Contents

Introduction

This document describes how to view status and number of messages active on the Cisco Email Security Appliance (ESA).

How do I view the status and number of messages in the ESA appliance message queue?

On your ESA, you can immediately view the status of the queue using the **tophosts** command in the CLI, and selecting the **Active Recipients** option.This will allow you to see the message queue by delivery hosts.

```
(Machine          ) (SERVICE)> tophosts

Sort results by:

1. Active Recipients
2. Connections Out
3. Delivered Recipients
4. Hard Bounced Recipients
5. Soft Bounced Events
[1]> 1

Status as of:              Thu Sep 11 22:23:05 2014 CEST
Hosts marked with '*' were down as of the last delivery attempt.

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

 1*  bounce.secureserver.net    2     0          0          0          1
 2   bussend003.eu             1     0          0         75          0
 3   bussend007.eu             1     0          0         51          0
 4*  nl105.dns-mailserver.com  1     0          0          0          0
 5   11.skynet.be              0     0        502          0          0


 6   becloud.be                0     0          1          0          0
 7   belgacom-ics.com          0     0      3,881          0          0
 8   belgacom.be               0     1  1,855,041          2        405
 9   belgacomcloud.be          0     0          1          0          0
10   bics.com                  0     0     74,179          0         14


11   bounce.mail.jetsetter.com  0    0          2          0          0
12   connectimmo.be            0     0        114          0          0
13   europe.pfsweb.com         0     0          1          0          0
14   homesend.com              0     0        188          0          0
15   isit.nl                   0     0        234          0          0


16   jcacademy.be              0     0         43          0          0
17   justforyou.be             0     0         35          0          0
18   mail24.wdc03.rsgsv.net    0     0          1          0          0
19   mobile-for.be             0     0         37          0          0
20   netrusion.com             0     0         14          0          0
```

You can also use the **status detail** command in the CLI. This will allow you to see the total number of messages on your appliance that have been delivered and undelivered. You will find the appropriate information at the bottom of **status detail** output.

```
(Machine ███████) (SERVICE)> status detail

Status as of:          Thu Sep 11 22:26:30 2014 CEST
Up since:              Tue Jul 29 08:55:41 2014 CEST (44d 13h 30m 49s)
Last counter reset:    Wed Jan 05 04:56:22 2011 CET
System status:         Online
Oldest Message:        2 days 22 hours 31 mins 7 secs
Feature - McAfee:      30 days
Feature - Sophos Anti-Virus:    1029 days
Feature - Bounce Verification:  Perpetual
Feature - IronPort Anti-Spam:   1034 days
Feature - IronPort Email Encryption: 30 days
Feature - Intelligent Multi-Scan: 1029 days
Feature - Incoming Mail Handling: Perpetual
Feature - Outbreak Filters:     1029 days

Counters:                      Reset          Uptime         Lifetime
  Receiving
    Messages Received        51,395,741      2,602,327      66,101,228
    Recipients Received      57,889,926      2,752,081      75,475,540
    Gen. Bounce Recipients       93,760            829         101,993
  Rejection
    Rejected Recipients      23,998,450        864,459      38,274,539
    Dropped Messages          5,113,433        523,510      10,523,165
  Queue
    Soft Bounced Events         118,996          1,468         119,681
  Completion
    Completed Recipients     50,833,410      2,223,907      61,678,332
      Hard Bounced Recipients   174,474          1,156         184,416
        DNS Hard Bounces          954              4           1,078
        5XX Hard Bounces       86,797          1,051          95,793
        Expired Hard Bounces    6,601            101           7,423
        Filter Hard Bounces    80,122              0          80,122
        Other Hard Bounces          0              0               0
      Delivered Recipients   50,653,711      2,222,413      61,487,611
      Deleted Recipients         5,225            338           6,305
      Global Unsub. Hits           0              0               0
    DomainKeys Signed Msgs         0              0               0
  Current IDs
    Message ID (MID)                                        99369037
    Injection Conn. ID (ICID)                              342818451
    Delivery Conn. ID (DCID)                                20837650

Rates (Events Per Hour):       1-Minute       5-Minutes      15-Minutes
  Receiving
    Messages Received            2,109          3,119           2,913
    Recipients Received          2,185          3,203           2,961
  Queue
    Soft Bounced Events              0             10               8
  Completion
    Completed Recipients         1,648          2,749           2,638
      Hard Bounced Recipients        0              0               0
      Delivered Recipients       1,648          2,749           2,638

Gauges:                        Current
  System
    RAM Utilization                6%
    CPU Utilization
      Total                       13%
      MGA                          2%
      Anti-Spam                   10%
      Anti-Virus                   0%
      Reporting                    0%
      Quarantine                   0%
    Disk I/O Utilization           1%
    Resource Conservation          0
    Logging Disk Usage            20%
    Logging Disk Available       159G
  Connections
    Current Inbound Conn.          4
    Current Outbound Conn.         2
  Queue
    Active Recipients              5
      Unattempted Recipients       3
      Attempted Recipients         2
    Messages In Work Queue         1
    Destinations In Memory        33
    Kilobytes Used            62,222
    Kilobytes Free        34,540,786
    Messages In Quarantine
      Policy, Virus and Outbreak 170
    Kilobytes In Quarantine
      Policy, Virus and Outbreak 53,898
```

If you are interested in viewing the number of messages in the work queue, you can use the **workqueue** command from the CLI. This command will display the state and the number of message in the workqueue.

```
mail.example.com> workqueue

Status as of:  Wed Jan 26 12:25:50 2005
Status:        Operational
Messages:      0
```

It is not possible to display individual messages that are in the queue.

Related Information

- **Cisco Email Security Appliance - End-User Guides**
- **Technical Support & Documentation - Cisco Systems**