

# Shut Down an Email Security Appliance (ESA)

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## Introduction

This document describes how to correctly shut down an Email Security Appliance (ESA) for infrastructure related maintenance or issues.

## Procedure

NOTE: Extra care must be taken when you shut down ESA as an improper shutdown can cause the mail queue or the file system structure to become inconsistent. Mail must be drained out before you take the system offline.

Shutdown (all commands are from the Command Line Interface [CLI])

1. Suspend the listener. CLI command 'suspendlistener'.
2. Force a flush of all messages that could still be in the delivery queue. CLI command 'delivernow'.
3. Check the queue in a few minutes. Any remaining message "must" be bounced in order to notify the sender of non-delivery. CLI command 'bouncerecipients'.
4. You can now proceed to shut the appliance down. CLI command "shutdown".
5. Once the appliance has shut down, you can now unplug the power cords and proceed with your maintenance or other actions.

Power-up of the system

1. To power-up the appliance, activate the power button on the front of the appliance.
2. Dependent upon on the reason for the shutdown, make the applicable changes to the appliance.
3. Resume the listener that was suspended in Step 1 from the shutdown procedure. CLI command 'resumelistener'.
4. Check the mail\_logs to ensure that the system processes the mail correctly. CLI command 'tail' -> 'number from your mail logs'.