

# Integrate Exchange With MachPanel Control Panel

## Summary

This article describes in detail about integrating Microsoft Exchange with MachPanel Control Panel.

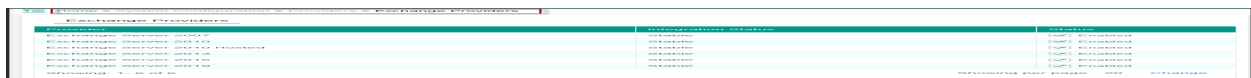
## Pre-Requisites:

1. MachPanel Control Server has been installed, if not then follow below KB article:  
<http://kb.machsol.com/Knowledgebase/Article/50261>
2. MachPanel Remote Server has been installed, if not then follow below KB article:  
<http://kb.machsol.com/Knowledgebase/Article/50262>
3. Active Directory information has been added in MachPanel, if not then follow below KB article:  
<http://kb.machsol.com/Knowledgebase/Article/50263>
4. If you want to use a service account to integrate service, then please create service account as per details in KB link below:  
<http://kb.machsol.com/Knowledgebase/Article/50017>

MachPanel Control Server and MachPanel Remote Server communicate with each other over **Port 7860**. MachPanel Control Server passes on the information to remote server where actual provisioning takes place. Also make sure that MachPanel Control Server and MachPanel Remote Server are on the same build and that MachPanel Provisioning Service is running on both servers

## Procedure:

- 1) Open MachPanel Control Panel Website (You can do it by opening MachPanel Control Server Configuration Studio and then navigating to **Configure > Control Panel Website**, and then clicking on the URL in it). Log in with the provider credentials. MachPanel supports following versions of Exchange Servers in Build v5.3.10 and above:



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2) Navigate to **Home>Service Director>Exchange Hosting>Server group** and then click on **Add Server Group**. There are two steps in adding Exchange server in MachPanel.

### Integrating Exchange 2007/2010 StandAlone:

a) In first step you will be asked to provide the server group name and LDAP for the OU under which you want all your hosting companies to go in Active Directory. Select the provider e.g. Exchange Server 2007/Exchange server 2010. Make sure to select the Active Directory from drop down menu against the Active Directory Domain. See below screenshot:

Add Server Group

Add an Exchange Server to Group:

\*Server Group Name: EXCH 2007

Provider: Exchange Server 2007

Active Directory Domains: PSS-LAB2016

\*LDAP URL: LDAP://OU=Hosting,DC=pss-lab2016,DC=local

Preferred Domain Controller: Multiple can be specified separated by comma (,).

Fill Style: Least Filled First

\*Enabled:

\*Override domain credentials:  Use this option if you want to use a different account for this service from what is specified in active directory domain settings.

- Use **Override domain credentials** option if you are using different account for this service from what is specified in Active directory domain settings.
- Click to expand the **Additional settings** and fill in the following fields in *Additional settings* section. See the snapshot below:

Additional Settings

\*Platform access domain: machpanel.com

\*Auto discover URL: Auto.machpanel.com

\*MX Record: mailmachsol.com,10 Comma, separated MX record values

SPF Value:

\*OWA URL: https://EX1-ess2019.ess2019.local/owa

\*Outlook Anywhere URL: Anywhere.machpanel.com

Incoming mail Address (POP/IMAP):

Outgoing Mail (SMTP):

Exchange Proxy Setting:

Save Cancel

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Fill in the form by following fields:

1. **Platform access domain:** Entering platform access domain.
2. **Auto discover URL:** Entering Auto discover URL.
3. **MX record :** Entering MX records. [Comma separated MX record values]
4. **SPF Value:** Entering sender policy framework value.
5. **OWA URL:** Entering OWA URL.
6. **Outlook Anywhere URL:** Entering Outlook Anywhere URL.
7. **Incoming mail Address (POP/IMAP):** Entering incoming mail address or POP/IMAP address.
8. **Outgoing Mail (SMTP):** Entering outgoing mail or SMTP address.
9. **Exchange Proxy Setting:** Entering Exchange proxy setting.

