

Re: One user having messages stuck in Local Delivery

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg02167.html>

- *From:* Keven <Keven@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 16 Jan 2008 14:05:01 -0800
-

Thanks. I already gave myself access to all of their exchange directories, and then I added them in my exchange connection in outlook and manually created PST files for them all. I don't trust them to get it right themselves. ;)

Now just realizing that with my MSDN subscription I get two free instances to PSS so .. I think I will make the call!

Thanks again, and wish me luck.

Keven.

"Dave Nickason [SBS MVP]" wrote:

I would have all the users do the following: While disconnected from the LAN (disable the NIC or whatever), open Outlook offline. Create a new PST and export the mailbox contents to the PST. This will ensure that no one loses any existing data, no matter what happens on the server. After doing this, they can just r-click the PST in the Outlook folder list and close it. Tell them not to use it for anything other than a safe copy of their mailbox contents.

PSS is 800-936-4900 in the US. From elsewhere, click the Contact link at the bottom of any page of microsoft.com. You might have to change to your local country first, click Change at the top right of the page.

PSS support is not free, but they will stick with you until the issue is resolved.

"Keven" <Keven@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:8C0FF803-819A-42EE-A360-16E820311528@xxxxxxxxxxxxxxxxxxxxx>

Update on this is that it is indeed getting worse. I was able to fix one of

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the users by removing their mailbox, deleting it, and then recreating a mailbox, but within 12 hours yet another user is now having the same problems. I can't keep doing this for all users as many of them (including now two of them with the problem) are remote users who would take FOREVER to resync and aren't quick enough on their computers to deal with the task of resetting up outlook over the phone with me.

I just took the mailbox store offline, backed it up directly, and then ran through the following on it:

```
Eseutil /P
Eseutil /D
Isinteg -fix -test alltests
```

Lots of problems found and corrected during that process it seems, but when I took it back online I am still having two downed users.

Application Log has been dead quiet save when I had the mailbox store detached in order to run the above attempted repairs.. at the end of my rope with this and am already starting a new install of SBS on a new machine in case I can't get this working.. but that will be a nightmare as well for both me and the external users to get everything from box 1 to box 2.. I'd love to keep this box running until middle of Feb when the staff will all be in the same city and I can transfer to a new install of sbs inhouse with them all.

PSS.. how does one contact?

"Dave Nickason [SBS MVP]" wrote:

Has this sorted itself out? When you view the local delivery queue, is there any useful information at the bottom of the screen under "additional queue information?"

If this situation is worsening, I do an online and offline backup of your databases. You can do an offline by simply shutting down the Exchange

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services and copying the mdbdata folder elsewhere for safe keeping.

After

your restart the services, do an online backup using your normal procedure such as SBS Backup.

Is there anything relevant in the application log? Exchange usually logs like crazy if something's wrong.

If you don't have useful information in the queue information or the logs, I'd consider calling PSS for this rather than troubleshooting without a clear path. That's especially true if it's worsening.

"Keven" <Keven@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

news:B1A4AF74-FAB9-479A-B0B2-FEA4391EDC13@xxxxxxxxxxxxxxxxxxxx

I had an entire array fail and had to restore SBS2003 Premium server from backup. Restore went as well as could be hoped for and company back up and running. By the end of the first day however it's been noted that one specific member of the organization hasn't received any emails even ones sent from within the network. Additionally all email sent to multiple people which included him didn't get delivered to anyone. When I go into the Exchange System Manager and look at the Queues there are multiple messages stuck in the queue, all of which have his email address in them.

I have attempted to restart the exchange system and it never corrected and then restarted the server, and it never corrected. What's the next

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step
to
correct this?