# Troubleshooting Techniques & Tips for Exchange 2010/2007/2003 (HANDS ON)

\* throughout presentation indicates additional information on reference page in back of presentation

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If you can't get enough Exchange & technology read my blog http://blog.reefsolutions.com

#### **About Ben Serebin**

- Working in the IT sector since 1996 (16 years)
- Specialty is Exchange Server, Spam Filtering, DNS, & complex wireless deployments.
  - Recently Completed Projects Q1 2012: Designed & implemented a 3 node cluster of Windows RDS and implementation of VMware resource clustering for load balancing of CPU/Memory/storage.
- Upcoming Fun Projects: Exchange 2007 (single server) to 2010 (HA/LB DAG) Migration, Deploying KVM over IP for cluster of ESXi hosts, iSCSI SAN Storage Expansion Project, & SAN Failover Testing
  - Current Environment: Running Exchange 2010 & 2007
     Environment on Windows 2008 & 2008 R2 on 3 node ESXi 4
     Cluster with 4 iSCSI based systems, server computing environment is entirely virtual, Blackberry Enterprise Server Express 5. Current "smart" phone is a BlackBerry Bold 9650.

### **Discussion/Agenda for Presentation**

- Common Issues
- Built-in Tools
- Free Add-on Tools
- Helpful Free Websites
- Diving into Troubleshooting

#### **Common Issues**

- Email not arriving
- Email not sending
- Outlook disconnected
- Missing Email Message
- Email Slow
- Email Database Offline
- Spammers/RBLs

#### Tools of the Trade (Toolbox of Exchange 2010) - DEMOS

- Native Tool Best Practices Analyzer
   Health Check good general Exchange & OS overview
   Connectivity Test all Exchange & AD Servers
   operational
- Native Tool Remote Connectivity Analyzer (aka ExRCA).
   Really just a website TestExchangeConnectivity.com
- Native Tool Mail Flow Troubleshooter (lookup error [DSN] codes, Queues, mail flow testing, & poor performance)
- Native Tool Message Tracking
- Native Tool Queue Viewer reporting queue levels
- Native Tool Performance Monitor OS PerfMon
- Native Tool Task Manager memory/cpu
- Native Tool Performance Troubleshooter

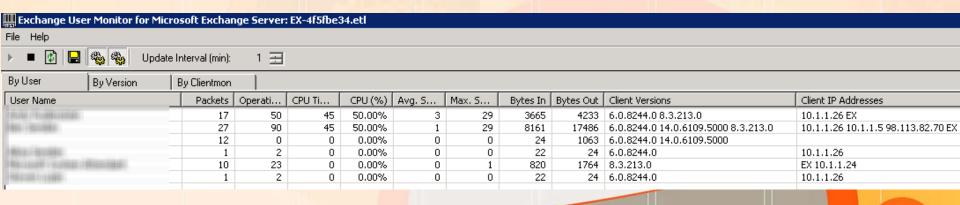
#### Add-On Tools for your Toolbox (Exchange 2010/2007/2003)



Exchange Profile Analyzer (ExPA) - collect statistical information about the Exchange organization that is helpful for understanding the size and makeup of the Exchange data (from mailbox to all servers). No reboot needed. Free from Microsoft.



Exchange Server User Monitor (ExMon) – view and evaluate individual users MAPI connections (connecting IP's, versions, latency for network and processing, etc). Latest Release 12/5/11. Start Menu shortcut not created see Program Files for it. No reboot needed. Free from Microsoft.



#### Add-On Tools for your Toolbox (Exchange 2010/2007/2003)

 WinDirStat – quickly find large files/folders (too many transaction logs, large databases, IIS log files, etc). Free open-source application. No reboot needed.



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#### **Tools of the Trade (Exchange 2010)**

- Remotely Testing Outlook (RPC), ActiveSync,
   Web Services, Email (smtp) and even Office 365
   <a href="https://www.testexchangeconnectivity.com">https://www.testexchangeconnectivity.com</a>
- Review DNS Records for Auto Discovery http://centralops.net
- Review DNS Records for basic MX/A Records <a href="http://tools.appriver.com">http://tools.appriver.com</a>
- Stress Testing for generating email -<a href="http://www.icewarp.com/downloads/tools/">http://www.icewarp.com/downloads/tools/</a>
- Checking for RBLs <a href="http://www.mxtoolbox.com">http://www.mxtoolbox.com</a>

#### Hunting down a spammer attack

Here is what an OWA sent email SMTP header looks like:

Received: from MailStore.client.local ([10.20.20.57]) by MailStore ([10.20.20.57]) with mapi; Thu, 22 Dec 2011 10:54:36 -0500

USELESS = The logs at: C:\WINDOWS\system32\LogFiles\HTTPERR, Only show ActiveSync Users.

USEFUL = C:\inetpub\logs\LogFiles\W3SVC1\u\_ex111217.log (Control-F for "{gwashington}")

2011-12-17 14:15:53 10.20.20.57 POST /owa/ev.owa
oeh=1&ns=Notify&ev=Poll&prfltncy=27&prfrpccnt=6&prfrpcltncy=31&prfldp
cnt=0&prfldpltncy=0&prfavlcnt=0&prfavlltncy=0 443 gwashington
41.71.148.159

Mozilla/4.0+(compatible;+MSIE+7.0;+Windows+NT+6.1;+Trident/5.0;+SLCC2; +.NET+CLR+2.0.50727;+.NET+CLR+3.5.30729;+.NET+CLR+3.0.30729;+CPNT DF;+InfoPath.2;+.NET4.0C;+AskTbHIP/5.11.3.15590;+Crazy+Browser+3.0.5) 200 0 0 1372

Source IP = 41.71.148.159
Location NIGERIA, ABUJA CAPITAL TERRITORY, ABUJA
Connection through VISAFONE COMMUNICATIONS LIMITED
Net Speed DSL

#### **References Details**

Exchange User Monitor (ExMon)

http://www.msexchange.org/tutorials/microsoft-exchange-server-user-monitor.html

http://www.microsoft.com/download/en/details.aspx?id=11461

WinDirStat – folder/volume sizing statistics <a href="http://windirstat.info/">http://windirstat.info/</a>

See Ben Serebin's blog post on March 15, 2011 on <a href="http://ehlotech.blogspot.com/">http://ehlotech.blogspot.com/</a> for additional information as discussed during the meeting.

## Thank you for attending tonight's NY Exchange User Group Meeting.

TechHit.com (Outlook add-ons) – raffling off any one of their products (SimplyFile [intelligent filing], EZ-Detach [easily detach multi-emails of attachments], MessageSave [backup, archive, save msgs], AutoRead [mark as read/remove new mail icon], & QuickJump [quickly open/move between Windows folders].

Now for Question of the Month.....