**NOTE:** Please find the [SOP for Exchange Server \(All versions\) Additional Setting](#).

\*Make sure that the '**Exchange Trusted Subsystem**' has '**Full Control**' over the given OU and that for Exchange Trusted Subsystem it has '**This object and all descendant objects**' granted '**Full Control**'. For help follow KB article given below:

<http://kb.machsol.com/Knowledgebase/Article/50243>

b) In second step you will be asked to provide the Exchange server details such as Reference Id, OAB distribution method and server alias and IP. **For Exchange 2007/Exchange 2010 standalone mode** you will need to provide the IP and server details of Exchange Mailbox server for the database. See the below snapshot:

Add Server Group	
Add Server Group    Add an Exchange Server to Group:	
*Reference Id:	EXCH1
OAB distribution method:	Both
*Server alias:	test.exchange.local
*IP:	10.10.10.21

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c) Give the remote server FQDN, and click on '**Get Mailbox Databases**'. After clicking Get mailbox Databases MachPanel will fetch the mailbox databases details and will be shown against the 'Mailbox database' in drop down menu. Also provide the CAS external FQDN against the CAS External FQDN. See the snapshot below for reference:

The screenshot shows a configuration form with the following fields and options:

- \*DAG Servers:** Input field containing "10.10.10.22".
- \*Remote Server FQDN:** Input field containing "test.exchange.local".
- \*CAS Internal FQDN:** Input field containing "test.exchange.local".
- \*Public folder server FQDN:** Input field containing "test.exchange.local".
- \*Handle DNS:** A checkbox that is currently unchecked.

On the right side of the form, there is a green button labeled "Get Mailbox Databases". Below this button, there is explanatory text: "Type the exchange server name or FQDN and click the button to retrieve mailbox databases list." and "Comma separated list of CAS servers, like CAS1.Domain.com,CAS2.Domain.com. 1st server in list will be treated as default."

At the bottom right of the form, there are three buttons: "Previous", "Finish", and "Cancel".

If you encounter below error upon clicking 'Get Mailbox Databases':

**Operation failed due to service credentials being synchronized, Please try again after 10 Seconds. If problem persists contact system administrator**

Then follow this KB article to resolve this issue first:

<http://kb.machsol.com/Knowledgebase/Article/50257>

### Integrating Exchange 2010 Hosting Mode:

a) For Exchange 2010 Hosting mode you will need to provide the Exchange Server name and provider similar to Exchange 2010 standalone mode. The only difference in the step one will be that in Hosting mode you will not be asked for the LDAP of OU. See the snapshot below:

The screenshot shows the "Add Server Group" configuration page. The "Add Server Group" button is highlighted in green. The "Add an Exchange Server to Group" section is active. The form contains the following fields and options:

- \*Server Group Name:** Input field containing "EXCH 2010 Hosted".
- Provider:** Dropdown menu with "Exchange Server 2010 Hosted" selected.
- Active Directory Domains:** Input field containing "PSS-LAB2016".
- Preferred Domain Controller:** Input field (empty).
- Fill Style:** Dropdown menu with "Least Filled First" selected.
- \*Enabled:** A checked checkbox.
- \*Override domain credentials:** An unchecked checkbox.

At the bottom right, there is a note: "Multiple can be specified separated by comma (,)." and "Use this option if you want to use a different account for this service from what is specified in active directory domain settings."

