information:

◇

◇ 1. A sample of NDR

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<

< 2. MPS Report

<

< 1) Visit

<

< <http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd9>

< 15706/MPSRPT_Exchange.EXE to download the file.

< 2) Run the MPSRPT_Exchange.EXE on the server box.

< 3) Wait for 10~15 minutes.

< 4) Open Windows explorer, navigate to

< %SYSTEMROOT%\MPSReports\Exchange\cab\

< 5) Send the .cab file directly to v-robeli@xxxxxxxxxxxxxx with subject:

< NDR's and email appearing in users accounts after reboot of server.

<

< Hope this helps.

<

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< Best regards,

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◇ -----
◇ <From: "Adam Raff" <araff@xxxxxxxxxxxxxxxxxxx>
◇ <Subject: NDR's and email appearing in users accounts after reboot of
◇ server
◇ <Date: Wed, 28 Nov 2007 10:44:54 -0500
◇ <Lines: 22
◇ <X-Priority: 3
◇ <X-MSMail-Priority: Normal
◇ <X-Newsreader: Microsoft Outlook Express 6.00.2900.3138
◇ <X-RFC2646: Format=Flowed; Original
◇ <X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3198
◇ <Message-ID: <#0LAgWdMIHA.4136@xxxxxxxxxxxxxxxxxxxxxxxx>
◇ <Newsgroups: microsoft.public.exchange.admin
◇ <NNTP-Posting-Host: 208-39-138-189.isp.comcastbusiness.net 208.39.138.189
◇ <Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl
◇ <Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.exchange.admin:52982
◇ <X-Tomcat-NG: microsoft.public.exchange.admin
◇ <
◇ <Good Day,
◇ <
◇ <This month I rebooted my server after installing my November patches.
◇ The
◇ <Exchange server came up fine (Exchange Enterprise 2003 SP2 running on
◇ <Windows 2003 Enterprise SP1). I looked over my event logs and noticed
◇ out
◇ <of the blue about fifteen NDR has appeared.
◇ <
◇ <The next morning I started looking into the NDR to see what is happening
◇ and
◇ <found that other users got email that goes back a few weeks. I asked
◇ about
◇ <and other users reported the same thing. It seems that email is getting
◇ <stuck somewhere in the Exchange server and I have no idea where to look.
◇ I
◇ <looked at the queues at least once a week and they are all empty except
◇ for
◇ <your one or two spam.
◇ <
◇ <Does anybody have any idea where I should look or even begin to look.
◇ Mail
◇ <does work from what I can see. It seems to happen once in a while or to
◇ <certain users or clients.
◇ <

