



# Exchange Message Tracking Tool 2010 from Message-Queue

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When Exchange Server is working seamlessly, the probability that some unanticipated problem will arise is less. Nevertheless, Exchange administrators needs to be PROACTIVE; means he should be active to look for issues that could happen so that at the time when unexpected events occur, the only task would be to "RESPOND" to them rather than to "REACT". There are certain factors that help to maintain Exchange Server healthy, exemplifying the proactive mode of an admin:

- a) Ensure messages flow within and outside organization
- b) Keep checking the health of Exchange Server on regular basis
- c) Adopt best practices in order to maintain work-flow

In this segment, we will discuss how *Exchange Message Tracking Tool* helps to maintain email work flow within organization. If an email is routed to its destination on time, to some extent it indicates healthy working of Exchange Server. Although it's not easy to detect message delivery delays by the administrator until a user informs/complains about the same. Ideally, slow message delivery by a normal user is blamed to "slow network connection" but sometimes the trouble could be because of issues with Server.

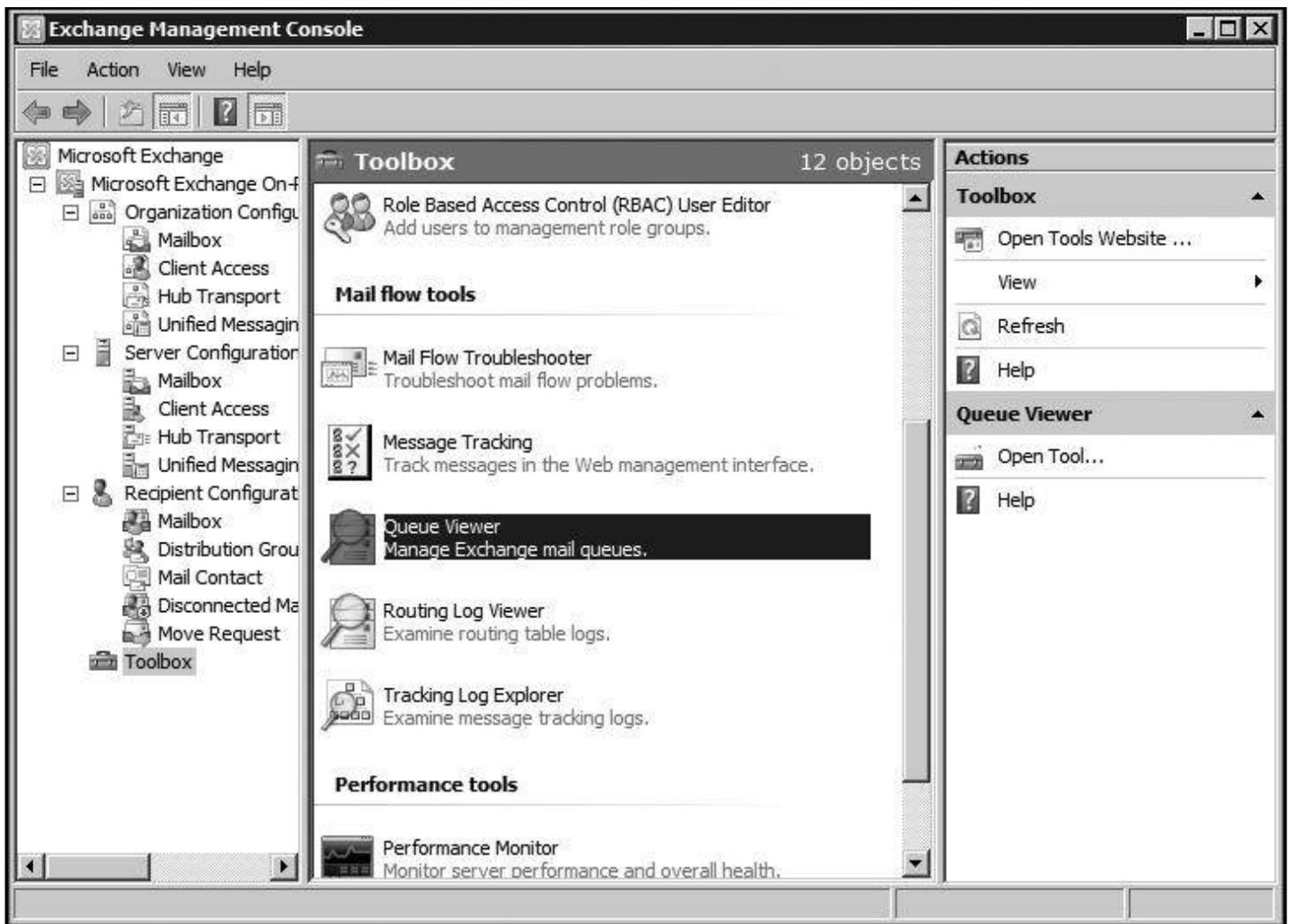
## **Message-Queues:**

When messages are stuck at a hop and cannot move further towards its destination, it means they are held in transport Server queue. *If emails are taking time to reach the recipient, there is probability that the queue has number of messages that is restricting routing of other mails too.* This is the reason, it is important to test message-queue time to time so as to ensure that traffic in queue is not affecting message delivery.

In Exchange Server 2010, there are two tools that helps to check messages in queue: The Queue Viewer and the Exchange management Shell.

