

# Mailbox Database Management and Distributing Mailboxes over mailbox databases

## 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 ?

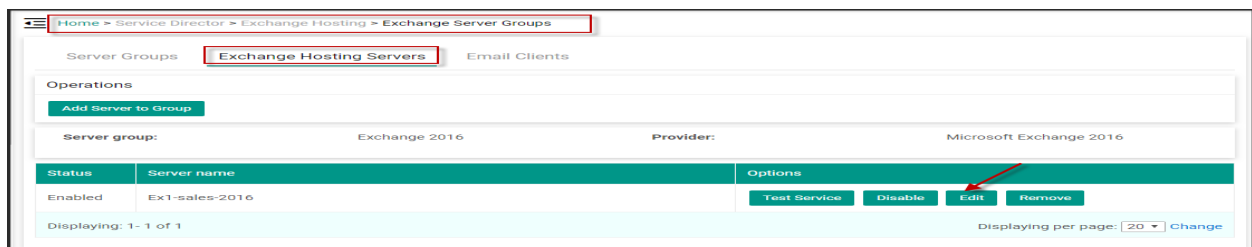
There are two possible scenarios for Adding Exchange mailbox databases.

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:

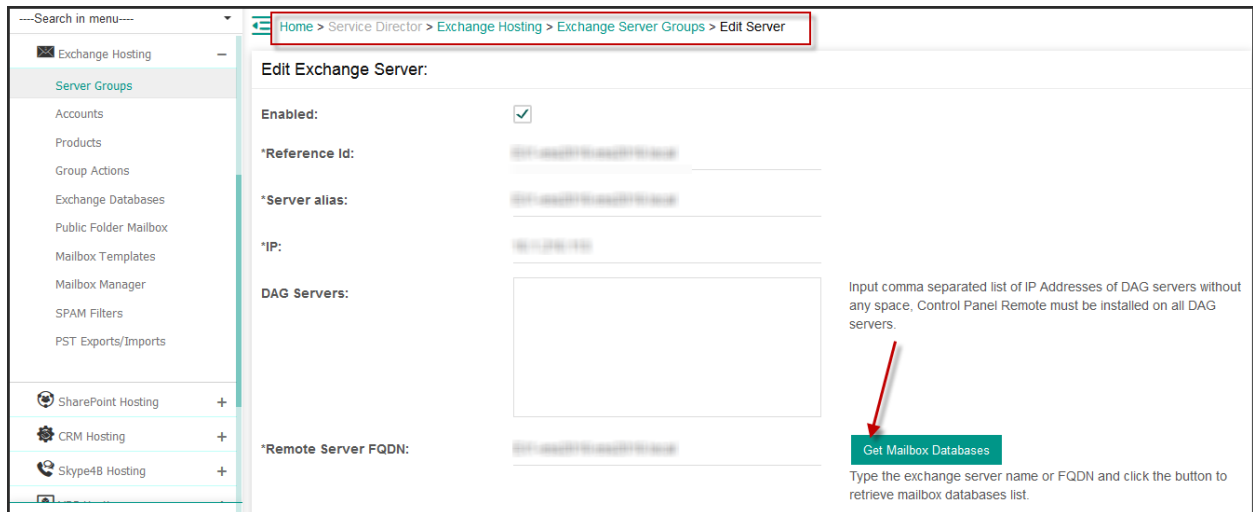
If a Database is ALREADY added in Exchange server you can "*Get Mailbox Databases*" to sync Databases with MachPanel.

- 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.



