

Re: Erroneous 'E-mails sent' entries in Server Usage Report

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-05/msg00249.html>

- *From:* "Les Connor [SBS MVP]" <les.connor@xxxxxxxxxxxxx>
 - *Date:* Tue, 1 May 2007 23:43:56 -0500
-

I don't have an SP2 box, but have lots of R2 and they all work fine. How about uninstalling SP2 on one, and see if that's got any effect?

--

Les Connor [SBS MVP]

"David" <abc@xxxxxxxxx> wrote in message news:e9dA1eDjHHA.3472@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Thanks Les! Sorry for the delay in responding – more serious customer problems took precedence

As far as I can recall, this problem was not present on my own server before I wiped sbs2k3Sp1 and installed sbs2k3R2+Sp2. One of the sbs2k3Sp1 boxes did previously report outgoing messages correctly in the Usage Report. The rest are new installs, either replaced sbs2k servers or totally new to sbs2k3R2+Sp2.

I gave up modifying the default recipient policy years ago and now create my own policy on each server before creating users. I've checked the servers and each has variations of the following:

My Policy:

I set a filter on the policy to select **only** those "Users with Exchange mailboxes". There are typically numerous External Contacts, etc., in each site's GAL, so I set this filter to avoid post policy editing.

The following aliases are defined:

- %1g@s@xxxxxxxxxxxxx (fbloggs@...)
- %1g@s@xxxxxxxxxxxxx (fbloggs@...) <- default E-mail address
- %g@s@xxxxxxxxxxxxx (fredbloggs@...)
- %g.%s@xxxxxxxxxxxxx (fred.bloggs@...)
- @internal.local (<logon-name>@...)
- plus- the X400 entry of course

Would you (anyone) know how SBS tracks the Outgoing External E-mails for these Usage Reports. I'm assuming that it is SBS-Monitoring that does the tracking and logging, but is it an Exchange Event that triggers or are outgoing messages monitored. Is there also anyway that I can examine/detect at which point this is failing.

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"Les Connor [SBS MVP]" <les.connor@xxxxxxxxxxxx> wrote in message
news:9D9E3116-7E97-463A-A6BB-B0D7D6BCC09A@xxxxxxxxxxxxxxxxxxxx

I've not seen this behaviour once, never mind 6 times ;-).

Do you modify the default recipient policy, or create a separate one for the custom address? I always leave the default alone, and create a separate one with a higher priority. The fact that Administrator (if not renamed) shows external email makes one suspect recipient policy, as this account has only the one name. You haven't removed any of the default email addresses from the accounts, have you?

You might try another single label user account as a test and see if that shows anything outgoing.

--

Les Connor [SBS MVP]

"David" <abc@xxxxxxxx> wrote in message
news:eM\$CeD4hHHA.4872@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Thanks, Les,

The messages are being delivered successfully by Exchange – there is no external mail server involved. I can track messages in ESM tracking up to the point of delivery to the far end (recipient's) server. Exchange is also set to deliver mail direct to the recipient by DNS lookup (*not* via the ISP's smart host).

The problem applies to ALL six of the servers that I control, including my own. Which means it is probably something that I habitually do wrong! In each case, the Administrator is the typically the only user account that has non-zero values listed in the report. It is very occasionally that a normal user will have a non-zero "External recipient" value in a report.

The servers involved are SBS-2k3-Premium-R2 with SP2, apart from one that is SBS2k3-Premium with SP1. The R2 boxes were all fresh installs at R2 level; the previous SBS2k or SBS2k3 installs being wiped and there was no migrations or upgrades involved. User/Computer accounts were created afresh. Client PC are all XP-Pro using Outlook 2003 in cached-mode, apart from one user in one office using Outlook 2007.

I wonder if this may have something to do with Recipient Policies. I normally apply a policy defining the users' various E-mail aliases using variables, e.g.

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"%lg.%s@xxxxxxxxxxxxxxxx", etc.

Whilst I can live with this, it gives the customers absolutely no confidence in the rest of these reports when it contains such glaring errors.

David

"Les Connor [SBS MVP]" <les.connor@xxxxxxxxxxxx>
wrote in message
news:9753109B-B1AF-44E9-AF39-9752C124CD6F@xxxxxxxxxxxxxxxx

Use message tracking in ESM to see if messages are being delivered by exchange. You wouldn't have the users outlook configured to use an external mail server, by chance?

--

Les Connor [SBS MVP]

"David" <abc@xxxxxxxx> wrote in message
news:u2euU8zhHHA.2368@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Robert,
Thank you for your reply.
Unfortunately, you have misunderstood the problem. The Report *is* sent correctly – no problem there at all. The problem is that some information *contained_in_the_report* is totally wrong! Specifically; the information "E-mail sent to external recipients" lists *zero* messages being sent by all users other than Administrator. In reality hundreds of external messages were actually sent.
E.g.:

E-mail Sent

User Name Total E-mail
Sent Internal Recipients
Size (MB) External

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Recipients

Administrator 30 31 1.1 29
David Johnson 26 26 0.3 0
Brian Clews 11 14 4.0 0
Russell Matthews 9 9 0.0 0
Main Store 2 2 0.0 0
Sheila Clark 1 1 0.0 0
Company Total 79 83 5.5 29

"Robert Li [MSFT]"

<v-robli@xxxxxxxxxxxxxxxxxxxxxx>

wrote in message

[news:kKkCm\\$uhHHA.3744@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:kKkCm$uhHHA.3744@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Hi David,

Thanks for
posting in
our
newsgroup.

