排除ESA上的传输问题

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简介

本文档介绍如何解决邮件安全设备(ESA)上的传输问题。

先决条件

要求

Cisco 建议您了解以下主题：

- 通过邮件日志或邮件跟踪来跟踪出站邮件
- 访问ESA的CLI

使用的组件

本文档中的信息基于AsyncOS for Email Security。

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。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

背景信息

ESA可以接收邮件，但邮件似乎没有到达目的地。如何确定ESA不向一个或多个特定域发送邮件的原因？ESA无法发送消息的原因有很多。本文重点介绍远程域的调试问题。

故障排除步骤

tophosts命令

要获取有关电子邮件队列的即时信息并确定特定收件人主机是否存在传送问题（如队列积累），请使用tophosts 命令。此命tophosts 令返回队列中前20个收件人主机的列表。列表可以按许多不同的统计信息排序，包括活动收件人、传出连接、已传送收件人、软退回事件和硬退回收件人。

运行命tophosts 令并按活动收件人排序，以查看哪些主机具有最大的传送队列。

<#root>

```
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 命令以检查已使用的MX记录和状态。如果Host up/down:未知或发生故障。请尝试如下所示使用SMTPING工具向主机发送消息，查看状态是否更改。主机状态显示上次尝试传送时的状态。

<#root>

```
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           172.31.147.230:25


MX Records:


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

nslookup命令

运行命**nslookup** 令以验证收件人域的MX记录是否有效。

<#root>

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

dnsflush命令

如果DNS记录已更正，请运行该命令以提取新的MX记录dnsflush 。

<#root>

```
mail.example.com>

dnsflush


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

Y
```

SMTPING工具

运行SMTPING工具进行连通性测试并发送测试消息。

<#root>

```
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.
```

- SMTPPING - 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 can be
tested but no email can 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 172.31.147.230.

Connection to 172.31.147.230 succeeded.

```
Command EHLO succeeded


Command MAIL FROM succeeded.


Command RCPT TO succeeded.


Command DATA succeeded.


Mesage 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.
- SMTPPING - Test a remote SMTP server.
- TCPDUMP - Dump ethernet packets
```

delivernow命令

运行delivernow 命令并强制ESA重新尝试对所有主机或特定主机进行传输。

<#root>

```
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

- 思科邮件安全设备 — 最终用户指南
- 思科技术支持和下载

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