

Exchange won't deliver internal emails

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Exchange Standard Server 2000, SP3 plus the latest hotfixes, on a Windows 2000, sp4 Server. Clients are all Windows xp, running Outlook 2003.

Recently the server hardware for Exchange died. It has been replaced, and Windows/Exchange server reinstalled (recovery mode). Mailbox Store was recovered from backup (NTBackup), and Mailbox limits were reset (most users had defaulted back to a default limit of 5Mb). Have also now changed default limit to 1Gb to try and remove that from the equation. The Offline file (outlook.ost) had to be removed from PCs to allow cached mode users to reconnect again.

Most users are now working fine. However several, notably users with over 100Mb mailboxes (considered to be large) do not receive new emails. External AND INTERNAL users eventually get a "Delivery Status Notification (Delay)" message. A workaround is to export the user's cached mailbox, delete and purge the mailbox, and recreate the mailbox (and re-import the mail).

Why? What is wrong, and can it be fixed in a different way?