## Mailbox Database Management and Distributing Mailboxes over mailbox databases

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

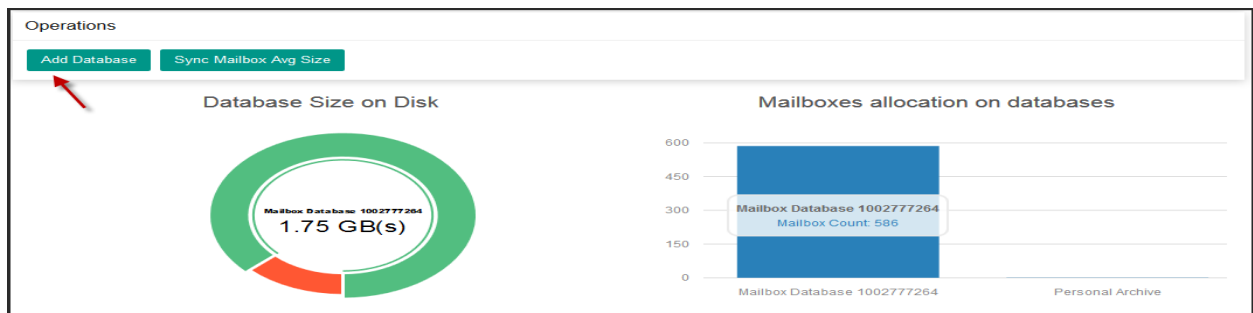


- Lastly configure this **Server Group** in your Product\Service plan. Now subscribing service using that particular Package\Service Plan, the new accounts (domain) will be created on that mailbox Database server.

### 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.



# Mailbox Database Management and Distributing Mailboxes over mailbox databases

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

**Databases**    Advanced Management

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**Add Mailbox Database**

\*Database name:

Server Groups:

Select server:

\*Mount:

\*Customer:

Type to search

**Selectable**

- Chris Robert - max07@hotmail.com [35]
- Cluster-Support hyperv - clustersupport@hyperv.com [26]
- Commission Based Reseller - kevin.peterson@newvisioncloud.com [13]
- Commission Reseller - asdf@gmail.com [5]
- Customer under reseller - customerunderreseller@customerunderreseller.com [17]
- Customer Demo - customer@machpanel.com [1]
- Dexter Sandler - Justin.Cresswell@mp.qa [8]

>|   <|

>   <

**Selected**

- All

\*Database file path:

\*Log folder path:

\*Personal archive database:

\*Maximum number of mailboxes:

\*Current number of mailboxes:

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	Archive
Mailbox Database 1002777264	1.75 GB	EX1-ESS-2019	True	Current: 586 Max: 10000 Avg Mailbox Size: 0 MB	<div style="border: 1px solid gray; background-color: #f0f0f0; padding: 5px; width: fit-content;">                         Edit                          Avg Mailbox Size                          Remove                     </div>
				Current: 1 Max: 0	

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## 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 Hosting » Exchange Databases

Databases **Advanced Management**

Search

Exchange Server 2019 Database name

Go

This operation is only supported for Exchange 2013 and above.

