

# 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 main heading is 'Manage - #172 Clerto(Co)'. A navigation bar includes 'MailBoxes' (highlighted with a red box), 'Mail Contacts', 'Distribution List', 'Public Folders', 'Wireless Service', 'Rules', 'Group Actions Log', and 'Compliance Management'. Below this is a search bar and an 'Operations' section with buttons for 'Add Mailbox' (indicated by a red arrow), 'Add Bulk Mailbox', 'Add Bulk Linked Mailbox', 'Group Actions', 'Remove & Export Failed Bulk Mailboxes', 'Linked AD Settings', and 'Add Export PST Job'. A dropdown menu is open under 'Add Mailbox', showing options: 'User mailbox', 'Linked mailbox', 'Shared mailbox', 'Room mailbox', and 'Equipment mailbox'. A blue arrow points to the 'Add Bulk Mailboxes' link. Below the dropdown is a table with columns for 'Mailbox', 'Details', and 'Options'. The table contains one entry: 'Abbott and Sons - Abbott.and.Sons@clerto.net'. The details for this mailbox are: Status: Active, Hidden from Address List: No, Type: User Mailbox, Mailbox Template: --, Usage: 0 MB of 125 MB, and Litigation Hold Enabled: No.

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- 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:

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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.

The screenshot displays two sections of the mailbox creation interface. The top section is titled "Full Access (Auto-Mapping Enabled)" and the bottom section is titled "Full Access (Auto-Mapping Disabled)". Both sections have a "Type to search" input field. Below the search field, there are two columns: "Selectable" and "Selected". The "Selectable" column contains a list of mailbox options with a scroll bar: "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)", and "Simon.Hains - Mailbox.A@contoso.com (Mailbox)". Between the columns are four green buttons: ">|", "|<", ">", and "<". The "Selected" column is currently empty.

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

The screenshot displays two sections of the mailbox creation interface. The top section is titled "Send On Behalf" and the bottom section is titled "Send As". Both sections have a "Type to search" input field. Below the search field, there are two columns: "Selectable" and "Selected". The "Selectable" column contains a list of mailbox options with a scroll bar: "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)", and "Sales - Sales@contoso.com (Group)". Between the columns are four green buttons: ">|", "|<", ">", and "<". The "Selected" column is currently empty.

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- **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> <b>Type:</b> User Mailbox <b>Usage:</b> 0 MB of Unlimited	<b>Hidden from Address List:</b> No <b>Mailbox Template:</b> -- <b>Litigation Hold Enabled:</b> No	
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To see complete details, click **Group Actions** Tab:

<a href="#">General Settings</a>	<a href="#">Mail Domains</a>	<a href="#">MailBoxes</a>	<a href="#">Mail Contacts</a>	<a href="#">Distribution List</a>	<a href="#">Public Folders</a>	<a href="#">Disclaimer</a>
<b>Group Actions</b>	<a href="#">Retention Settings</a>	<a href="#">SPAM Filters</a>				

Group Actions

Search

Operations

[Reset Tries Count](#)

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: 20 [Change](#)

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.

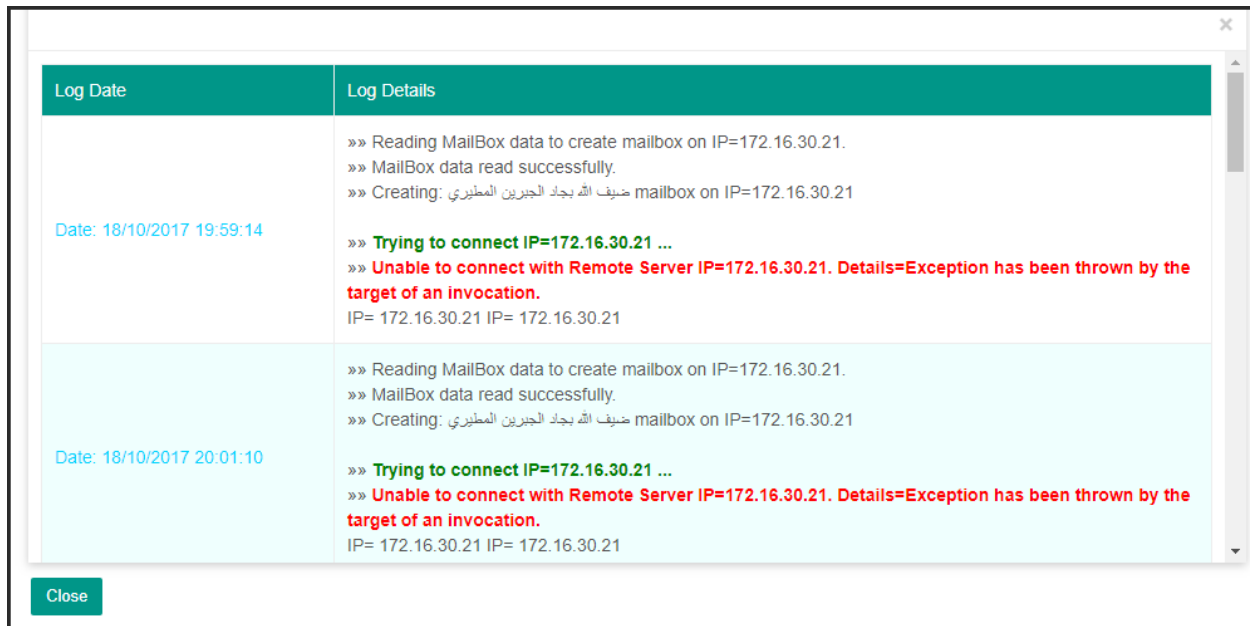
Status	Command	Date Entered ↑	Tries ↑	Last Tried ↑	Customer ↑	Owner ↑	Added by	Option
Completed	Create MailBox testdemo1 [testdemo1@contoso.com]	26.02.2018 10:21:26	1	26.02.2018 10:23:12	#5 Demo Customer [Company]	Host Admin (Provider)	Employee #1 Sales Admin	<a href="#">Run</a>

**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> <a href="#">Change Password</a>
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## 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.



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

Close

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>