

Re: POP3 Connector

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-05/msg02236.html>

- *From:* v-jerryz@xxxxxxxxxxxxxxxxxxxxxxxx (Jerry zhao (MSFT))
 - *Date:* Tue, 10 May 2005 12:24:37 GMT
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Hi Lars,

Good to hear from you.

Please help me collect the following information to further troubleshooting.

1. If you create a brand new user, point the POP account to that user and send mail do you see it in the new user's mailbox?
2. Are there any failed messages in the \Program Files\Microsoft Windows Small Business Server\Networking\POP3\Incoming Mail folder? Failed mail folder? \Program Files\Exchsrvr\mailroot\vs1\Badmail folder?
3. Does the issue happen when other POP3 user account receive mail from that user(whose display name has a comma)? If the issue only happens to one POP3 account, what's the E-mail address setting for the "problematic" user? Any different address settings for other working users?
4. Re-register the POP3 Connector event sink in Microsoft Internet Information Services (IIS). To do so, open Windows Explorer, go to the "C:\Program Files\Microsoft Windows Small Business Server\Networking\POP3" folder and double click to run IMBReg.exe.
5. Enable subject logging and display. To do so:
 - a. Start Exchange System Manager.
 - b. Locate the Servers container.
 - c. Right-click the server, and then click Properties.
 - d. On the General tab, click to select the Enable subject logging and display check box.

Then re-produce the problem, in Exchange System Manager\Tools\Message Tracking Center, find the test e-mail and open it, what's the last event displayed in the Message History window?

6. Please check what time zone is set on the SBS server. If it's -7, then according to the following event, I should see message tracking logs logged after 17:23:

Re: POP3 Connector

Event Type: Information
Event Source: POP3 Connector
Event Category: Download
Event ID: 1031
Date: 2005-05-02
Time: 10:23:56
User: N/A
Computer: CAPSERVER01
Description:
There are 2 message(s) with a total of 29032
byte(s) for mailbox <mailbox01.pi.se [b415111]>.

7. Meanwhile, please create a user on your SBS domain with a display name including a comma and then send mail from the user to others internally, see if the email can be received.

If the email still can not be received, please also post the message tracing log in the newsgroup for further investigates.

Thanks for your time and if you have any questions, please don't hesitate to post in the newsgroup.

Best regards,

Jerry Zhao (MSFT)

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- ◆ **Re: POP3 Connector**
 ◇ From: Lars Sagsjö

• *References:*

- ◆ **Re: POP3 Connector**
 ◇ From: Lars Sagsjö
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