Operations

Add Database

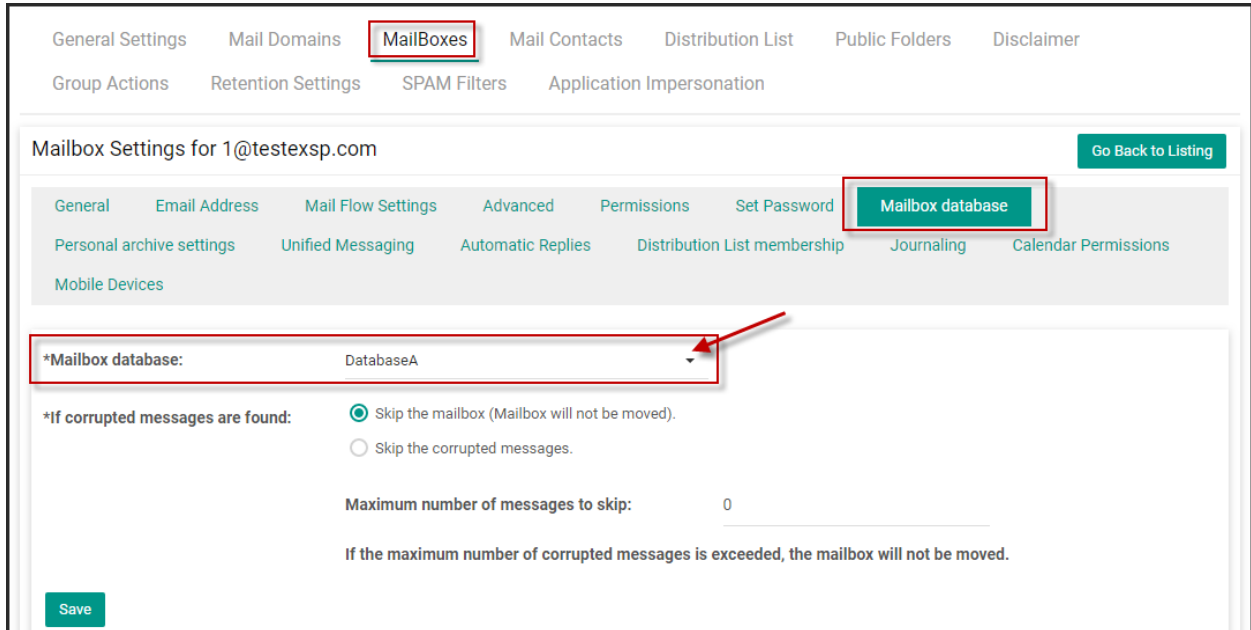
Database name	Server	Database Availability Group	Active Copy Status	Details	Options
Mailbox Database 1002777264	EX1-ESS-2019	EX1-ESS-2019	Active	Copy Queue Length: 0 Replay Queue Length: 0 Last inspected log time: Database Size on Disk: 1.75 GB Content Index State: NotApplicable Circular Logging Enabled: False Mounted: True	Copy 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**

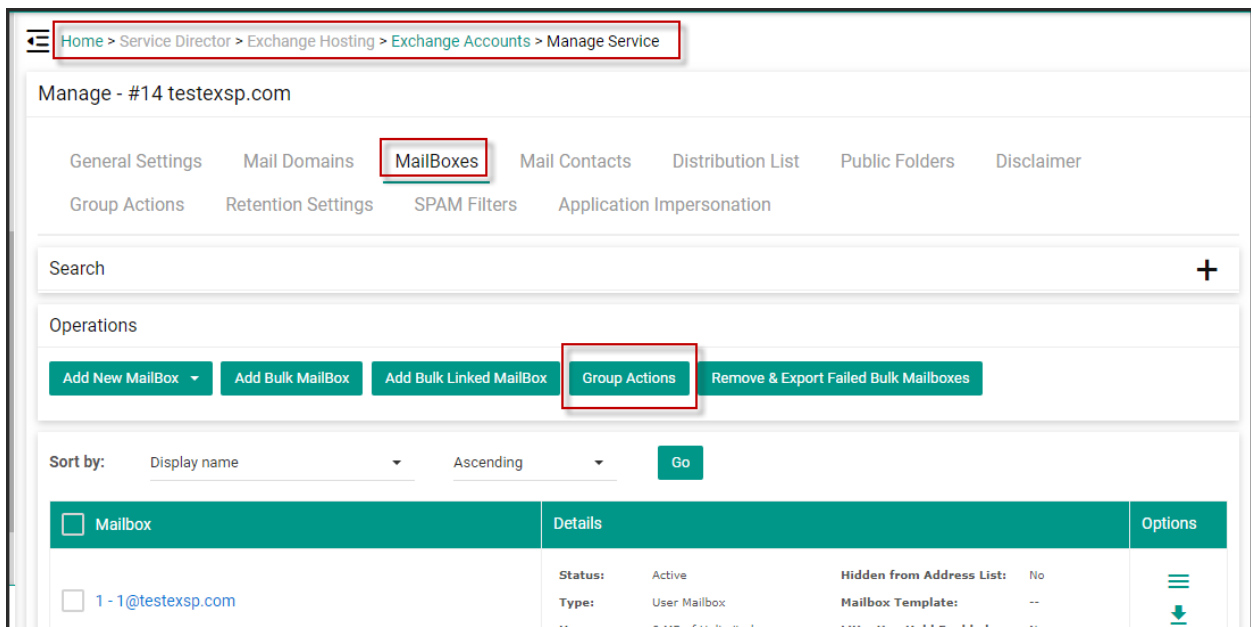
## Mailbox Database Management and Distributing Mailboxes over mailbox databases