## To open Queue Viewer:

- a) Open Exchange management Console, click on Toolbox node in the console tree.
- b) In the work pane, all tools included in Exchange 2010 will be enlisted.
- c) In Mail Flow Tools section, select "Queue Viewer Tool"

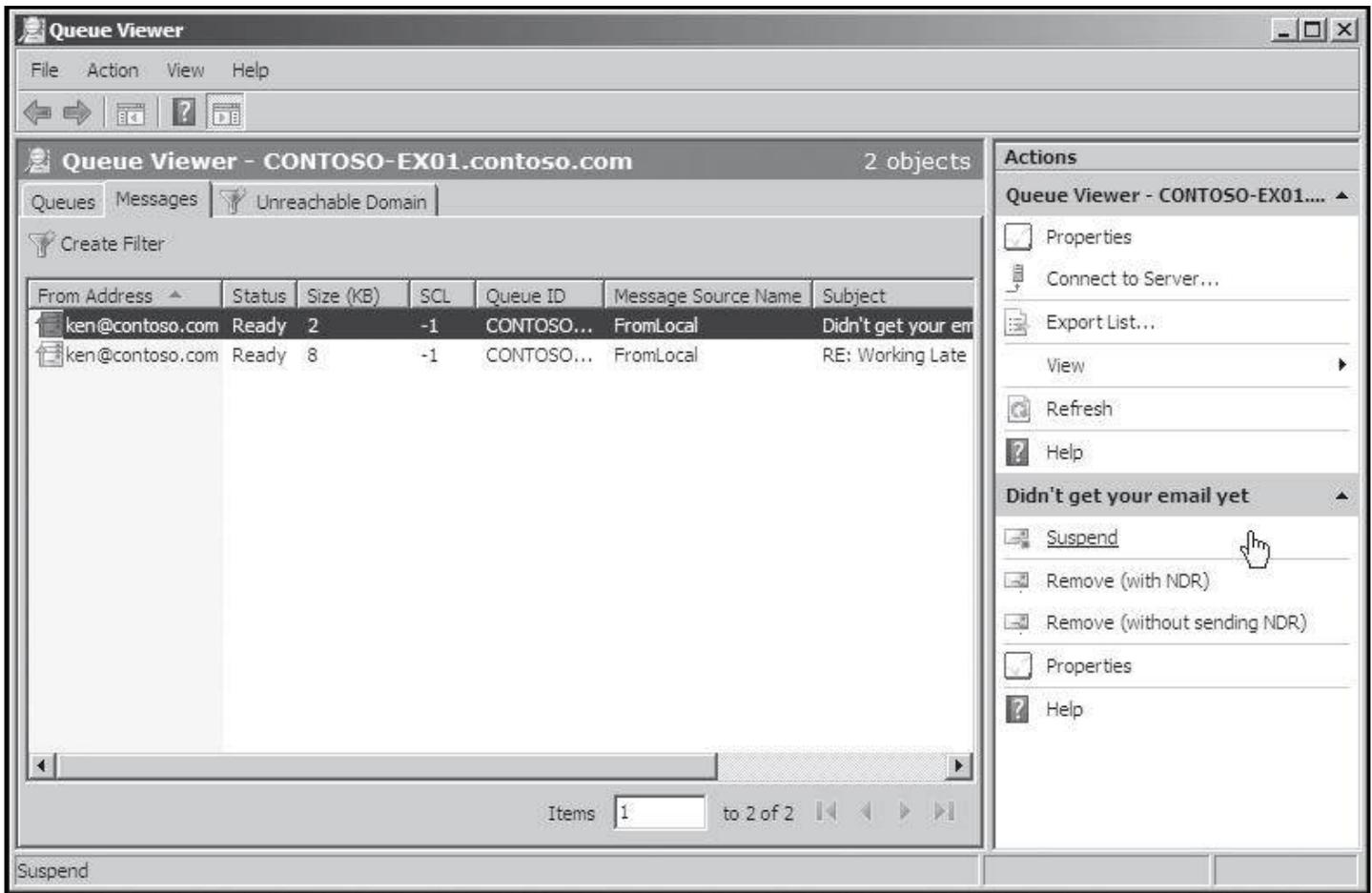


Following tasks can be performed with emails stuck within Queue:

<b><u>Action</u></b>	<b><u>Description</u></b>	<b><u>Usage Notes</u></b>
Suspend the Message	Stops the message from being delivered and moved out of the queue	Does not apply to the Submission queue or the Poison Message queue.
Remove the Message	Removes the message from the queue	You have the option of sending a non-delivery report to the sender or just silently dropping the message from the queue. This does not apply to the Submission queue.
Export the Message	Makes a copy of the queued message without removing the message from the queue	Cannot be done in the Queue Viewer. Exporting messages can only be performed with the EMS.
Resubmit the Message	Moves the message out of the queue and resubmits it to the Submission queue	Causes the message to go through categorization again.

### ***Suspend or Remove a Message:***

- a) Open Queue Viewer and select the messages from queue to be removed or suspended.
- b) Click on the messages and then from the Actions Pane at bottom-right, click on Suspend option or Remove (with NDR) that will send a non-delivery report to the sender.
- c) Before removing a message, a warning will be prompted for confirmation from the user. Click 'yes' to continue.



### ***Export a Message:***

This can be done using Exchange Management Shell where Export-Message cmdlet will deliver the message to specified path. For this, two parameters are mandatory to be available:

- Identity of message (can be accessed from properties of message in Queue Viewer)
- File Path (define the location where the message has to be delivered)

**Export-Message -Identity <MessageIdentity> | AssembleMessage -Path <FilePath>**

***Resubmit a Message:***

This will help to submit all messages within the queue. For this, use the "Retry-Queue" cmdlet and provide required parameters. The example resubmits all messages in unreachable queue:

```
Retry-Queue CONTOSO-EX01 \Unreachable -Resubmit $True
```

