

Organizational Unit "fabrikam.com/Hosting/MachPanel System/OU-Name" Was Not Found. Please Make Sure You Have Typed It Correctly.

Summary

This article provides information on error faced during provisioning of Exchange Account using MachPanel.

Following error is encountered when provisioning account.

Provider: MachPanel Hosted Exchange

»» Getting Exchange Server Group(s)

»» Getting Exchange Server(s)

»» Getting Exchange Hosting Information

»» Getting Standalone Exchange Provider

»» Start: Create Organization

»» INFO: Creating OU-Name

»»Error: d: Organizational unit "fabrikam.com/Hosting/MachPanel System/OU-Name" was not found. Please make sure you have typed it correctly.

Applies To

MachPanel all versions

Hosted Exchange Extension (HEE) - Standalone

Cause

Organizational Unit was not found.

Solution

Preferred domain controller: This should be complete server name e.g AD01.Fabrikam.com.

IMPORTANT: In an active directory environment with multiple domain controller / Additional Domain Controllers, there is always a primary domain controller and other additional domain controllers. This primary domain controller is not always the one replicating information to others thus during synchronization / replication of OU information while creation using MachPanel, problems may occur.

You will need to use appropriate AD / AAD in **MachPanel Active Directory section** to

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make MachPanel work properly for account provisioning on exchange server. The option to check for appropriate AD to enter in MachPanel is located under Operations Master of dsa.msc, explained below. Please try to enter correct one in MachPanel and also check if AD replication is being done properly.

You can check for appropriate DC / ADC though following steps:

1. Click **Start Menu >> Run**
2. Type in **dsa.msc** and press **Enter** key
3. **Active Directory Users and Computers** window will pop up
4. Select and right click the Domain(e.g. fabrikam.com)
5. Click **Operations Masters**

Note: You may not able to see the replication process properly because MachPanel attempts to create the OU, the OU gets created in AD but when replication fails, the process is rolled back and OU is removed.

You will need to ensure that all the domain controllers have correct preferred and secondary DNS server in the NIC settings as well.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/50011/Organizational-Unit-fabrikam.com...>