

RE: Disappearing Emails

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-12/msg03414.html>

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 - *Date:* Wed, 20 Dec 2006 11:21:34 GMT
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Hello Sam,

Thank you for kind update.

After analyze your SMTP log, the 3 emails have received your exchange server, if you make sure you did not receive 2 of them, we need to track the emails in exchange server.

1. Please do clean boot to make sure there is no 3rd-party software refer to this issue. Meanwhile, try to disable Antivirus software and spam filter software on your exchange server.

To clean boot the server, please use the steps below:

a. Click Start, click Run, and then in the Open box, type "MSCONFIG" (without the quotation marks). Click OK.

b. In the System Configuration Utility (MSConfig) window, click to select the Selective Startup button.

c. Click to clear the check mark from the "Load startup items" below Selective Startup.

d. Click the Services tab, click to check the "Hide All Microsoft Services" box, and remove all the check marks from the remained Non-Microsoft Services. Please note that the Exchange services could be marked as non-Microsoft. Please do not disable those services.

e. Click OK to close the MSConfig window. Click Yes when you are asked to restart your computer in order to enable the changes.

f. After restarting, please check whether this issue will reoccur.

If it reoccurs, please kindly help me collect some information for further investigation:

1. Please go to Message Tracking Center and track the following 3 test mails, then capture 3 screenshots on the outcome and send the pictures to

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me at v-terliu@xxxxxxxxxxxxxx

Note: please take care of the time.

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```
2006-12-18 14:25:47 217.114.173.81 av.blacknight.ie SMTPSVC1 192.168.2.1 0
EHLO - +av.blacknight.ie 250 0 310 21 0 SMTP - - - -
2006-12-18 14:25:47 217.114.173.81 av.blacknight.ie SMTPSVC1 192.168.2.1 0
MAIL - +From:<Mary.Dunleavy@xxxxxxxxxxx> 250 0 49 55 0 SMTP - - - -
2006-12-18 14:25:47 217.114.173.81 av.blacknight.ie SMTPSVC1 192.168.2.1 0
RCPT - +To:<PHannigan@xxxxxxxxxxxxxxxxxxx> 250 0 39 57 0 SMTP - - - -
2006-12-18 14:25:48 217.114.173.81 av.blacknight.ie SMTPSVC1 192.168.2.1 0
DATA - +<096586A6F34AFF4286CF3940F8409CDFBC4D1E@msw2kba01> 250 0 134 5871
```