

MSMQ errors after changing the HostName of the MiCC server

PROBLEM

After changing the hostname for the MiCC server the Event Viewer shows MSMQ errors, and some MSMQ queues are not emptying.

SYMPTOMS

In the event viewer you may see errors such as the following:

Message Queuing could not resolve the name 'OLDHOSTNAME' to an IP address. Try to ping the recipient computer, and check this computer's DNS settings. This event is logged at most once per 600 seconds. To change this setting, set

HKLM\Software\Microsoft\MSMQ\Parameters\Event2184 registry value to desired time in seconds.

CAUSE

Messages queued already continue to have the old hostname referenced, and thus cannot be completed. Also, error messages are being created in Outgoing Queues which have the old hostname.

RESOLUTION

1. Purge the contents of each member of the Outgoing Queues in Message Queuing, as detailed in [https://technet.microsoft.com/en-us/library/cc725569\(v=ws.11\).aspx](https://technet.microsoft.com/en-us/library/cc725569(v=ws.11).aspx)
2. Restart the Message Queuing service

APPLIES TO

MiCC 7.X and newer

Keywords: hostname MSMQ error message queuing outgoing queues

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<http://micc.mitel.com/kb/KnowledgebaseArticle52460.aspx>

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