#### Summary

This article provides a summary for Mailbox Database Management feature that offers Automatic Mailbox distribution over mailbox databases on Exchange in a controlled manner. You also get steps for adding/configuring mailbox databases both for new & existing users on exchange hosting from MachPanel interface.

#### Applies To

This article applies to MachPanel v4.9.21 and above.

#### How to Configure a new Mailbox Database ?

There are two possible scenarios for Adding Exchange mailbox databases.

- 1. **Scenario 1:** The Mailbox Database has been already added on Exchange server.
- 2. **Scenario 2**:Add new Database via MachPanel interface (The Mailbox Database should not already exists on Exchange server).

## Scenario 1:

If a Database is ALREADY added in Exchange server you can "*Get Mailbox Databases" to* sync Databases with MachPanel.

- Please navigate to the path: Home » Service Director » Exchange Hosting » Server Groups and click the Server Group name. New tab will open for Exchange Hosting servers.
- Now click on **Edit** link in front of the Server.

| •= Home > S | ervice Director > Exchan | ge Hosting > Exchange Server Group | ps        |                |                         |
|-------------|--------------------------|------------------------------------|-----------|----------------|-------------------------|
| Server (    | Groups                   | Hosting Servers Email Clie         | ents      |                |                         |
| Operation   | s                        |                                    |           |                |                         |
| Add Serve   | r to Group               |                                    |           |                |                         |
| Server gr   | roup:                    | Exchange 2016                      | Provider: |                | Microsoft Exchange 2016 |
| Status      | Server name              |                                    |           | Options        |                         |
| Enabled     | Ex1-sales-2016           |                                    |           | Test Service D | Disable Edit Remove     |
|             |                          |                                    |           |                |                         |

• Click on **Get mailbox Databases**, and save the configuration as per requirement. See the snapshots below:

| Search in menu         | Home > Service Director > Excha | ange Hosting > Exchange Server Groups > Edit Server  |  |
|------------------------|---------------------------------|--|--|
| 🖾 Exchange Hosting 🛛 🗕 | Edit Exchange Server:           |  |  |
| Server Groups          |                                 |  |  |
| Accounts               | Enabled:                        | $\checkmark$   |  |
| Products               | *Reference Id:                  | 1011-100-0011101-001-001   |  |
| Group Actions          |                                 |  |  |
| Exchange Databases     | *Server alias:                  | 1011 - 1000 - 101 - 1000 - 101 - 100 - 101 - 100 |  |
| Public Folder Mailbox  |                                 |  |  |
| Mailbox Templates      | *IP:                            | 1001120001100  | _  |
| Mailbox Manager        | DAG Servers:                    |  | Input comma separated list of IP Addresses of DAG servers without        |
| SPAM Filters           |                                 |  | any space, Control Panel Remote must be installed on all DAG<br>servers. |
| PST Exports/Imports    |                                 |  |  |
|                        |                                 |  |  |
| SharePoint Hosting +   |                                 |  |  |
| 😵 CRM Hosting 🛛 🕂      | Demote Access 500M              |  |  |
| Skype4B Hosting +      | "Remote Server FQDN:            | ALL CONSISTS OF AN ALL OF ALL OF   | Get Mailbox Databases  |
| ·                      | -                               |  | retrieve mailbox databases list.   |

• Lastly configure this **Server Group** in your Product\Service plan. Now subscribing service using that particular Package\Service Plan, the new accounts (domain) will be created on that mailbox Database server.

# Scenario 2:

You can also use MachPanel interface to create new Exchange Databases in this case the Database(s) should NOT exist already on Exchange server.

- Navigate to the following path: *Home » Service Director » Exchange Hosting » Exchange Databases*.
- Click on Add Database button to add a new database to your Exchange server.



- Provide Unique Database Name
- Select Exchange server
- Select Customers

| Databases Advanced Management  |  |          |
|--|--|----------|
| Add Mailbox Database   |  |          |
| *Database name:  | DB01   |          |
| Server Groups:   | Exchange Server 2019 -   |          |
| Select server:   | EX1-ESS-2019 -   |          |
| *Mount:  |  |          |
| *Customer:   |  |          |
| Type to search   |  |          |
| Selectable<br>Chris Robert - max07@hotmail.com [35]<br>Cluster-Support hyperv - clustersupport@hyperv.com<br>Commission Based Reseller - kevin peterson@newvis<br>Commission Basedler - asdf@gmail.com [5]<br>Customer under reseller - customerunderreseller@cus<br>Customer Demo - customer@machpanel.com [1]<br>Dexter Sandler - Justin Cresswel@may.cg [3]<br>Heseld-Labases. H. Labases@Reswuisings.elsut.f121. | [26]     Image: Constraint of the second secon | Selected |
| *Database file path:   | C:\Program Files\Microsoft\Exchange Server\V15\Mailbox\DB01\DB01.ed  |          |
| *Log folder path:  | C:\Program Files\Microsoft\Exchange Server\V15\Mailbox\DB01  |          |
| *Personal archive database:  | Same as mailbox database 👻   |          |
| *Maximum number of mailboxes:  | 1000   |          |
| *Current number of mailboxes:  | 0  |          |
| Save Cancel  |  |          |

