

Troubleshooting Techniques for Microsoft Exchange Server 2007

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Agenda

- 1ª Parte
 - Troubleshooting Mailflow
 - Troubleshooting Setup
- 2ª Parte
 - Troubleshooting Performance
 - Other Troubleshooting Tools

Exchange Mailflow Troubleshooting

Troubleshooting

- Mail Flow Troubleshooter

Monitoring

- Message Tracking
- Queue Viewer

Transport Cmdlets

- `Test-MailFlow`
- `Test-SenderID`
- `Test-IPBlockListProvider`
- `Test-IPAllowListProvider`
- `Test-EdgeSynchronization`

Exchange Mailflow Troubleshooting

Routing Log Viewer

- Introduced in Service Pack 1
- Equivalent to Winroute
- Displays routing table
- Provides comparison of topology at two points in time, identifying differences
- Useful in determining transport topology
 - Route to remote Active Directory Site
 - Route to connector with external address space

Exchange Setup Troubleshooting

- Use Setup logs to troubleshoot errors that occurred during setup or blocked the Exchange installation

```
Get-SetupLog.ps1 C:\ExchangeSetupLogs\ExchangeSetup.log  
-error -tree
```

Log name and path	Description
<system drive> \ExchangeSetupLogs\ ExchangeSetup.log	Tracks progress of every task performed during Setup; contains details on pre-requisite checks, installation progress, and configuration changes made by Setup
<system drive> \ExchangeSetupLogs\ ExchangeSetup.msilog	Windows Installer log file that contains details on extraction of Exchange code from installer file (ExchangeServer.msi)

Exchange Setup Troubleshooting

- Recovering from a Failed Setup

- Setup creates a 'Watermark' entry in registry to resume at point of failure
`HKLM\Software\Microsoft\Exchange\v8.0\<Role>`
- If a Watermark is present, note for which role, then run the following cmdlet to resume and complete installation:
`Setup.com /roles:<RoleWithWatermark>`

Several documented resolutions for Setup failures at

[http://technet.microsoft.com/en-us/library/bb232206\(EXCHG.80\).aspx](http://technet.microsoft.com/en-us/library/bb232206(EXCHG.80).aspx)



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Demo 1 – Mailflow & Setup

Exchange Performance Troubleshooting

- Consider the performance impact of:
 - Antivirus (file system and Exchange-based)
 - Backup applications
 - Archiving and compliance, including MRM
 - Monitoring agents and tools
 - Desktop tools that integrate with Outlook
 - Mobile messaging (Microsoft or third-party)

Exchange Performance Troubleshooting

- Performance Monitor
- White Paper - Monitoring Exchange 2007
[http://technet.microsoft.com/en-us/library/bb201720\(EXCHG.80\).aspx](http://technet.microsoft.com/en-us/library/bb201720(EXCHG.80).aspx)
- Performance Troubleshooter
- Performance Analysis of Logs (PAL)
<http://www.codeplex.com/pal>

Other Troubleshooting Tools

- Best Practice Analyzer
- Exchange Remote Connectivity Analyzer
 - Web-based, unlike current Analyzer set
 - Available at <https://www.testexchangeconnectivity.com>
 - Tests connectivity for range of scenarios
 - Autodiscover
 - RPC/HTTPS
 - ActiveSync
 - Inbound SMTP delivery



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Demo 2 – Performance & Other Tools

Additional Resources

- [Troubleshooting Slow RPC Request Processing Issues](#)
- [Troubleshooting OWA 2007 Publishing Rules on ISA Server 2006](#)
- [Troubleshooting Outlook RPC dialog boxes](#)
- [Configuration tips and common troubleshooting steps for multiple forest deployment of Autodiscover service](#)
- [File-Level Antivirus Scanning on Exchange 2007](#)

Questions?





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