MCC - Webchats or EMails not sent to public folders / Not Routing to agents

PROBLEM
Webchat or EMail requests are not being sent to the public folders, resulting in them not being ticketed and routed to agents.

SYMPTOMS
No errors identified in the logs. The EnterpriseService.log correctly shows there's a chat in the queue, but the exchange router never handle it.

eVerbose 4/1/2011 8:20:33 AM   WebchatMsgHandler   OnNewChatSession
eVerbose 4/1/2011 8:20:33 AM   WebchatMsgHandler   CreateNewChatSession
eVerbose 4/1/2011 8:20:33 AM   CPFExchangeMsgManager - CreateNewChatSession   Void CreateNewChatSession(System.Guid, System.String, System.String, System.String, System.String, System.String): from: no@email.com, to Queue: 0d90526b-cc29-4abb-aa44-7119102f5e2c

We can see an error in the event viewer for application pertaining to:
The Microsoft Exchange Transport service is rejecting message submissions because the available disk space has dropped below the configured threshold.

Resource utilization of the following resources exceed the normal level:
Queue database logging disk space ("C:\Program Files\Microsoft\Exchange Server\TransportRoles\data\Queue\") = 95% [High] [Normal=91% Medium=93% High=95%]
Physical memory load = 97% [limit is 94% before message dehydration occurs.]

Back pressure caused the following components to be disabled:
Inbound mail submission from Hub Transport servers
Inbound mail submission from the Internet
Mail submission from the Pickup directory
Mail submission from the Replay directory
Mail submission from Mailbox servers

The following resources are in the normal state:
Queue database and disk space ("C:\Program Files\Microsoft\Exchange Server\TransportRoles\data\Queue\mail.que") = 94% [Normal] [Normal=93% Medium=95% High=97%]
Version buckets = 0 [Normal] [Normal=80 Medium=120 High=200]
Private bytes = 16% [Normal] [Normal=71% Medium=73% High=75%]

CAUSE
The exchange server has fallen below the threshold of hard drive space, which causes the MSExchangeTransport role to stop accepting incoming messages.

RESOLUTION

You can reconfigure or disable the Back Pressure feature in order to allow the MCC items to be processed, or clear hard drive space to get under the Exchange threshold for the MSExchangeTransport to start accepting new incoming messages.

More information on the Back Pressure feature can be found here: http://www.msexchange.org/ articles-tutorials/exchange-server-2007/management-administration/understanding-back-pressure-feature-exchange-server-2007.html

APPLIES TO

Exchange 2003 / 2007

Keywords: Exchange threshold MSExchangeTransport Webchat not routing ticketing public folders

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