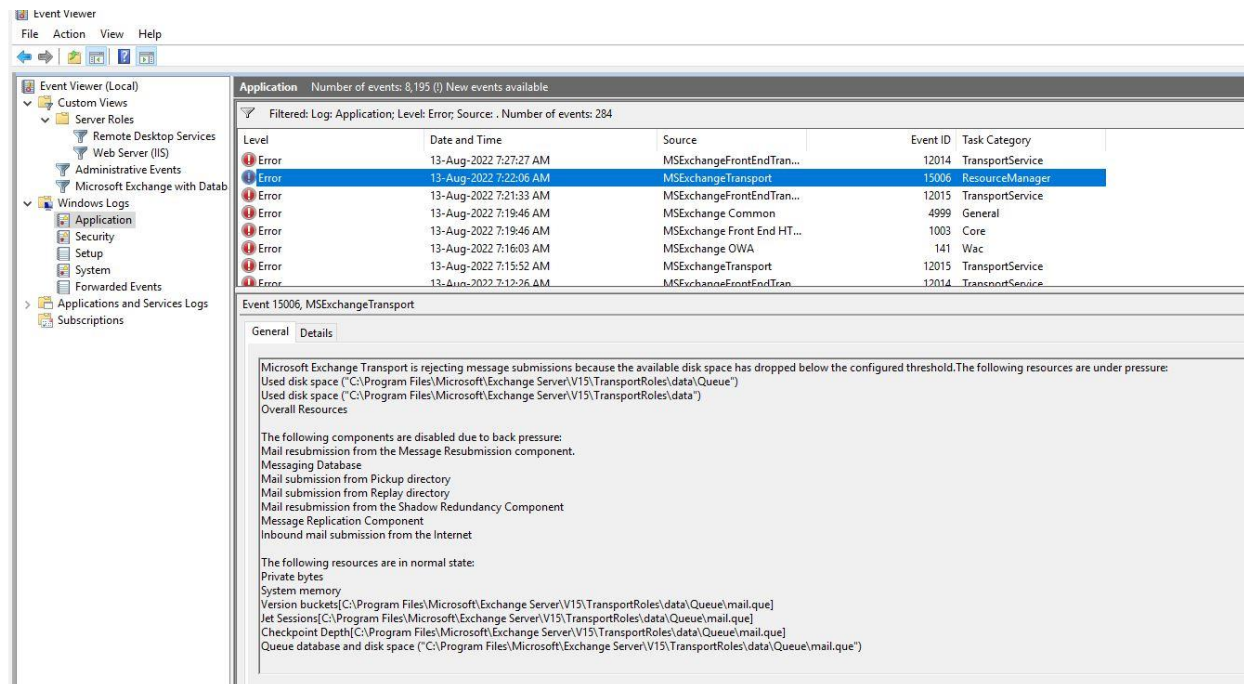


Exchange unable to send and receive email

In this post, I am going to share when exchange server failed to send and receive emails. Users would send email and would not receive response.

I looked at the event viewer and I saw this message. Surprised to see exchange would stop email flow when the hard drive space is below its requirement. Exchange uses a lot of space to keep exchange database. I had to do some clean up immediately to restore mail flow.



The screenshot shows the Windows Event Viewer application. The left pane displays the 'Event Viewer (Local)' tree with 'Applications and Services Logs' expanded. The right pane shows a list of events filtered by 'Log: Application; Level: Error; Source: .'. The selected event is 'Error' from 'MSExchangeTransport' with ID 15006. The details pane shows the following text:

Microsoft Exchange Transport is rejecting message submissions because the available disk space has dropped below the configured threshold. The following resources are under pressure:

- Used disk space ("C:\Program Files\Microsoft\Exchange Server\V15\TransportRoles\data\Queue")
- Used disk space ("C:\Program Files\Microsoft\Exchange Server\V15\TransportRoles\data")
- Overall Resources