- 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:



The screenshot shows the 'Mailbox Settings for 1@testexsp.com' page. The 'MailBoxes' tab is selected in the top navigation. In the sub-navigation, the 'Mailbox database' button is highlighted with a red box. Below this, the '\*Mailbox database:' dropdown menu is open, showing 'DatabaseA' as the current selection, also highlighted with a red box and a red arrow pointing to it. Below the dropdown, there are radio button options for handling corrupted messages: 'Skip the mailbox (Mailbox will not be moved)' (selected) and 'Skip the corrupted messages'. A text input field for 'Maximum number of messages to skip:' is set to '0'. A 'Save' button is at the bottom left.

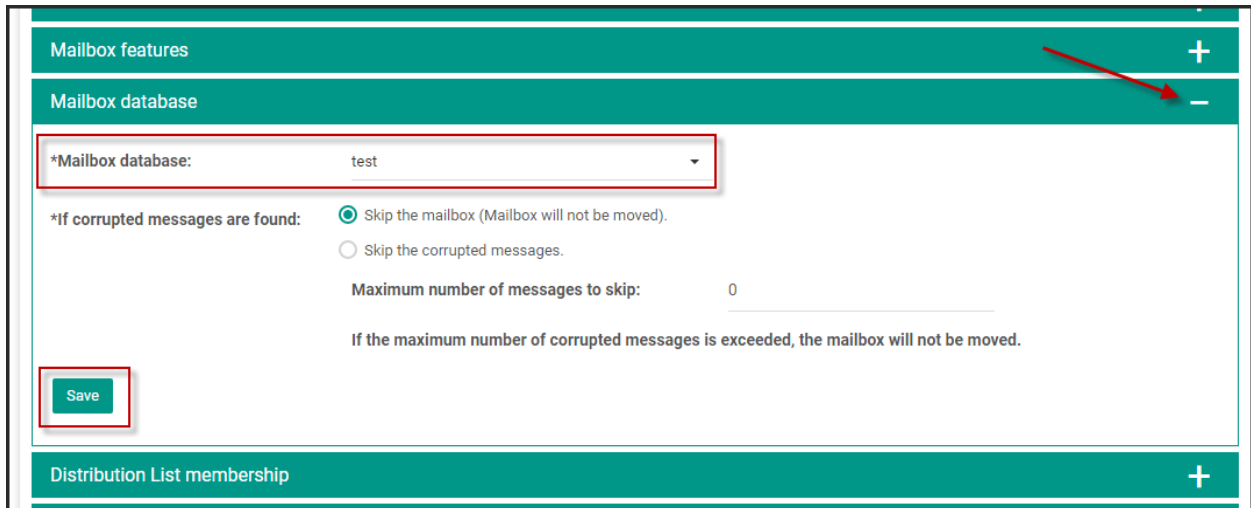
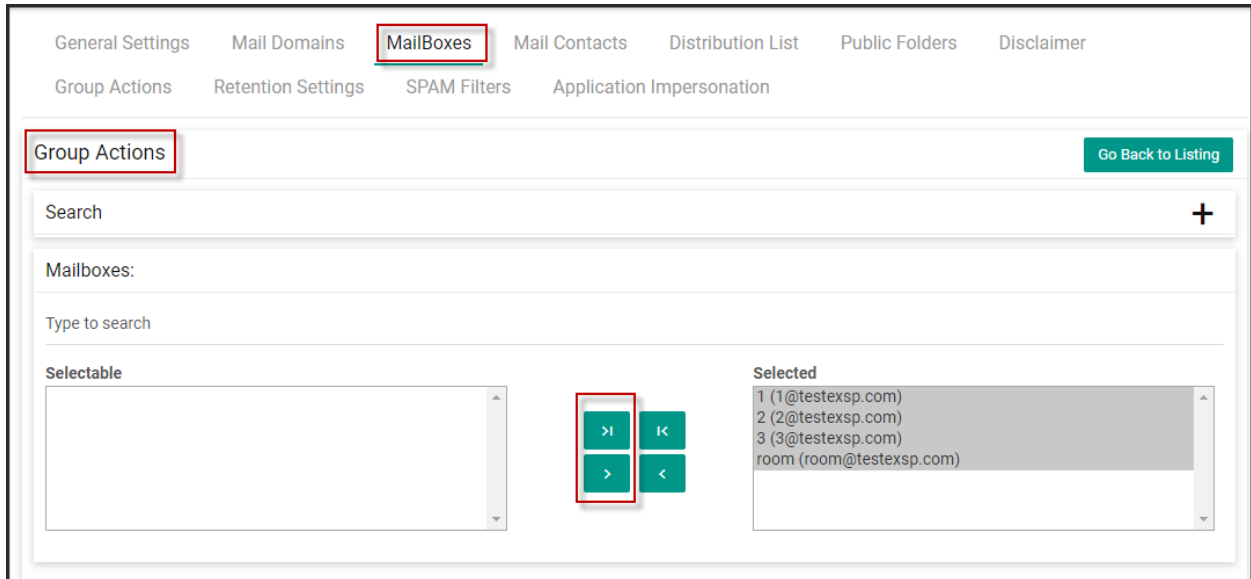
- You can also use **Group Actions** button to change Mailbox database in bulk for a particular Exchange subscription. See the snapshot below for more details:



The screenshot shows the 'Manage - #14 testexsp.com' page. The 'MailBoxes' tab is selected in the top navigation. In the 'Operations' section, the 'Group Actions' button is highlighted with a red box. Below this, there is a table with columns for 'Mailbox', 'Details', and 'Options'. The table contains one row for the mailbox '1 - 1@testexsp.com'. The 'Details' column shows 'Status: Active', 'Type: User Mailbox', and 'Usage: 0 MB of Unlimited'. The 'Options' column shows 'Hidden from Address List: No', 'Mailbox Template: --', and 'Litigation Hold Enabled: No'.

## Mailbox Database Management and Distributing Mailboxes over mailbox databases

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



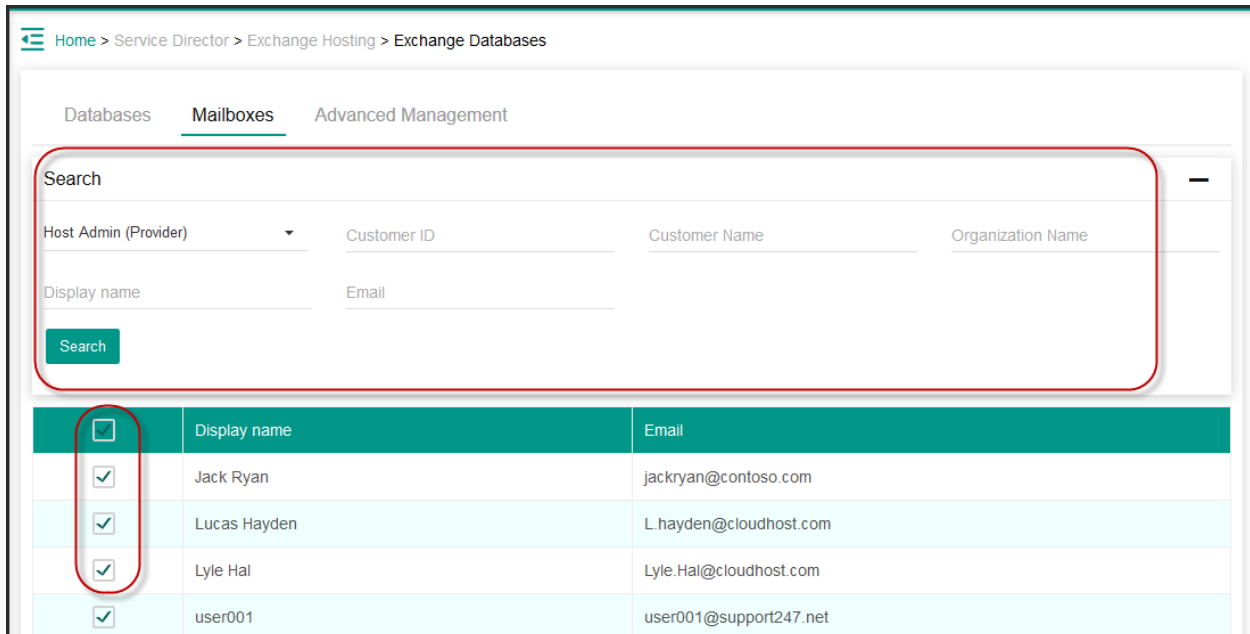
### How to move Large number of mailboxes regardless of Customer or Subscription?