From your
description,
I know that
external
recipients
cannot
receive
"Extended
Server
Usage
Report". If I
am
off-base,
please don't
hesitate to
let me
know.

First, the
report
cannot be
sent to
external
recipients
but no
messages
are

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logged. The problem may be more complex and time-consuming. Thanks for your understanding.

Please take the following step to narrow down this issue:

Step 1:
Change another external recipient to get mail, will the same issue occur?

1. Open Server Management.
2. Click Monitoring and Reporting.
3. Click Set Up Monitoring Reports and Alerts.
4. Select Modify existing settings and click Next.
5. Select Receive a daily performance report in

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e-mail,
View the
usage
report in
Server
Management,
Receive a
usage report
in e-mail
every other
week and
click Next.
6. Input the
e-mail
address to
receive
report.

Note:
Please input
two address
here, for
example
test@xxxxxxxxxxx
and
Administrator@xxxxxxxxxxx)

7. Follow
the other
steps and
click Finish.

Please
check if the
test@xxxxxxxxxxx
and
Administrator@xxxxxxxxxxx
can get
report.

Step 2:
Please
check the
Message
Tracking
Center.

1. Open
Exchange
Server
Management.

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2. Expand
Domain(Exchange)->Tools->Message
Tracking
Center.

3. Input
Administrator
in Sender
box and
click Find
Now.

4. Check if
the Message
History
below to see
if the
e-mail for
external
recipients is
sent out.

Step 3:
Check the
Exchange
Queue.

1. Open
Exchange
Server
Management.

2. Expand
Domain(Exchange)->Servers->SBSSERVER->Queue.

3. Check if
the e-mail
is in the
Queue.

If the
problem
still
persists,
please help
me collect
the
following
information
for further
research:

1. Message
Tracking
log

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To enable
Message
Tracking:

Open ESM,
on the
General tab
in the
server's
Properties
dialog box,
select
the Enable
message
tracking
check box.
After the
issue is
reproduced,
please wait
about 15
minutes and
then go to
the message
tracking
folder and
collect the
message
tracking log
for us.

By default,
the message
tracking
logs locate
under the
folder:C:\Program
Files\Exchsrvr\servername.log.

2. MPS Report

1) Visit

http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-15706/MPSRPT_Exchange.EXE

to download
the file.

2) Run the
MPSRPT_Exchange.EXE
on the

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server box.
3) Wait for
10~15
minutes.
4) Open
Windows
explorer,
navigate to
%SYSTEMROOT%\MPSReports\Exchange\cab\
5) Send the
.cab file
directly to
me

Please send
the
information
to
v-robeli@xxxxxxxxxxxxxx
with
subject:
38892443-Erroneous
'E-mails
sent' entries
in Server
Usage
Report.

I am
looking
forward to
hear from
you.

If you need
further
assistance,
please don't
hesitate to
let me
know.

Best
regards,

Robert
Li(MSFT)

Microsoft
CSS Online
Newsgroup

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Support

Get Secure!

–

www.microsoft.com/security

=====
This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.asp>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail

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notifications
when there
are
any updates
in your
thread.
When
responding
to posts via
your
newsreader,
please
"Reply to
Group" so
that others
may learn
and benefit
from your
issue.

Microsoft
engineers
can only
focus on
one issue
per thread.
Although
we
provide
other
information
for your
reference,
we
recommend
you post
different
incidents in
different
threads to
keep the
thread
clean. In
doing
so, it will
ensure your
issues are
resolved in
a timely
manner.

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For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

=====
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<Reply-To:
"David"
<<none>>
<From:
"David"
<abc@xxxxxxxx>
<Subject:
Erroneous
'E-mails
sent' entries
in Server
Usage
Report
<Date: Tue,
24 Apr
2007
13:13:55

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+0100
<Lines: 22
<Organization:
none
<X-Priority:
3
<X-MSMail-Priority:
Normal
<X-Newsreader:
Microsoft
Outlook
Express
6.00.2900.3028
<X-RFC2646:
Format=Flowed;
Original
<X-MimeOLE:
Produced
By
Microsoft
MimeOLE
V6.00.2900.3028
<Message-ID:
<Oo0GJomhHHA.4624@xxxxxxxxxxxxxxxxxxxxxx>
<Newsgroups:
microsoft.public.windows.server.sbs
<NNTP-Posting-Host:
host213-123-185-94.in-addr.btopenworld.com
213.123.185.94
<Path:
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFT
<Xref:
TK2MSFTNGHUB02.phx.gbl
microsoft.public.windows.server.sbs:32297
<X-Tomcat-NG:
microsoft.public.windows.server.sbs
<
<Looking
through the
bi-weekly
"Extended
Server
Usage
Report"
from each
of
<the
SBS-2k3
servers that
I look after,
most of

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them list
"zero"
E-mails
<having
being sent
to external
recipients in
that 14-day
period. In
<practice, I
know from
the logs
(and
mailbox
examination),
that many
hundreds
<of external
messages
were
actually
sent out.
Even those
users that
are
not
<zero, only
have the
odd one or
two
messages
listed.
<
<Do others
have this
same
problem?
<
<I've looked
on
Microsoft's
knowledgebase,
and in
various SBS
orientated
<blogs, and
have found
references
to "too
many"
messages

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being
logged, but
<nothing
referring to
zero
messages
being
logged.

<
<Since all
the
SBS-2k3
(and R2)
boxes that
I've set up
have this
problem,
I'm
<quite
prepared to
admit it
may be
something
that I've
either done
or
haven't
<done that's
caused this
– but any
ideas what
it could be?

<
<All
pointers
welcome!

<
<David
<
<
<

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