Activate Emails Queued for Delivery

Contents

Introduction

This document describes how to troubleshoot emails that are held on an Email Security Appliance (ESA) and that pend delivery.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CLI access to your ESA
  - For Cloud Email Security (CES) client users, see Command Line (CLI) Access for more information.
- GUI access to your ESA

What It Means

When you troubleshoot email delivery issues, the mail logs show that the last state of a message shows *queued for delivery*. This means that the message has been processed by the ESA, but that for some reason the ESA is unable to complete delivery of the message to the next-hop MTA. This could be for a variety of reasons, but commonly because the ESA is unable to reach the destination host and/or the messages are throttled or rejected by the next-hop MTA.

Review and Troubleshoot

Here are the steps when you need to review the messages queued for delivery and examine the SMTP connectivity.

Step 1 - Verify the Number of Messages that Pend Delivery

From the CLI, you can utilize the `tophosts` command sorted by **Active Recipients** to review items that are in the delivery queue. Active Recipients signifies the number of messages held that wait.

<#root>

```
esa.lab.local>
```

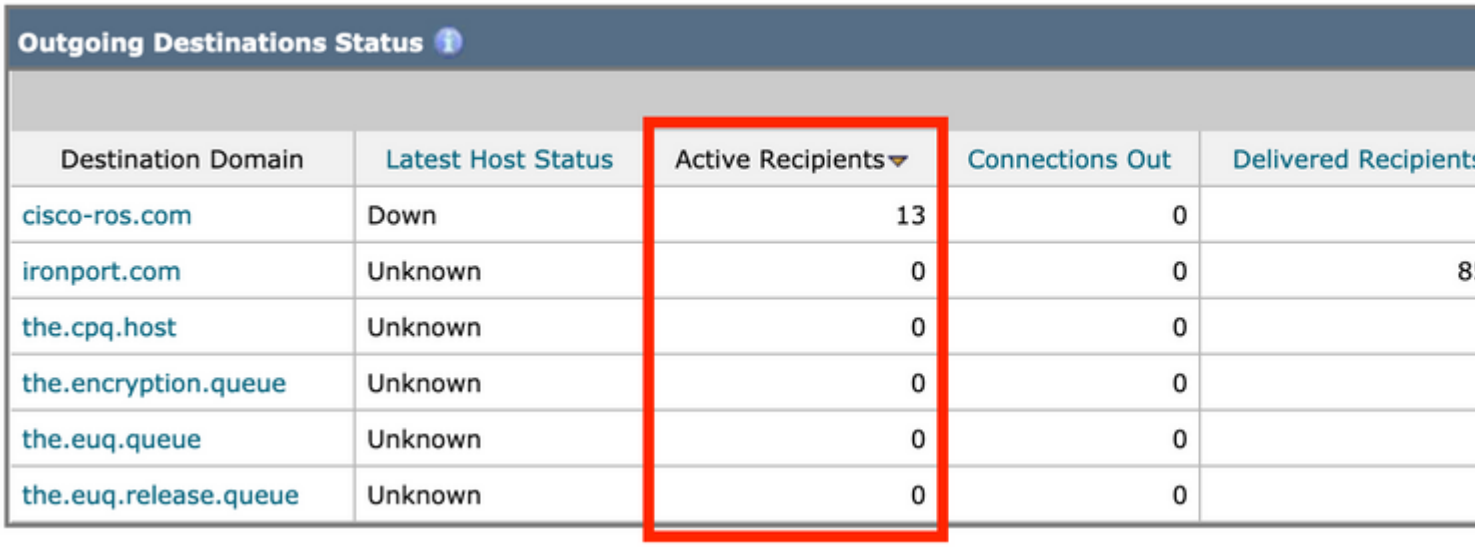
tophosts active_rcpts

```
Status as of: Thu Aug 13 14:29:42 2020 EDT
Hosts marked with '*' were down as of the last delivery attempt.

Active Conn. Deliv. Soft Hard
# Recipient Host Recip. Out Recip. Bounced Bounced

1 the.encryption.queue  0 0 0 0
2 the.euq.queue
```

5

```
 0 0 0 0
3 the.euq.release.queue 0 0 0 0 0
```

From the GUI, you can navigate to **Monitor > Delivery Status**.



Outgoing Destinations Status

Destination Domain	Latest Host Status	Active Recipients	Connections Out	Delivered Recipients
cisco-ros.com	Down	13	0	
ironport.com	Unknown	0	0	8
the.cpq.host	Unknown	0	0	
the.encryption.queue	Unknown	0	0	
the.euq.queue	Unknown	0	0	
the.euq.release.queue	Unknown	0	0	

Delivery Status - Active Recipients

Step 2 - Verify the Host Status of a Destination Domain

From the CLI, you can utilize the `hoststatus` command combined with the domain in question to review the **Host up/down** state. See Monitor the Status of a Mail Host.for more information.

