

RE: Messages stuck in "Messages awaiting directory lookup" Queue

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.transport/2004-05/0082.html>

From: Jeff Thibodeau [MS] (jeffthi_at_online.microsoft.com)

Date: 05/14/04

Date: Fri, 14 May 2004 20:30:41 GMT

Hello,

I see mention of dual NICs on the Exchange server. If you configure internal DNS on the internal NIC and external DNS on the external NIC this could be a problem.

When DNS is called it is not the DNS for a specific route. You should have only internal DNS on the NICs and your internal DNS should be able to forward to an external DNS.

Most of the time when messages are in the directory lookup queue there is a problem communicating with the DC. You may want to turn up logging on the CAT to see if it can help you find the direction needed to resolve the problem.

Jeff Thibodeau
Microsoft

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From: "Robert Wagner" <good@swdeveloper.com.au>

Subject: Messages stuck in "Messages awaiting directory lookup" Queue

Date: Thu, 13 May 2004 18:34:02 +1000

We have recently changed a server over to handle all the mail for the domain. Previously it was just retrieving mail via POP3.

- The problem started as soon as that server was set at the primary MX server in Global DNS.

- Both incoming and outgoing messages are stuck in the "Messages awaiting directory lookup"

- DNS resolves domain.com.au, mail.domain.com.au, and server1.domain.com.au to an internal address (10.0.0.2 or 192.168.0.2).

- server1.domain.com.au is the MX record in Global DNS

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- DNS resolves external addresses ok
 - The host is dual NIC with the external being 10.0.0.x and the internal 192.168.0.x
 - This is an SBS 2000 (SP4) server and runs the Active Directory and Exchange (SP3). No other servers on the network
 - The server is setup so that it's domain is domain.com.au and not domain.local
 - When exchange logging is turned to maximum the following warning does occur in the application event log. No other relevant errors occur.
 - Event 6004: The categorizer is unable to categorize messages due to a retryable error.
 - There are no external DNS servers configured in the advanced options of the Default SMTP Virtual Server
 - domain.com.au is set in the exchange default recipient policy
- That's all the information I can think of at the moment, anyone come across this?