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- Use **Override domain credentials** option if you are using different account for this service from what is specified in Active directory domain settings.
- Click to expand the **Additional settings**. Fill in the form *Additional settings* same as mentioned above in Integrating Exchange 2007/Standalone 2010. Find SOP for additional settings at KB article <http://kb.machsol.com/Knowledgebase/Article/50336>.

b) In the second step you will be asked to provide the all the details similar as mentioned in adding Exchange 2007/exchange 2010 standalone mode. The difference in **Hosting mode** will be that you will provide the **CAS server FQDN against Remote Server FQDN** and then click on the **Get Mailbox Database**. See the snapshot below:

The screenshot shows the 'Add Server Group' configuration page. The form fields are as follows:

- \*Reference Id: EXCH1
- OAB distribution method: Both
- \*Server alias: test.exchange.local
- \*IP: 10.10.10.21
- \*DAG Servers: 10.10.10.22
- \*Remote Server FQDN: test.exchange.local
- \*CAS Internal FQDN: test.exchange.local
- \*Public folder server FQDN: test.exchange.local
- \*Handle DNS:

On the right side, there is a 'Get Mailbox Databases' button. Below it, the text reads: 'Type the exchange server name or FQDN and click the button to retrieve mailbox databases list. Comma separated list of CAS servers, like CAS1.Domain.com,CAS2.Domain.com. 1st server in list will be treated as default.'

At the bottom right, there are three buttons: 'Previous', 'Finish', and 'Cancel'.

If you encounter below error upon clicking 'Get Mailbox Databases':

**Operation failed due to service credentials being synchronized, Please try again after 10 Seconds. If problem persists contact system administrator**

Then follow this KB article to resolve this issue first:

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c) One last thing with Exchange 2010 hosting to do is to prepare back end for provisioning, for this follow this KB article:

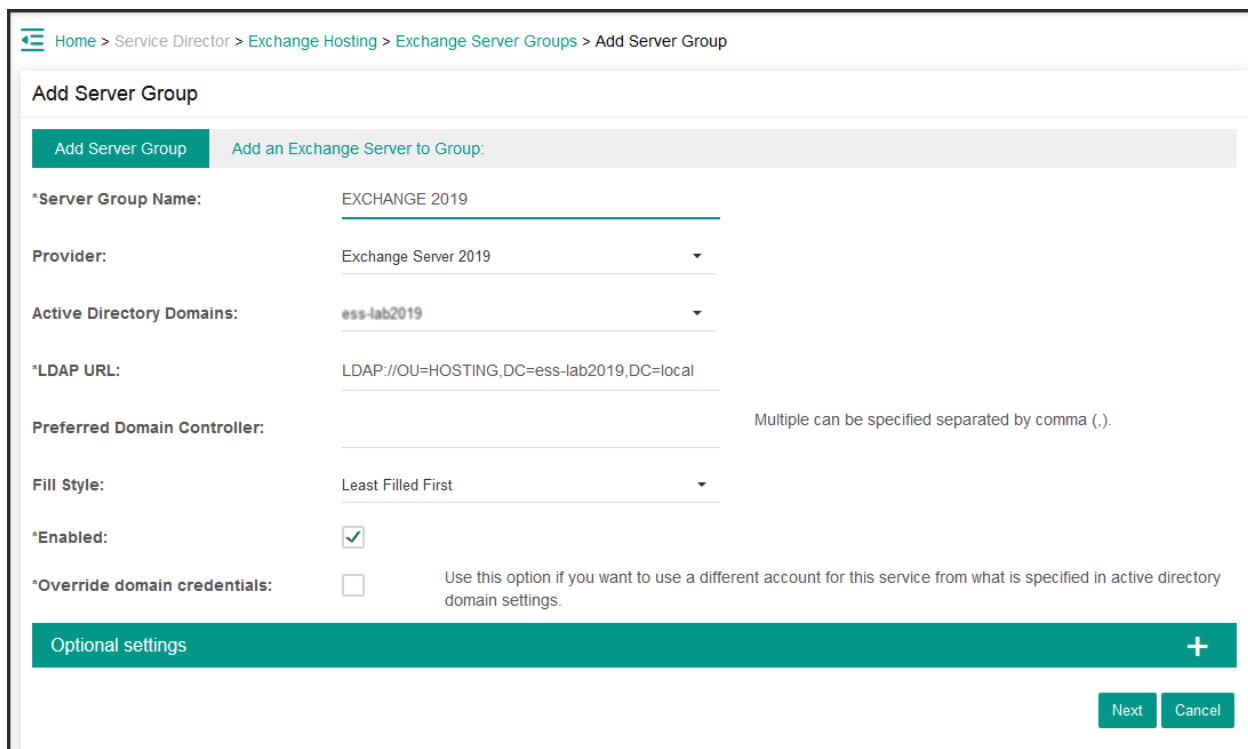
<http://kb.machsol.com/Knowledgebase/Article/50255>