<#root>

```
esa.lab.local>
```

```
hoststatus mail.com
```

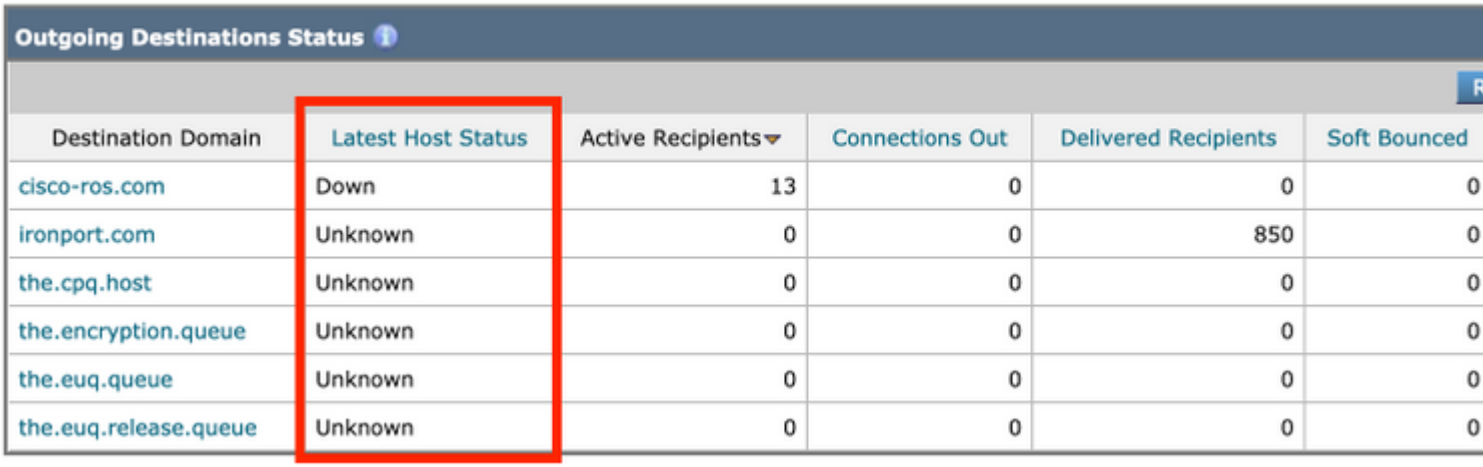
```
Host mail status for: 'mail.com'
Status as of: Thu Aug 13 14:37:17 2020 EDT
```

```
Host up/down: up
```

```
Counters:
Queue
Soft Bounced Events 0
Completion
Completed Recipients 336
Hard Bounced Recipients 0
DNS Hard Bounces 0
5XX Hard Bounces 0
Filter Hard Bounces 0
Expired Hard Bounces 0
Other Hard Bounces 0
Delivered Recipients 336
Deleted Recipients 0

Gauges:
Queue
Active Recipients 0
Unattempted Recipients 0
Attempted Recipients 0
Connections
Current Outbound Connections 0
```

```
Pending Outbound Connections 0
```

From the GUI, this can also be seen under **Monitor > Delivery Status**.



Outgoing Destinations Status

Destination Domain	Latest Host Status	Active Recipients	Connections Out	Delivered Recipients	Soft Bounced
cisco-ros.com	Down	13	0	0	0
ironport.com	Unknown	0	0	850	0
the.cpq.host	Unknown	0	0	0	0
the.encryption.queue	Unknown	0	0	0	0
the.euq.queue	Unknown	0	0	0	0
the.euq.release.queue	Unknown	0	0	0	0

Delivery Status - Latest Host Status

Some examples of the **Host up/down** status and what it can mean (not all-inclusive):

Terms

- **Up** - Reachable and actively accepts messages.
- **Down** - Positively down (for example, connection refused or no route to host) or the SMTP conversation is timed out.
- **Unknown** -Unable to connect (for example, delivery routed through an incorrect interface or IP address of the interface is not properly NAT/routed through the firewall).

Step 3 - Test SMTP Connectivity

If the host is unreachable, you can first check for the DNS MX records with **dig** and then test connectivity with **telnet**.

<#root>

```
esa.lab.local>
```

dig mx xmail.com

```
;; QUESTION SECTION:
;xmail.com. IN MX

;; ANSWER SECTION:
xmail.com. 1784 IN MX 40 al4.xmail-smtp-in.l.google.com.
xmail.com. 1784 IN MX 30 al3.xmail-smtp-in.l.google.com.
xmail.com. 1784 IN MX 10 al1.xmail-smtp-in.l.google.com.
xmail.com. 1784 IN MX 5 xmail-smtp-in.l.google.com.
xmail.com. 1784 IN MX 20 al.xmail-smtp-in.l.google.com.


esa.lab.local>
```

telnet al1.xmail-smtp-in.l.google.com 25

```
Trying 10.233.186.26...
```

Connected

to .