

# How to Add a New Mailbox

## Summary

This article provides information about how to **add a new Exchange mailbox** in MachPanel Control server.

## Applies To

MachPanel v6.1.30 & above.

## Pre-Requisites

Exchange has been integrated with MachPanel if not then follow:

<http://kb.machsol.com/Knowledgebase/Article/50264>

## Procedure

- Go to **Home >> Service Director>> Exchange Hosting >> Exchange Accounts**
- Clicking on Exchange accounts will open the new page. Click on **service management** against the organization in which you want to create new mailbox,
- On the next page click on the **Mailbox** tab and then Move pointer\cursor on **Add New Mailbox** button and select Mailbox type as shown below.

The screenshot displays the MachPanel interface for managing Exchange accounts. The breadcrumb trail at the top reads: Home > Service Director > Exchange Hosting > Exchange Accounts > Manage Service. The 'Mailboxes' tab is highlighted with a red box. Below the navigation tabs, there is a search bar and a section for 'Operations'. The 'Add Mailbox' button is highlighted with a red arrow. A dropdown menu is open, showing options for mailbox types: User mailbox, Linked mailbox, Shared mailbox, Room mailbox, and Equipment mailbox. The 'Add Bulk Mailboxes' button is also visible. Below the operations section, there is a table with columns for 'Mailbox', 'Details', and 'Options'. The table contains one entry for 'Abbott and Sons - Abbott.and.Sons@clerto.net' with details such as Status: Active, Type: User Mailbox, Usage: 0 MB of 125 MB, and Hidden from Address List: No.

| Mailbox   | Details  | Options |
|---|--|---------|
| <input type="checkbox"/> Abbott and Sons - Abbott.and.Sons@clerto.net | Status: Active<br>Type: User Mailbox<br>Usage: 0 MB of 125 MB<br>Journaling Enabled: No<br>Hidden from Address List: No<br>Mailbox Template: --<br>Litigation Hold Enabled: No |         |

## How to Add a New Mailbox

- In **Add Bulk Mailboxes**, you can select **Mailbox type** from the dropdown list.

**Add Bulk MailBox** Go Back to Listing

Use this interface to create multiple exchange mailboxes. Provide a comma separated list (.csv) of mailboxes that you wish to setup for the selected organization.

\*Select User:  Create new users using CSV file  Enable existing Active Directory users

\*Mailbox type: User Mailbox

\*Managed by:

\*Available Domains:

\*Language:

\*Time zone:

\*Mailbox database: Mailbox Database 0163945632

CSV file to import: Select file Sample CSV file

Next Cancel

### Types of Mailboxes supported in MachPanel:

- User Mailbox
- Room Mailbox
- Equipment Mailbox
- Linked Mailbox
- Shared Mailbox for Ex 2013\2016

**Note:** Please find the KB article for more details on "Linked mailboxes" at <http://kb.machsol.com/Knowledgebase/Article/50339>

**Add Mailbox** G

\*Select Template: Enterprise Show Template details

\*Mail-enable active directory user: Add New MailBox

\*First Name: MB

\*Last Name: 01

\*Full Name (Display name): MB 01

\*Primary email: MB01 @

\*Mailbox type: User Mailbox

\* Company:


## How to Add a New Mailbox

Fill the form by

- **Select Template:** Select appropriate template for your Mailbox.
- **Full Name:** Provide full name of the user\mailbox.
- **Primary Email:** Provide your email address.
- **Mailbox Type:** Select mailbox type as mentioned above.
- **Password:** Provide password of length and complexity defined.