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### Integrating Exchange 2013/2016/2019

**Note:** Integrating **Exchange 2019** in Control Panel is same as integrating Exchange 2013/2016. You can follow same steps below to integrate **Exchange 2019** in MachPanel.

a) In **Step-1** for Exchange 2013/2016/2019 you will need to provide the Exchange Server Group Name, Provider & Active Directory Domains. See the snapshot below:



The screenshot shows the 'Add Server Group' form in the MachPanel interface. The breadcrumb trail is 'Home > Service Director > Exchange Hosting > Exchange Server Groups > Add Server Group'. The form has two tabs: 'Add Server Group' (active) and 'Add an Exchange Server to Group'. The form fields are as follows:

*Server Group Name:	EXCHANGE 2019
Provider:	Exchange Server 2019
Active Directory Domains:	ess-lab2019
*LDAP URL:	LDAP://OU=HOSTING,DC=ess-lab2019,DC=local
Preferred Domain Controller:	<input type="text"/> Multiple can be specified separated by comma (,).
Fill Style:	Least Filled First
*Enabled:	<input checked="" type="checkbox"/>
*Override domain credentials:	<input type="checkbox"/> Use this option if you want to use a different account for this service from what is specified in active directory domain settings.

At the bottom, there is an 'Optional settings' section with a plus sign icon, and 'Next' and 'Cancel' buttons.

- Use **Override domain credentials** option if you are using different account for this service from what is specified in Active directory domain settings.
- Click to expand the **Optional settings**. Fill in the form *Optional settings* same as mentioned above in Integrating Exchange 2007/Standalone 2010. Find SOP for optional settings at <http://kb.machsol.com/Knowledgebase/Article/50336>.

b) In the second step you will be asked to provide all the details similar as mentioned in adding Exchange 2010 Hosting mode. See the snapshots below:

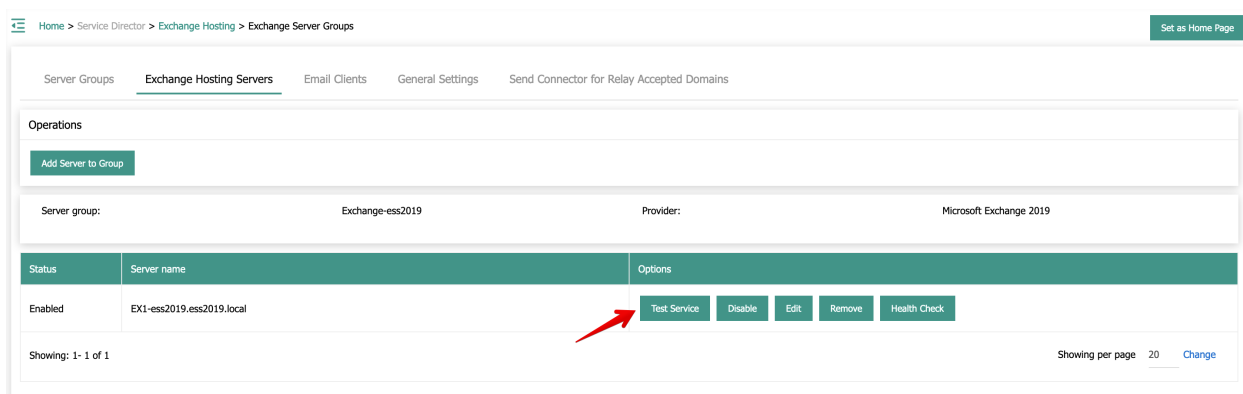
## Integrate Exchange With MachPanel Control Panel

