

## Re: Symantec AV causes smtp to stop responding?

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*Source:*

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.protocols/2005-10/msg00003.html>

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- *From:* "Ben M. Schorr – MVP" <[bens@xxxxxxxxxxxxxxxxxxx](mailto:bens@xxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 28 Oct 2005 13:26:43 –1000
- 

I don't have a good answer, unfortunately, other than get rid of Symantec 9 — either upgrade (10 is available now, IIRC) or try something else like Sophos or Trend.

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Aloha,

–Ben–

Ben M. Schorr, OneNote–MVP

Roland Schorr & Tower

<http://www.rolandschorr.com>

Microsoft OneNote FAQ: <http://www.factplace.com/onenotefaq.htm>

\*\*I apologize but I am unable to respond to direct requests for assistance. Please post questions and replies here in the newsgroup. Mahalo!

"vphan13" <[vphan13@xxxxxxxxxx](mailto:vphan13@xxxxxxxxxx)> wrote in message

[news:1129532431.514516.4860@xx](mailto:news:1129532431.514516.4860@xx)

>I have an intermittent problem with our lone Exchange server here. The  
> "messages pending submission queue" will sometimes become stuck and  
> grow to several thousand messages. Our AV software is Symantec 9.0, it  
> is the specific client for groupware so it was installed and configured  
> specifically for Exchange.

>

> I've found that when problem occurs, I can flush out the queue by  
> simply stopping the Symantec Mail Security service. However this is a  
> completely random and annoying issue. even worse if the queue grows to  
> large it takes down the smtp service, and I get "connection reset, out  
> of memory errors when attempting to telnet to port 25. When this  
> happens the only resolution is to reboot the Exchange box. I've run  
> some baseline perfmon on the box, and when this occurs there is no  
> correlated memory or other resource spike.

>

> We are using Exchange 2003 sp1/Windows 2003 STD/ in a 2003 domain. All  
> servers are patched to Sp1.

>

- **References:**

- ◆ **[Symantec AV causes smtp to stop responding?](#)**

- ◆ *From:* vphan13

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