Full Access (Auto-Mapping Enabled)


Type to search

| Selectable  |   | Selected |
|---|---|----------|
| Conference Room - Conference@contoso.com (Mailbox)      |  |          |
| Keith Prank - Keith.Prank@contoso.com (Mailbox)         |   |          |
| LinkedMB1 - LinkedMB1@contoso.com (Mailbox)             |   |          |
| linkedmbafterhf - linkedmbafterhf@contoso.com (Mailbox) |   |          |
| linkedMBnewtest - linkedMBnewtest@contoso.com (Mailbox) |   |          |
| myofficeplace - myofficeplace@contoso.com (Mailbox)     |   |          |
| Simon.Hains - Mailbox.A@contoso.com (Mailbox)           |   |          |

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Full Access (Auto-Mapping Disabled)


Type to search

| Selectable  |   | Selected |
|---|---|----------|
| Conference Room - Conference@contoso.com (Mailbox)      |  |          |
| Keith Prank - Keith.Prank@contoso.com (Mailbox)         |   |          |
| LinkedMB1 - LinkedMB1@contoso.com (Mailbox)             |   |          |
| linkedmbafterhf - linkedmbafterhf@contoso.com (Mailbox) |   |          |
| linkedMBnewtest - linkedMBnewtest@contoso.com (Mailbox) |   |          |
| myofficeplace - myofficeplace@contoso.com (Mailbox)     |   |          |
| Simon.Hains - Mailbox.A@contoso.com (Mailbox)           |   |          |

You can also assign "Permissions" such as **Send On Behalf** and **Send As** while creating Mailboxes.

Send On Behalf


Type to search

| Selectable  |   | Selected |
|---|---|----------|
| Conference Room - Conference@contoso.com (Mailbox)      |  |          |
| Keith Prank - Keith.Prank@contoso.com (Mailbox)         |   |          |
| LinkedMB1 - LinkedMB1@contoso.com (Mailbox)             |   |          |
| linkedmbafterhf - linkedmbafterhf@contoso.com (Mailbox) |   |          |
| linkedMBnewtest - linkedMBnewtest@contoso.com (Mailbox) |   |          |
| myofficeplace - myofficeplace@contoso.com (Mailbox)     |   |          |
| Sales - Sales@contoso.com (Group)                       |   |          |

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Send As

Type to search

| Selectable  |   | Selected |
|---|---|----------|
| Conference Room - Conference@contoso.com (Mailbox)      |  |          |
| Keith Prank - Keith.Prank@contoso.com (Mailbox)         |   |          |
| LinkedMB1 - LinkedMB1@contoso.com (Mailbox)             |   |          |
| linkedmbafterhf - linkedmbafterhf@contoso.com (Mailbox) |   |          |
| linkedMBnewtest - linkedMBnewtest@contoso.com (Mailbox) |   |          |
| myofficeplace - myofficeplace@contoso.com (Mailbox)     |   |          |
| Simon.Hains - Mailbox.A@contoso.com (Mailbox)           |   |          |

## How to Add a New Mailbox

- **Mailbox Database:** Select Database for the MB.
- **Mailbox Size (in MB):** You can select either unlimited or custom. When custom is selected you need to provide below:
  - **Issue warning at (MB):** Provide limit to issue warning.
  - **Prohibit send at (MB):** Provide limit to prohibit send at.
  - **Prohibit send and receive at (MB):** Provide limit to prohibit send and receive at.
- **Language:** Select language of the MB.
- **Timezone:** Select TimeZone for the MB.
- **Alternate Email:** Provide if you require an alternate email address.

|                                   |  |          |
|-----------------------------------|--|----------|
| *Mailbox database:                | ExchangeDB2019                         | ▼        |
| *Mailbox Size (in MB):            | Unlimited                              | ▼        |
| *Language:                        | English (United States)                | ▼        |
| *Time zone:                       | (UTC-08:00) Pacific Time (US & Canada) | ▼        |
| Alternate email:                  |  | @abc.com |
| Hide from Exchange Address Lists: | <input type="checkbox"/>               |          |
| *Send Email:                      | <input type="checkbox"/>               |          |

|                                     |  |   |
|-------------------------------------|--|---|
| *Mailbox database:                  | ExchangeDB2019                         | ▼   |
| *Mailbox Size (in MB):              | Custom                                 | ▼   |
| *Issue warning at (MB):             |  | <input checked="" type="checkbox"/> Unlimited |
| *Prohibit send at (MB):             |  | <input checked="" type="checkbox"/> Unlimited |
| *Prohibit send and receive at (MB): |  | <input checked="" type="checkbox"/> Unlimited |
| *Language:                          | English (United States)                | ▼   |
| *Time zone:                         | (UTC-08:00) Pacific Time (US & Canada) | ▼   |
| Alternate email:                    |  | @abc.com                                      |
| Hide from Exchange Address Lists:   | <input type="checkbox"/>               |   |
| *Send Email:                        | <input type="checkbox"/>               |   |

