ESET Tech Center

Messages are stuck (dead state) in the mail.box with the error message "Message is scanned by product ESET Mail Security"

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https://support.eset.com/kb3326

Issue

> This solution applies to ESET Mail Security for IBM Lotus Domino
> Messages are in a dead state in your mail.box for a long period (over 1 minute for every message) with the error message "Message is scanned by product ESET Mail Security"

Solution

Begin with Solution 1 and only continue to Solution 2 if the issue is not resolved.

Solution 1

1. Manually resend the stuck messages.

2. Upgrade to the latest version of ESET Mail Security for IBM Lotus Domino. See section 3.4, Upgrading to a newer version, in the [ESET Mail Security for IBM Lotus Domino User Guide](#).

3. Open **Advanced settings** in ESET Mail Security for IBM Lotus Domino and navigate to **Server protection** → **IBM Lotus Domino** → **Select** → **Protected processes** and remove the *router* task from the protected processes. Click **OK**.

4. Open the **Lotus Domino Console** and run the `tell router quit` Domino Command.

5. Run the command `load router`. This will restart the router task.

If the issue is not resolved, proceed to solution 2.

Solution 2

1. Manually resend the stuck messages.

2. Open **Advanced settings** in ESET Mail Security for IBM Lotus Domino and navigate to **Server protection** → **IBM Lotus Domino** → **Select…** → **Protected processes** and add the *router* task back to the protected processes. Click **OK**.

3. Open the Lotus Domino Console and run the `tell router quit` Domino Command.

4. Run the command `load router`. This will restart the router task.

5. Add all server *mail.box*-es (*mail.box*, *mail1.box*…etc) to excluded databases. Navigate to **Server protection** → **Antivirus and antispyware** → **IBM Lotus Domino** → **Database** and add the server *mail.box*-es to **Excluded databases from scan**.

6. Click **Server protection** → **Antivirus and antispyware** → **IBM Lotus Domino** → **Enable antivirus and antispyware protection of databases** to enable database protection.

7. Select the **Action to take if cleaning not possible** according to your needs.

If you are still unable to resolve your issue, please email ESET Technical Support.

Follow the steps below and attach the specified files in an email reply to your ESET Customer Care case email. An ESET Customer Care technician will examine the files and respond as soon as possible with the recommended action based on their findings.

I. Enable logging

1. Open **Advanced settings** in ESET Mail Security for IBM Lotus Domino and navigate to **Tools → Log Files → Minimum logging verbosity → Diagnostic records**. Click **OK** to confirm.

2. In **Advanced settings**, navigate to **Server protection → Log files** and verify that both **Synchronized writing without using cache** and **Log diagnostic information** are selected.

3. Wait until a message is stuck in the *mail.box*. Turn off the logging and deselect the options described steps 1 and 2 above.

II. Attach logs and files to ESET Customer Care email

Attach the following logs and files to your email reply to ESET Customer Care:

1. The IBM_TECHNICAL_SUPPORT folder (by default, *C:\Program Files\IBM\Lotus\Domino\IBM_TECHNICAL_SUPPORT*).

2. ESET Mail Security for IBM Lotus Domino logs.

   Navigate to *C:\ProgramData\ESET\ESET Mail Security*.

   Specific files: *warnlog.dat, spamlog.dat, virlog.dat; Lmon?_*.dat* files (*Lmon1_serve.dat, Lmon1_router.dat, Lmon1_smtp.dat*).

3. *Mail.box* with the problematic mail, or a copy of the mail and the information necessary to identify the mail (*noteid, universal noteid, message id, delivery date, subject, ...*).

4. Create a SysInspector log by following the steps in the Knowledgebase article below:

- [How do I create a SysInspector log?](#)

Tags
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