

# MachPanel Provisioning Service Not Running / Does Not Start On Exchange Server 2007

## Summary

MachPanel Provisioning Service Not Running or Does Not Start On Exchange Server 2007

## Applies To

MachPanel Remote Server

MachPanel Provisioning Service

## Symptoms

The MachPanel Provisioning Service errors out when trying to start in service manager after changing its user identity.

Error Message says:

The MachPanel Provisioning Service on PCxxx started and then stopped. Some services stop automatically if they are not in use by the other services or programs.

## Solution

Please check following possibilities.

### Case 1

#### **Step1: Check domain administrator user's permission**

1. Click **Start**, point to **Settings**, click **Control Panel**, double-click **Administrative Tools**, and then double-click **Active Directory Users and Computers**.
2. In the console tree, click **Users**.
3. In the details pane, right-click the user (**administrator2** that was for created for MachPanel) and then click **Properties**.
4. Click on the **Member of** tab to check that this user (**administrator2**) has following permissions:

## MachPanel Provisioning Service Not Running / Does Not Start On Exchange Server 2007

- Domain Admins (Set Primary)
- Domain Users
- Enterprise Admins
- Exchange Servers
- Exchange Organization Administrators
- Group Policy Creator Owners
- Schema Admins

5. Click **Add** button in case any of the above mentioned permission is missing.

6. In Enter the object names to select, type the name of the user, group, as mentioned above then click **OK**.

### **Step 2: Also check MachPanel Provisioning Service is running under same user (i.e. administrator2)**

1. Go to **Start >> Run**
2. Type **services.msc** and press **Enter**
3. Microsoft **Services** Window will pop up
4. In the right hand pane click on or navigate to **MachPanel Provisioning Service**
5. Right click this service and then click **Start**

Alternatively, you can also start and stop MachPanel Services using Configuration Studio. For example, to start MachPanel Provisioning Service, please open **Configuration Studio** and go to **Configure >> Services** and click **Start All Services button**. Similarly for stopping all services click **Stop All Services button**

### **CASE 2: A Firewall is blocking the port for MachPanel Provisioning Service**

A firewall has blocked MachPanel Provisioning Service to communicate appropriately, please disable firewall or allow port 7860 which is used by MachPanel Provisioning Service.

# MachPanel Provisioning Service Not Running / Does Not Start On Exchange Server 2007

## **Case 3**

Check if the remote service has been installed properly. You can try reinstalling the service.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/50032/MachPanel-Provisioning-Service-N...>