

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 navigation at the top reads: Home > Service Director > Exchange Hosting > Exchange Accounts > Manage Service. The main heading is 'Manage - #172 Clerto(Co)'. A navigation bar contains several tabs: General Settings, Mail Domains, 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 a section for 'Operations' 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'. 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 identical sections for mailbox creation, one with 'Full Access (Auto-Mapping Enabled)' and one with 'Full Access (Auto-Mapping Disabled)'. Each section includes a search bar labeled 'Type to search', a 'Selectable' list of mailboxes, and a 'Selected' list. The 'Selectable' list contains: 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). The 'Selected' list is currently empty. Navigation buttons (left and right arrows) are positioned between the two lists.

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

The screenshot displays two sections for assigning permissions: 'Send On Behalf' and 'Send As'. Each section includes a search bar labeled 'Type to search', a 'Selectable' list of mailboxes, and a 'Selected' list. The 'Selectable' list for 'Send On Behalf' includes: 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). The 'Selected' list is currently empty. Navigation buttons (left and right arrows) are positioned between the two lists.

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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):

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

General Settings	Mail Domains	MailBoxes	Mail Contacts	Distribution List	Public Folders	Disclaimer
Group Actions	Retention Settings	SPAM Filters				
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	Run		
Displaying: 1- 1 of 1						Displaying per page: <input type="text" value="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.

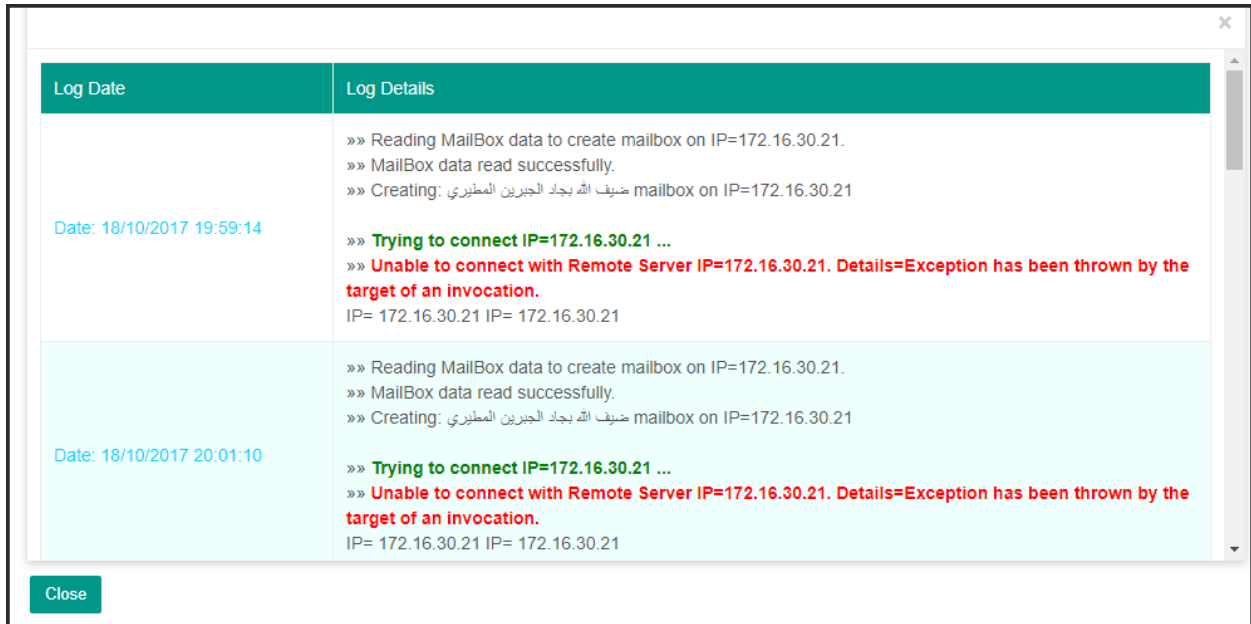
Status	Command	Date Entered	Tries	Last Tried	Customer	Owner	Added by	Option
Completed	Create MailBox testdemo1 [testdemo1@contoso.com]	26.02.2018 10:21:26	1	26.02.2018 10:23:12	#5 Demo Customer [Company]	Host Admin (Provider)	Employee #1 Sales Admin	Run

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

Failed	Create MailBox حنيف الله بجات 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	Run Change Password
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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. »» MailBox data read successfully. »» Creating: خنيف الله بجاد الجبرين المطيري mailbox on IP=172.16.30.21 »» Trying to connect IP=172.16.30.21 ... »» Unable to connect with Remote Server IP=172.16.30.21. Details=Exception has been thrown by the target of an invocation. 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. »» MailBox data read successfully. »» Creating: خنيف الله بجاد الجبرين المطيري mailbox on IP=172.16.30.21 »» Trying to connect IP=172.16.30.21 ... »» Unable to connect with Remote Server IP=172.16.30.21. Details=Exception has been thrown by the target of an invocation. 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>