

如何排除ESA上的傳輸問題

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簡介

本文說明如何解決郵件安全裝置(ESA)上的傳送問題。

如何排除ESA上的交付問題？

必要條件

需求

思科建議您瞭解以下主題：

- 通過郵件日誌或郵件跟蹤跟蹤出站郵件
- 訪問ESA的CLI

採用元件

本文檔中的資訊基於AsyncOS for Email Security。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設

) 的組態來啟動。如果您的網路正在作用，請確保您已瞭解任何指令可能造成的影響。

背景資訊

ESA可以接收郵件，但郵件似乎沒有到達目的地。如何確定ESA不向特定域傳送郵件的原因？ESA可能無法傳送消息的原因有很多，本文將重點介紹遠端域的調試問題。

疑難排解步驟

tophosts命令

運行tophosts命令並按活動收件人排序，以檢視哪些主機具有最大的傳送隊列。

```
mail.example.com > tophosts
```

```
Sort results by:
```

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

### hoststatus命令

運行hoststatus命令以檢查使用的MX記錄和狀態。如果「Host up/down:」未知或關閉，請嘗試使用SMTPPING工具向該主機傳送消息（如下所示），然後檢視狀態是否更改。主機狀態將顯示上次嘗試傳送的狀態。

```
mail.example.com> hoststatus cisco.com
```

```
Host mail status for: 'cisco.com'
Status as of: Wed Sep 17 11:49:42 2014 CEST
Host up/down: unknown
```

```
Counters:
```

```
Queue
 Soft Bounced Events 0
Completion
 Completed Recipients 0
 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 0
 Deleted Recipients 0
```

```
Gauges:
```

```
Queue
 Active Recipients 0
 Unattempted Recipients 0
 Attempted Recipients 0
Connections
 Current Outbound Connections 0
 Pending Outbound Connections 0

Oldest Message No Messages
Last Activity Wed Sep 17 11:49:39 2014 CEST
Ordered IP addresses: (expiring at Tue Mar 04 08:16:06 2014 CET)
 Preference IPs
 10 173.37.147.230:25

MX Records:
 Preference TTL Hostname
 10 1d12s alln-mx-01.cisco.com
```

## nslookup命令

運行nslookup命令以驗證收件人域的MX記錄是否有效。

```
mail.example.com> nslookup

Please enter the host or IP address to resolve.
[]> cisco.com

Choose the query type:
 1. A the host's IP address
 2. AAAA the host's IPv6 address
 3. CNAME the canonical name for an alias
 4. MX the mail exchanger
 5. NS the name server for the named zone
 6. PTR the hostname if the query is an Internet address,
 otherwise the pointer to other information
 7. SOA the domain's "start-of-authority" information
 8. TXT the text information
[1]> 4

MX=rcdn-mx-01.cisco.com PREFER=20 TTL=1d
MX=aer-mx-01.cisco.com PREFER=30 TTL=1d
MX=alln-mx-01.cisco.com PREFER=10 TTL=1d
```

## dnsflush命令

如果已更正DNS記錄以提取新的MX記錄，請運行dnsflush命令。

```
mail.example.com> dnsflush

Are you sure you want to clear out the DNS cache? [N]> Y
```

## SMTPPING工具

運行SMTPPING工具進行連線測試並傳送測試消息。

mail.example.com> **diagnostic**

Choose the operation you want to perform:

- RAID - Disk Verify Utility.
- DISK\_USAGE - Check Disk Usage.
- NETWORK - Network Utilities.
- REPORTING - Reporting Utilities.
- TRACKING - Tracking Utilities.
- RELOAD - Reset configuration to the initial manufacturer values.

[> network

Choose the operation you want to perform:

- FLUSH - Flush all network related caches.
- ARPSHOW - Show system ARP cache.
- NDPSHOW - Show system NDP cache.
- **SMTTPING - Test a remote SMTP server.**
- TCPDUMP - Dump ethernet packets.

[> **smtpping**

Enter the hostname or IP address of the SMTP server:

[mail.example.com]> **cisco.com**

The domain you entered has MX records.

Would you like to select an MX host to test instead? [Y]>

Select an MX host to test.

1. aer-mx-01.cisco.com
2. alln-mx-01.cisco.com
3. rcdn-mx-01.cisco.com

[1]> **2**

Select a network interface to use for the test.

1. Management
2. auto

[2]>

Do you want to type in a test message to send? If not, the connection will be tested but no email will be sent. [N]> **Y**

Enter the From e-mail address:

[from@example.com]>

Enter the To e-mail address:

[to@example.com]> postmaster@cisco.com

Enter the Subject:

[Test Message]>

Enter the Body of the message one line at a time. End with a "." on a line by itself.

Test only

.

**Starting SMTP test of host alln-mx-01.cisco.com.**  
**Resolved 'alln-mx-01.cisco.com' to 173.37.147.230.**  
**Connection to 173.37.147.230 succeeded.**  
**Command EHLO succeeded**  
**Command MAIL FROM succeeded.**  
**Command RCPT TO succeeded.**  
**Command DATA succeeded.**  
**Message body accepted.**  
**Test complete. Total time elapsed 1.48 seconds**

Choose the operation you want to perform:

- FLUSH - Flush all network related caches.
- ARPSHOW - Show system ARP cache.
- NDPSHOW - Show system NDP cache.
- SMTTPING - Test a remote SMTP server.
- TCPDUMP - Dump ethernet packets

## delivernow命令

運行delivernow命令，並強制ESA重新嘗試向所有主機或特定主機進行傳送。

```
mail.example.com> delivernow
```

```
Please choose an option for scheduling immediate delivery.
```

1. By recipient domain
2. All messages

```
[1]> 2
```

## 相關資訊

- [技術支援與文件 - Cisco Systems](#)