

Exchange: Mails not flowing correctly. Users not getting the emails

Steps:

1) Telnet to port 25 & 26 (or any other configured port) & check whether mailscan & mailserver both are responding.

Ex.c:\>telnet 192.168.0.1 25

(If mailscan or mailserver are not responding then you need to reconfigure the SMTP port settings in respective products.)

2) In mailscan check below folders if large number of emails/files are stuck.

C:\program files\mailscan\IN

C:\program files\mailscan\out

C:\program files\mailscan\Spoolout

If files are stuck then restart mailscan service. Wait for 2 minutes & make sure below processes are started.

smtp.exe

mailscan.exe

Unique solution ID: #1114

Author: Apurv

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