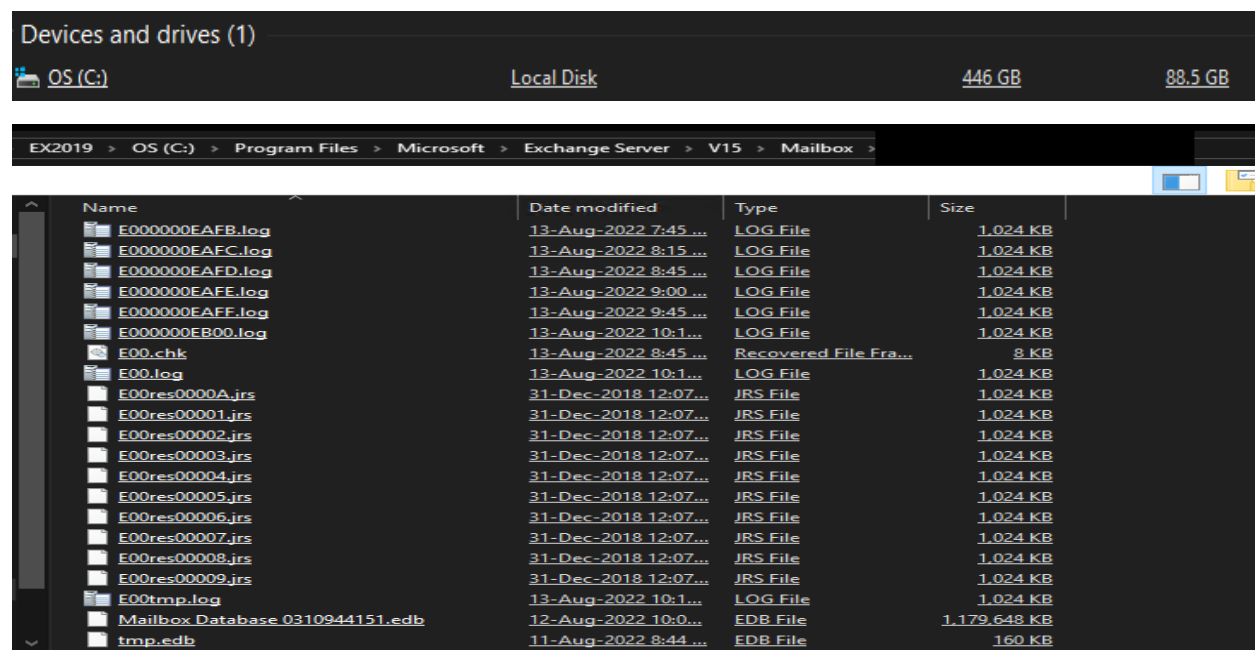
The following components are disabled due to back pressure:

- Mail resubmission from the Message Resubmission component.
- Messaging Database
- Mail submission from Pickup directory
- Mail submission from Replay directory
- Mail resubmission from the Shadow Redundancy Component
- Message Replication Component
- Inbound mail submission from the Internet

The following resources are in normal state:











- Private bytes
- System memory
- Version buckets("C:\Program Files\Microsoft\Exchange Server\V15\TransportRoles\data\Queue\mail.que")
- Jet Sessions("C:\Program Files\Microsoft\Exchange Server\V15\TransportRoles\data\Queue\mail.que")
- Checkpoint Depth("C:\Program Files\Microsoft\Exchange Server\V15\TransportRoles\data\Queue\mail.que")
- Queue database and disk space ("C:\Program Files\Microsoft\Exchange Server\V15\TransportRoles\data\Queue\mail.que")

Now the server has enough space to handle mail flow. If the space were to fall below 30GB the mail flow will stop.



The screenshot shows the Windows File Explorer interface. The top bar indicates the current location is 'EX2019 > OS (C:) > Program Files > Microsoft > Exchange Server > V15 > Mailbox'. The main pane displays a list of files and folders with columns for Name, Date modified, Type, and Size.

