

## Re: Unable to stop/restart SMTP service

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-05/msg02085.html>

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- *From:* Martin Smith <[nospam.redsmartie@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:nospam.redsmartie@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 14 May 2007 13:34:18 +0100
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On 2007-05-14 12:27:24 +0100, Martin Smith <[nospam.redsmartie@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:nospam.redsmartie@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> said:

Our server crashed over the weekend. After a reboot everything initially seemed back to normal until I realised that there was an amount of mail in the "Messages Pending Delivery" queue.

I suspected that it might be related to Trend Scanmail that had been installed a few weeks back and I had seen something similar in the past that the application of a patch could sort however the patch couldn't stop the SMTP service. Cancelling the patch installation leaves the service in a "stopping" state.

I have subsequently been unable to manually stop the service and can do nothing but reboot to get it to "started" again.

What could be causing the problem?

Fixed.

It was indeed in need of a patch to Scanmail but to get the patch to apply I had to disable SMTP, reboot, apply patch then manually start SMTP.

After that everything sprang into action :)

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