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简介

本文描述如何排除故障在电子邮件安全工具(ESA)的交付问题。

如何排除故障在ESA的交付问题？

[先决条件](#)

[要求](#)

Cisco 建议您了解以下主题：

- 通过邮件日志或消息跟踪跟踪出局的消息
- 对ESA的CLI的访问

使用的组件

本文档中的信息根据电子邮件安全的AsyncOS。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

背景信息

ESA能接收邮件，但是消息不看上去到达在他们的目的地。如何确定ESA为什么不发送邮件对一个特定域或域？有ESA可能无法传送信息的各种各样的原因。此条款将着重与远程域的调试问题。

故障排除步骤

tophosts命令

运行tophosts由活动收件人发出命令并且排序为了发现哪些主机有最大的交付队列。

```
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

运行hoststatus命令为了检查使用的MX记录和状态。如果“up/down的主机：”是否是发送消息的unkown或下来，尝试对使用SMTPPING工具的该主机如下所示并且看到状态变化。主机状态将显示最后已尝试交付的状况。

```
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
```

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

如果接收域的MX记录有效，请运行nslookup命令为了验证。

```
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

如果更正DNS记录为了选择新建的MX纪录，运行dnsflush命令。

```
mail.example.com> dnsflush
```

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

## SMTTPING工具

运行connectivty测验的SMTTPING工具并且发送测试消息。

```
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.

[> **smttpping**

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

运行**delivernow**命令并且强制ESA再尝试交付到所有主机或一台特定主机。

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

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

```
1. By recipient domain
```

```
2. All messages
```

```
[1]> 2
```

## 相关信息

- [技术支持和文档 - Cisco Systems](#)