Name	Date modified	Type	Size
E000000EAFB.log	13-Aug-2022 7:45 ...	LOG File	1,024 KB
E000000EAFB.log	13-Aug-2022 8:15 ...	LOG File	1,024 KB
E000000EAFD.log	13-Aug-2022 8:45 ...	LOG File	1,024 KB
E000000EAFE.log	13-Aug-2022 9:00 ...	LOG File	1,024 KB
E000000EAFF.log	13-Aug-2022 9:45 ...	LOG File	1,024 KB
E000000EB00.log	13-Aug-2022 10:1 ...	LOG File	1,024 KB
E00.chk	13-Aug-2022 8:45 ...	Recovered File Fra...	8 KB
E00.log	13-Aug-2022 10:1 ...	LOG File	1,024 KB
E00res0000A.jrs	31-Dec-2018 12:07 ...	JRS File	1,024 KB
E00res00001.jrs	31-Dec-2018 12:07 ...	JRS File	1,024 KB
E00res00002.jrs	31-Dec-2018 12:07 ...	JRS File	1,024 KB
E00res00003.jrs	31-Dec-2018 12:07 ...	JRS File	1,024 KB
E00res00004.jrs	31-Dec-2018 12:07 ...	JRS File	1,024 KB
E00res00005.jrs	31-Dec-2018 12:07 ...	JRS File	1,024 KB
E00res00006.jrs	31-Dec-2018 12:07 ...	JRS File	1,024 KB
E00res00007.jrs	31-Dec-2018 12:07 ...	JRS File	1,024 KB
E00res00008.jrs	31-Dec-2018 12:07 ...	JRS File	1,024 KB
E00res00009.jrs	31-Dec-2018 12:07 ...	JRS File	1,024 KB
E00tmp.log	13-Aug-2022 10:1 ...	LOG File	1,024 KB
Mailbox Database 0310944151.edb	12-Aug-2022 10:0 ...	EDB File	1,179,648 KB
tmp.edb	11-Aug-2022 8:44 ...	EDB File	160 KB

Name	Date modified	Type	Size
 mail.que	13-Aug-2022 9:55 ...	SMS Data File	516,032 KB
 tmp.edb	11-Aug-2022 8:45 ...	EDB File	1,184 KB
 trn.chk	11-Aug-2022 8:42 ...	Recovered File Fra...	8 KB
 trn.log	11-Aug-2022 8:45 ...	LOG File	5,120 KB
 trn000004F6.log	06-Aug-2022 2:21 ...	LOG File	5,120 KB
 trn000004F7.log	09-Aug-2022 7:45 ...	LOG File	5,120 KB
 trn000004F8.log	11-Aug-2022 8:45 ...	LOG File	5,120 KB
 tnres00001.jrs	31-Dec-2018 12:14...	JRS File	5,120 KB
 tnres00002.jrs	31-Dec-2018 12:14...	JRS File	5,120 KB
 trntmp.log	05-Aug-2022 5:53 ...	LOG File	5,120 KB

Low disk space on database logs or database drives

Article • 03/31/2022 • 2 minutes to read • 2 contributors • Applies to: Exchange Server 2010



Original KB number: 2619978

Symptoms

In a Microsoft Exchange Server 2010 environment, a Mailbox database may exhibit the following behavior:

- Mail delivery to the database may be stopped.
- The database may become unmounted and cannot be mounted.
- Inability to move files to the same location as the database or log files associate with the database.
- Inability to move mailboxes to the database.

Cause

Low disk space on database or database log volume.

Resolution

If you encounter low disk space issues, you can perform the following actions to correct the issue:

- Delete content from mailboxes or public folders.
- Purge items from the Recoverable Items folder.
- Run database maintenance.
- Purge transaction logs.
- Change the database path to a hard disk drive that has more space.

You can use this script, I found on the internet to clear the exchange logs -

<https://www.alitajran.com/cleanup-logs-exchange-2013-2016-2019/>

Thanks

Ram

12th Aug 2022