Once a Database has been created you can **Edit**, check **Avg Mailbox Size** and **Remove** it from the server

| Database name               | Database Size on Disk | Server       | Mounted | MailBoxes   | Arshive<br>Edit            |
|-----------------------------|-----------------------|--------------|---------|---|----------------------------|
| Mailbox Database 1002777264 | 1.75 GB               | EX1-ESS-2019 | True    | Current: 586<br>Max: 10000<br>Avg Mailbox Size:<br>0 MB | Avg Mailbox Size<br>Remove |
|                             |                       |              |         | Current: 1<br>Max: 0                                    |                            |

**Advanced Database Management** 

Under Advanced Management you can view following:

- Active Copy Status
- Details:
  - 1. Copy Queue Length
  - 2. Replay Queue Length
  - 3. Last inspected log time
  - 4. Database Size on Disk
  - 5. Content Index State
  - 6. Circular Logging Enabled
  - 7. Mounted

Following actions can be performed :

- Copy
- Mount/Dismount

| Home > Service Director > Exchange Hos   | ting > Exchange Databases            |                             |                       |   |   |                  |
|--|--------------------------------------|-----------------------------|-----------------------|---|---|------------------|
| Databases Advanced Manage  | ement                                |                             |                       |   |   |                  |
| Search<br>Exchange Server 2019<br>Go<br>This operation is only supported for Exc<br>Operations<br>Add Database | Database name Change 2013 and above. |                             |                       |   |   | -                |
| Database name  | Server                               | Database Availability Group | Active Copy<br>Status | Details   |   | Options          |
| Malbox Database 1002777284   | EX1-ESS-2019                         | EX1-ESS-2019                | Active                | Copy Queue Length:<br>Replay Queue Length:<br>Last inspected log time:<br>Database Size on Disk:<br>Content Index State:<br>Circular Logging Enabled:<br>Mounted: | 0<br>0<br>1.75 GB<br>NotApplicable<br>False<br>True | Copy<br>Dismount |

How to change the Mailbox Database for Existing Mailbox users?

• Please navigate to following path: Home » Service Director » Exchange Hosting » Exchange Accounts » Service Management

• To change a **SINGLE** Mailbox Database, Click on **Mailboxes** tab and then select the Mailbox user. Now click on **Mailbox Database** button and change the mailbox database from the dropdown list as shown in the snapshot below:

| General Settings Mail Domain      | MailBoxes Mail Contacts                          | Distribution List Pu        | blic Folders      | Disclaimer           |
|-----------------------------------|--|-----------------------------|-------------------|----------------------|
| Group Actions Retention Setti     | ngs SPAM Filters Application In                  | npersonation                |                   |                      |
| Mailbox Settings for 1@testexsp   | .com   |                             |                   | Go Back to Listing   |
| General Email Address Mai         | il Flow Settings Advanced Permiss                | ions Set Password           | Mailbox datab     | ase                  |
| Personal archive settings Unified | Messaging Automatic Replies Dis                  | tribution List membership   | Journaling        | Calendar Permissions |
| Mobile Devices                    |  |                             |                   |                      |
| (                                 |  |                             |                   |                      |
| *Mailbox database:                | DatabaseA  | -                           |                   |                      |
| *If corrupted messages are found: | Skip the mailbox (Mailbox will not be move       | d).                         |                   |                      |
|                                   | <ul> <li>Skip the corrupted messages.</li> </ul> |                             |                   |                      |
|                                   | Maximum number of messages to skip:              | 0                           |                   |                      |
|                                   | If the maximum number of corrupted messa         | ages is exceeded, the mails | ox will not be mo | ved.                 |
| Save                              |  |                             |                   |                      |

 You can also use Group Actions button to change Mailbox database in bulk for a particular Exchange subscription. See the snapshot below for more details:

| Home > Service Director > Exchange Hosting > Exchange Account                         | nts > Manage Service   |         |
|---|--|---------|
| Manage - #14 testexsp.com   |  |         |
| General Settings Mail Domains MailBoxes Group Actions Retention Settings SPAM Filters | Mail Contacts Distribution List Public Folders Disclaimer<br>s Application Impersonation   |         |
| Search  |  | +       |
| Operations  |  |         |
| Add New MailBox - Add Bulk MailBox Add Bulk Linked Ma                                 | ilBox Group Actions Remove & Export Failed Bulk Mailboxes  |         |
| Sort by: Display name - Ascendir  | ng <del>- Go</del>   |         |
| Mailbox   | Details  | Options |
| 1 - 1@testexsp.com  | Status:         Active         Hidden from Address List:         No           Type:         User Mailbox         Mailbox Template: | =       |

