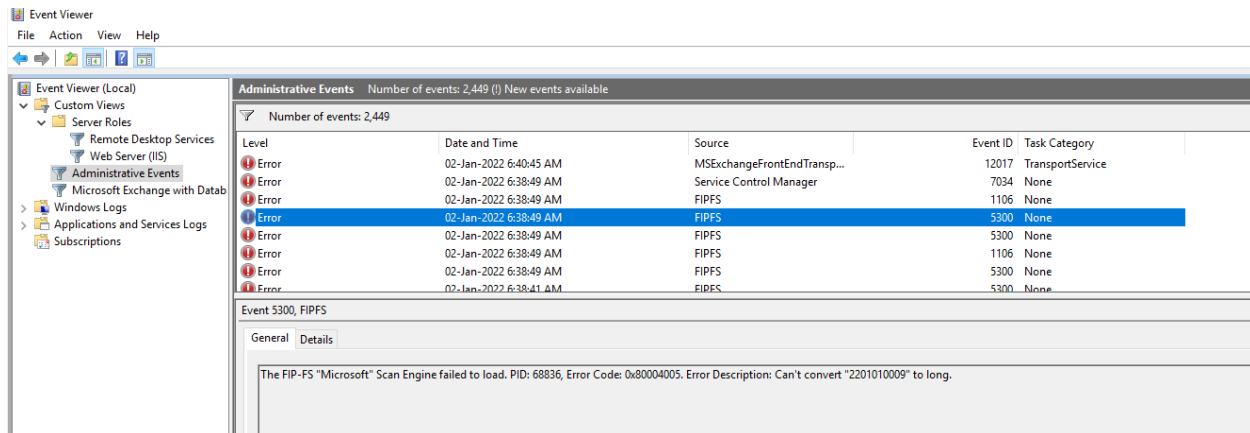


Email Stuck in Transport Queues

If you see this error in your event log then you have to perform the task detailed below.



Download PowerShell script from here - <https://aka.ms/ResetScanEngineVersion>

Copy the script to script folder C:\Program Files\Microsoft\Exchange Server\V15\Scripts

Open PowerShell as Admin

Set execution policy remote signed

Run this script .\Reset-ScanEngineVersion.ps1

Wait for the script to complete the task

```
Select Machine: EX2019.RAMLAN.CA

[PS] C:\Program Files\Microsoft\Exchange Server\V15\Scripts>.\Reset-ScanEngineVersion.ps1

Security warning
Run only scripts that you trust. While scripts from the internet can be useful, this script can potentially harm your
computer. If you trust this script, use the Unblock-File cmdlet to allow the script to run without this warning
message. Do you want to run C:\Program Files\Microsoft\Exchange Server\V15\Scripts\Reset-ScanEngineVersion.ps1?
[D] Do not run [R] Run once [S] Suspend [?] Help (default is "D"): r
EX2019 Stopping services...
EX2019 Removing Microsoft engine folder...
EX2019 Emptying metadata folder...

EX2019 Downloading scan engines
19046579 / 179030563
[

WARNING: Waiting for service 'Microsoft Filtering Management Service (FMS)' to start...
WARNING: Waiting for service 'Microsoft Filtering Management Service (FMS)' to start...
WARNING: Waiting for service 'Microsoft Exchange Transport (MSExchangeTransport)' to start...
WARNING: Waiting for service 'Microsoft Exchange Transport (MSExchangeTransport)' to start...
WARNING: Waiting for service 'Microsoft Exchange Transport (MSExchangeTransport)' to start...
WARNING: Waiting for service 'Microsoft Exchange Transport (MSExchangeTransport)' to start...
WARNING: Waiting for service 'Microsoft Exchange Transport (MSExchangeTransport)' to start...
EX2019 Starting engine update...
Running as RAMLAN\Administrator.
Set-ExecutionPolicy : Windows PowerShell updated your execution policy successfully, but the setting is overridden by
a policy defined at a more specific scope. Due to the override, your shell will retain its current effective
execution policy of Unrestricted. Type "Get-ExecutionPolicy -List" to view your execution policy settings. For more
information please see "Get-Help Set-ExecutionPolicy".
At C:\Program Files\Microsoft\Exchange Server\V15\Scripts\Update-MalwareFilteringServer.ps1:85 char:34
+ ... Invoke-Command -ScriptBlock {Set-ExecutionPolicy RemoteSigned} -Erro ...
+ ~~~~~
+ CategoryInfo          : PermissionDenied: (:) [Set-ExecutionPolicy], SecurityException
+ FullyQualifiedErrorId : ExecutionPolicyOverride,Microsoft.PowerShell.Commands.SetExecutionPolicyCommand

Connecting to EX2019.RAMLAN.CA.
Dispatched remote command. Start-EngineUpdate -UpdatePath http://amupdated1.microsoft.com/server/amupdate
```

Run this command - Add-PSSnapin Microsoft.Forefront.Filtering.Management.Powershell

Run this command - Get-EngineUpdateInformation

You should see this

```
PS C:\Program Files\Microsoft\Exchange Server\V15\Scripts> Get-EngineUpdateInformation

Engine           : Microsoft
LastChecked      : 01-02-2022 07:31:59 AM -05:00
LastUpdated      : 01-02-2022 07:27:09 AM -05:00
EngineVersion     : 1.1.18800.4
SignatureVersion  : 1.355.1227.0
SignatureDateTime : 01-01-2022 06:29:06 AM -05:00
UpdateVersion     : 2112330001
UpdateStatus      : UpdateAttemptNoUpdate

PS C:\Program Files\Microsoft\Exchange Server\V15\Scripts> █
```

Manual Solution:

Using the Manual Solution

In lieu of using the script, customers can also manually perform steps to resolve the issue and restore service. To manually resolve this issue, you must perform the following steps on each Exchange server in your organization:

Remove existing engine and metadata

1. Stop the Microsoft Filtering Management service. When prompted to also stop the Microsoft Exchange Transport service, click Yes.
2. Use Task Manager to ensure that updateservice.exe is not running.
3. Delete the following folder: %ProgramFiles%\Microsoft\Exchange Server\V15\FIP-FS\Data\Engines\amd64\Microsoft.
4. Remove all files from the following folder: %ProgramFiles%\Microsoft\Exchange Server\V15\FIP-FS\Data\Engines\metadata.

Update to latest engine

1. Start the Microsoft Filtering Management service and the Microsoft Exchange Transport service.
2. Open the Exchange Management Shell, navigate to the Scripts folder (%ProgramFiles%\Microsoft\Exchange Server\V15\Scripts), and run *Update-MalwareFilteringServer.ps1 <server FQDN>*.

Verify engine update info

1. In the Exchange Management Shell, run *Add-PSSnapin Microsoft.Forefront.Filtering.Management.Powershell*.
2. Run *Get-EngineUpdateInformation* and verify the UpdateVersion information is 2112330001.

After updating the engine, we also recommend that you verify that mail flow is working and that FIPFS error events are not present in the Application event log.

Once you complete above task there should be no more error in event log for EVENTID 5300 FIPFS.

Thanks

Ram

2nd Jan 2022

<https://docs.microsoft.com/en-us/exchange/disable-or-bypass-anti-malware-scanning-exchange-2013-help>

<https://techcommunity.microsoft.com/t5/exchange-team-blog/email-stuck-in-transport-queues/ba-p/3049447>