If you encounter below error upon clicking '**Get Mailbox Databases**': **Operation failed due to service credentials being synchronized, Please try again after 10 Seconds. If problem persists contact system administrator**

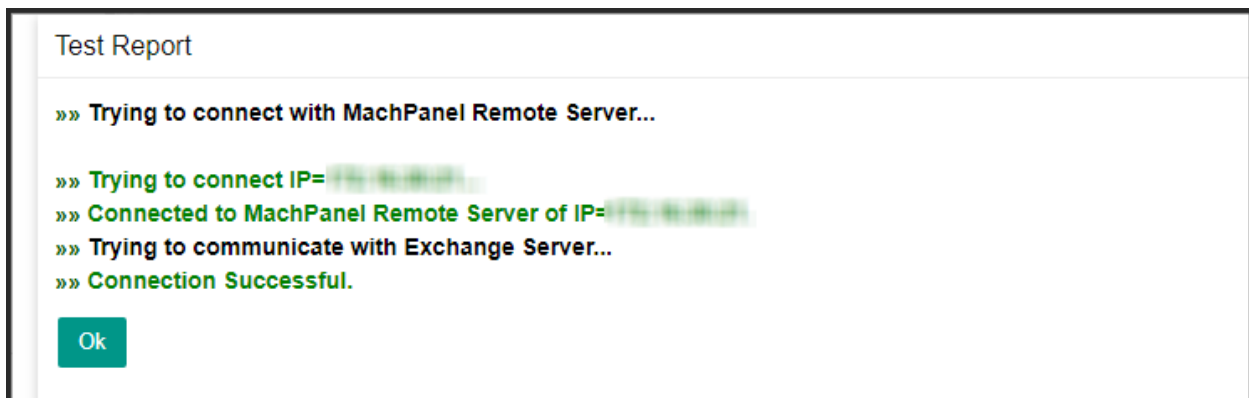
Then follow this KB article to resolve this issue first:

<http://kb.machsol.com/Knowledgebase/Article/50257>

3) When all the details are completed click on finish and it will complete the server group addition in MachPanel. After adding the server group, go to Server group tab and click on test service for the newly added service group to verify the connection between MachPanel control server and Exchange remote server:



The screenshot shows the MachPanel interface for managing Exchange Server Groups. The breadcrumb navigation is 'Home > Service Director > Exchange Hosting > Exchange Server Groups'. The main navigation includes 'Server Groups', 'Exchange Hosting Servers', 'Email Clients', 'General Settings', and 'Send Connector for Relay Accepted Domains'. Under 'Operations', there is an 'Add Server to Group' button. The current server group is 'Exchange-ess2019' with a provider of 'Microsoft Exchange 2019'. A table lists the server group with columns for 'Status', 'Server name', and 'Options'. The status is 'Enabled' and the server name is 'EX1-ess2019.ess2019.local'. The 'Options' column contains buttons for 'Test Service', 'Disable', 'Edit', 'Remove', and 'Health Check'. A red arrow points to the 'Test Service' button. The interface also shows 'Showing: 1- 1 of 1' and 'Showing per page 20 Change'.



The screenshot shows a 'Test Report' dialog box with the following text:

- »» Trying to connect with MachPanel Remote Server...
- »» Trying to connect IP= [redacted]
- »» Connected to MachPanel Remote Server of IP= [redacted]
- »» Trying to communicate with Exchange Server...
- »» Connection Successful.

An 'Ok' button is located at the bottom left of the dialog box.

If you receive above message upon 'test service', then you have successfully integrated Exchange into MachPanel.

## Integrate Exchange With MachPanel Control Panel

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/50264/-Integrate-Exchange-With-MachPan...>