• Select the mailboxes, Click to expand **Mailbox Database** section. See the snapshot below:

| General Settings | Mail Domains       | MailBoxes    | Mail Contacts | Distribution List   | Public Folders  | Disclaimer         |
|------------------|--------------------|--------------|---------------|---|---|--------------------|
| Group Actions    | Retention Settings | SPAM Filters | Application   | Impersonation   |   |                    |
| Group Actions    |                    |              |               |   |   | Go Back to Listing |
| Search           |                    |              |               |   |   | +                  |
| Mailboxes:       |                    |              |               |   |   |                    |
| Type to search   |                    |              |               |   |   |                    |
| Selectable       |                    | *            |               | K         1 (1 @te           1 (1 @te         2 (2@te           2 (2@te         3 (3@te           3 (3@te         room (r | d<br>stexsp.com)<br>stexsp.com)<br>stexsp.com)<br>som@testexsp.com) | *                  |

| Mailbox features                  |  | <b>`</b>                                 | + |
|-----------------------------------|--|--|---|
| Mailbox database                  |  |  | - |
| *Mailbox database:                | test 👻   |  |   |
| *If corrupted messages are found: | Skip the mailbox (Mailbox will not be moved).  |  |   |
|                                   | Skip the corrupted messages.                   |  |   |
|                                   | Maximum number of messages to skip:            | 0  |   |
|                                   | If the maximum number of corrupted messages is | exceeded, the mailbox will not be moved. |   |
| Save                              |  |  |   |
| Distribution List membership      |  |  | + |

How to move Large number of mailboxes regardless of Customer or Subscription?

- You can also use MachPanel Exchange Database section to move Mailboxes in Bulk regardless of Customer or subscription. Navigate to the following path: *Home » Service Director » Exchange Hosting » Exchange Databases*.
- Click on **Current number of mailboxes** to move user to the newly created database as shown below:

<u>Note:</u> MailBox add/create/move operation can only be performed to Mounted Databases.

Now the select the mailboxes to be moved and select newly created database and **Save** it as shown below:

| Home > Service     | ) Director > Exchan | ige Hosting > Exchange Databases     |                        |                   |  |  |  |
|--------------------|---------------------|--------------------------------------|------------------------|-------------------|--|--|--|
| Databases          | Mailboxes           | Advanced Management                  |                        |                   |  |  |  |
| Search             |                     |                                      |                        |                   |  |  |  |
| Host Admin (Provid | der) 🔻              | Customer ID                          | Customer Name          | Organization Name |  |  |  |
| Display name       |                     | Email                                |                        |                   |  |  |  |
| Search             |                     |                                      |                        |                   |  |  |  |
|                    | Display name        |                                      | Email                  |                   |  |  |  |
|                    | Jack Ryan           |                                      | jackryan@contoso.com   |                   |  |  |  |
|                    | Lucas Hayden        |                                      | L.hayden@cloudhost.com |                   |  |  |  |
|                    | Lyle Hal            |                                      | Lyle.Hal@cloudhost.com |                   |  |  |  |
| ~                  | user001             |                                      | user001@support247.net |                   |  |  |  |
|                    |                     |                                      |                        |                   |  |  |  |
| ∕lailbox databas€  | e:                  | Mailbox Database 1002777264          | -                      |                   |  |  |  |
| f corrupted mes    | sages are           | Skip the mailbox (Mailbox will not t | pe moved).             |                   |  |  |  |
| und:               |                     | Skip the corrupted messages.         |                        |                   |  |  |  |

\*Maximum number of messages 0 If the maximum number of corrupted messages is exceeded, the mailbox will not be moved.

This action will be added to Group actions and shows the message as below:



Now navigate the path:*Home > Service Director > General > Group Actions*. Select **Group Actions** tab and you will see the move command there.

| Home > Serv | ice Director > General > Group Ac     | ctions                     |          |                         |                               |                             |                      |        |
|-------------|---------------------------------------|----------------------------|----------|-------------------------|-------------------------------|-----------------------------|----------------------|--------|
| Group Act   | ions CSP Group Jobs                   | Group Jobs S               | Settings |                         |                               |                             |                      |        |
| Search      |                                       |                            |          |                         |                               |                             |                      | +      |
| Operations  |                                       |                            |          |                         |                               |                             |                      |        |
| Reset Tries | Count                                 |                            |          |                         |                               |                             |                      |        |
| Status      | Command                               | Date<br>Entered <b>1</b> 1 | Tries 11 | Last<br>Tried <b>I1</b> | Customer 11                   | Owner 11                    | Added by             | Option |
| In Process  | Change MailBox<br>printer@contoso.com | 07.02.2018<br>12:25:45     | 0        | 07.02.2018<br>12:25:45  | #5 Demo Customer<br>[Company] | Host<br>Admin<br>(Provider) | Employee<br>#1 Sales | Run    |

### MachPanel Knowledgebase

https://kb.machsol.com/Knowledgebase/52390/Mailbox-Database-Management-and-...