**Provide storage for an individual mailbox during creation**  
Issue warning at (MB):  
Prohibit send at (MB):  
Prohibit send and receive at (MB):

## How to Add a New Mailbox

- After providing all the details on next page for the new mailbox, click on save and it will add a new mailbox for that organization showing provisioning status as shown in snapshot below:

|  |   |  |  |
|--|---|--|--|
| <input type="checkbox"/> testdemo1 - testdemo1@contoso.com | <b>Status:</b> <a href="#">Provisioning</a><br><b>Type:</b> User Mailbox<br><b>Usage:</b> 0 MB of Unlimited | <b>Hidden from Address List:</b> No<br><b>Mailbox Template:</b> --<br><b>Litigation Hold Enabled:</b> No |  |
|--|---|--|--|

To see complete details, click **Group Actions** Tab:

| General Settings                            | Mail Domains                                     | MailBoxes           | Mail Contacts | Distribution List   | Public Folders | Disclaimer  |
|---|--|---------------------|---------------|---------------------|----------------|---|
| <b>Group Actions</b>                        | Retention Settings                               | SPAM Filters        |               |                     |                |   |
| Group Actions                               |  |                     |               |                     |                |   |
| Search <span style="float: right;">+</span> |  |                     |               |                     |                |   |
| Operations                                  |  |                     |               |                     |                |   |
| <a href="#">Reset Tries Count</a>           |  |                     |               |                     |                |   |
| Status                                      | Command  | Date Entered        | Tries         | Option              |                |   |
| In Process                                  | Create MailBox testdemo1 [testdemo1@contoso.com] | 26.02.2018 10:21:26 | 0             | <a href="#">Run</a> |                |   |
| Displaying: 1- 1 of 1                       |  |                     |               |                     |                | Displaying per page: <input type="text" value="20"/> <a href="#">Change</a> |

Wait for the status to update as Completed. If the Tries count stays on 0. Log into Control Panel Server and start MachPanel Provisioning Service. Recheck after 5 minutes.

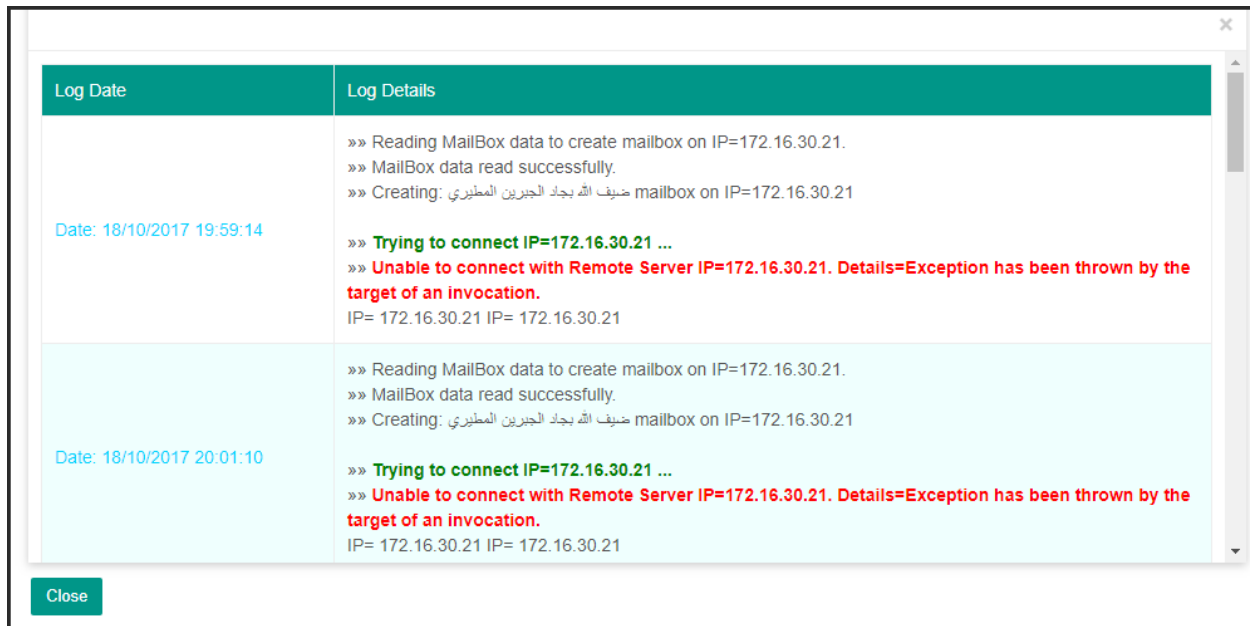
| Status    | Command  | Date Entered        | Tries | Last Tried          | Customer                   | Owner                 | Added by                | Option              |
|-----------|--|---------------------|-------|---------------------|----------------------------|-----------------------|-------------------------|---------------------|
| Completed | Create MailBox testdemo1 [testdemo1@contoso.com] | 26.02.2018 10:21:26 | 1     | 26.02.2018 10:23:12 | #5 Demo Customer [Company] | Host Admin (Provider) | Employee #1 Sales Admin | <a href="#">Run</a> |

