

Re: Delayed emails

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.general/2007-08/msg00042.html>

- *From:* maitakeboy <maitakeboy@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 29 Aug 2007 08:36:02 -0700
-

I just did a ping right before your reply came in, to the website of client who was reporting that their emails weren't getting through this morning. The results were normal. No lost packets, some high times, but nothing glaring. I have Syamantec AV for SMTP gateways sitting in front of my Exchange server, getting the incoming mail and scanning for spam and virus content. It's worked normally up until now, but when I was just doing an email server test from websitepulse.com, I was getting an error saying no SMTP server available. I checked and the service is running, but it's 3 year old software, so maybe that's the suspect. What do you think? Is there some way to analyze why the SMTP connection is not being made?

"John Oliver, Jr. [MVP]" wrote:

I would lean towards your WAN circuit having some issues at this point, possibly CRC errors. Have them perform a circuit test to insure its operating correctly. As for LAN software, I like Ethereal and its free. You can also perform a simple continuous PING test with Ping -t command to see if it times out after so long to an external IP or address.

—
John Oliver, Jr
MCSE, MCT, CCNA
Exchange MVP 2007
Microsoft Certified Partner

"maitakeboy" <maitakeboy@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:E109B9F4-CFFE-4E29-B8A7-0F0F7F2EAA91@xxxxxxxxxxxxxxxxxxxx>

John,

Thanks again for your reply.
I ended up finding out about the ExBPA and ran it against my Exchange 200 server and came up with a couple fairly minor things.
The thing is, nothing has changed substantially interms of hardware or software or configuration which could account for this.
I also ran the MS SMTP analyzer and everything came back normal, though

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that
was for outgoing.
I have been using an outside mail monitoring service for the last several
days, and notice a continual timing out of the test messages, or slowness
in
the time of response. So I'm guessing it's periodic WAN or LAN congestion.
Would network monitor be the best bet for checking out the LAN? Or can
you
suggest some other tool? I was going to have my bandwidth provider monitor
my
link to get some data on the WAN side. I haven't had any complaints about
IE
timeouts, though sometimes it is slow, but we have 125 people on a 5MB
link,
so it's not going to be blazing.
It's the intermittent character that is so frustrating to diagnose. Plus
that it's incoming.
Any further suggestions would be greatly appreciated.

"John Oliver, Jr. [MVP]" wrote:

What version of Exchange Server are you running? ExBPA
is Exchange Best
Practice Analyzer, please download and run it against your
Exchange
Server,

<http://www.microsoft.com/downloads/details.aspx?familyid=DBAB201F-4BEE-4943-AC22>

As for test your network equipment, most new equipment
now a days is
managed
so you should be able to login to your Router or Switch to
turn on some
logging to see if you are getting any errors. Are you noticing
any
intermittent timeouts with your Internet connection when
browsing with IE
or
downloading a file?

--
John Oliver, Jr
MCSE, MCT, CCNA
Exchange MVP 2007
Microsoft Certified Partner

"maitakeboy"
<maitakeboy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in

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message

news:614BCBB8-5A92-42D7-9EDE-31AD1CE87566@xxxxxxxxxxxxxxxxxxxx

John,

Thanks for the reply. What is ExpBA? How would I test my WAN connection? Router or Firewall or switch?

"John Oliver, Jr. [MVP]" wrote:

Are you certain your WAN connection is not a fault? How about your Router/Firewall? How about your network switch or cabling? Have you run ExBPA lately?

--

John Oliver, Jr
MCSE, MCT, CCNA
Exchange MVP 2007
Microsoft Certified Partner

"maitakeboy"

<maitakeboy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:D6FDA53E-B293-4834-9F62-E61574675194@xxxxxxxxxxxxxxxxxxxx

I am having an intermittent problem with emails being delayed for anywhere from 20-30 minutes to 5 hours. There is no consistency in terms of sender or receiver. It

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seems to
happen
incoming
and
outgoing,
though I
hear
about
it
mostly
incoming
from
outside
clients.
When I
originally
investigated
this,
I
saw that I
was
deficient in
RAM, and
increased it
so that the
Commit
Charge
peak was
well under
the RAM
amount. I
had had no
problems
prior to
this.
Everything
had been
functioning
smoothly
for 2 years.
It seems
totally
random.
One user
told me that
he recieved
response
to
a
group email
from an

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outside
client hours
before the
original
email
was
delivered!
Emails
to/from
particular
clients will
go through
normally,
then
one will be
delayed for
30 minutes
up to hours.
I'm at a loss
as to what
to do.
I thought
maybe it
was a DNS
issue, but
that seems
in order.
The
processor
seems to
staying
below the
50% level
for the most
part. The
Peak
Commit
Charge is at
1.7GB and I
have 3 GB
in the
system.
Maybe it's
network
related,
but I'm not
sure how to
find this
out. I'm not
sure how to
go about

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diagnosing
this in
general.
Any help
will be
greatly
appreciated