**Failed Status:** If you see failed status please click on the Failed link & see more details of the issue e.g given below:

|                        |   |                     |    |                     |                      |                       |                           |  |
|------------------------|---|---------------------|----|---------------------|----------------------|-----------------------|---------------------------|--|
| <a href="#">Failed</a> | Create MailBox حنيف الله بجاد الجبرين المظيري [Zaif.Allah@zero.com] | 18/10/2017 19:59:10 | 10 | 18/10/2017 20:53:03 | #12 robot test [abc] | Host Admin (Provider) | Employee #1 Support Admin | <a href="#">Run</a><br><a href="#">Change Password</a> |
|------------------------|---|---------------------|----|---------------------|----------------------|-----------------------|---------------------------|--|

## How to Add a New Mailbox

**Error:** As per error details provisioning service on remote server is stopped, Log into Remote server & start the provisioning service.



The screenshot shows a log window with two columns: 'Log Date' and 'Log Details'. It contains two entries, both with a date of 18/10/2017. The first entry is at 19:59:14 and the second is at 20:01:10. Both entries show a successful read of mailbox data but fail during the creation step with the error: 'Unable to connect with Remote Server IP=172.16.30.21. Details=Exception has been thrown by the target of an invocation.' A 'Close' button is visible at the bottom left of the window.

| Log Date                  | Log Details  |
|---------------------------|--|
| Date: 18/10/2017 19:59:14 | »» Reading MailBox data to create mailbox on IP=172.16.30.21.<br>»» MailBox data read successfully.<br>»» Creating: خنيف الله بجاد الجبرين المطيري mailbox on IP=172.16.30.21<br><br>»» <b>Trying to connect IP=172.16.30.21 ...</b><br>»» <b>Unable to connect with Remote Server IP=172.16.30.21. Details=Exception has been thrown by the target of an invocation.</b><br>IP= 172.16.30.21 IP= 172.16.30.21 |
| Date: 18/10/2017 20:01:10 | »» Reading MailBox data to create mailbox on IP=172.16.30.21.<br>»» MailBox data read successfully.<br>»» Creating: خنيف الله بجاد الجبرين المطيري mailbox on IP=172.16.30.21<br><br>»» <b>Trying to connect IP=172.16.30.21 ...</b><br>»» <b>Unable to connect with Remote Server IP=172.16.30.21. Details=Exception has been thrown by the target of an invocation.</b><br>IP= 172.16.30.21 IP= 172.16.30.21 |

MachPanel will automatically tries to create the mailbox after you fix the backend issue. Refresh the page to see the updated result\status.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/50288/How-to-Add-a-New-Mailbox>