- 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:

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**Note:** 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 > Exchange Hosting > Exchange Databases

Databases Mailboxes Advanced Management

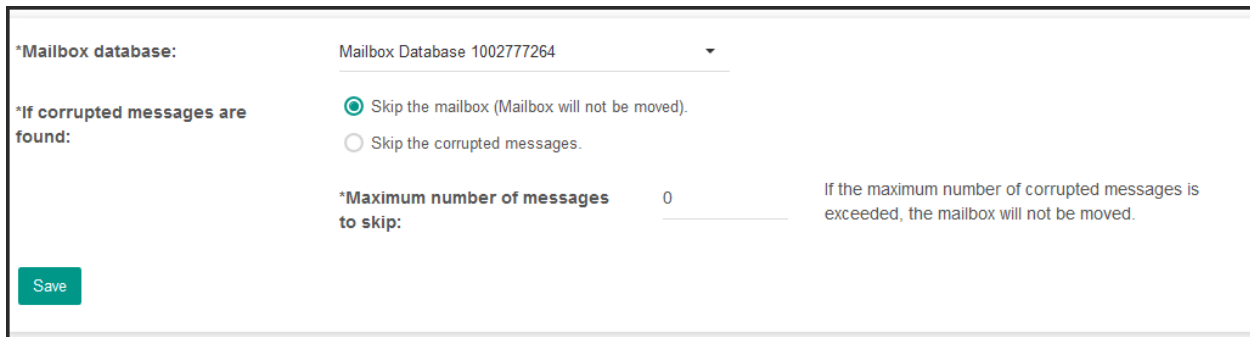
Search

Host Admin (Provider) Customer ID Customer Name Organization Name

Display name Email

Search

<input checked="" type="checkbox"/>	Display name	Email
<input checked="" type="checkbox"/>	Jack Ryan	jackryan@contoso.com
<input checked="" type="checkbox"/>	Lucas Hayden	L.hayden@cloudhost.com
<input checked="" type="checkbox"/>	Lyle Hal	Lyle.Hal@cloudhost.com
<input checked="" type="checkbox"/>	user001	user001@support247.net



\*Mailbox database: Mailbox Database 1002777264

\*If corrupted messages are found:

Skip the mailbox (Mailbox will not be moved).

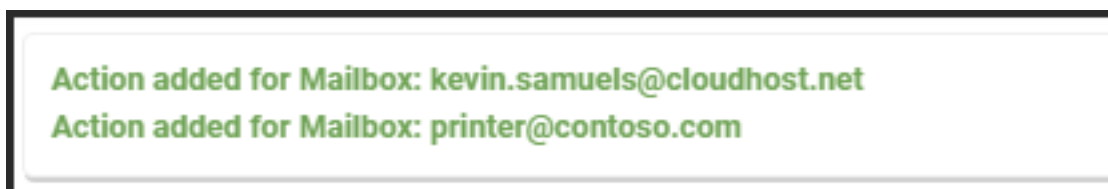
Skip the corrupted messages.

\*Maximum number of messages to skip: 0

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

Save

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

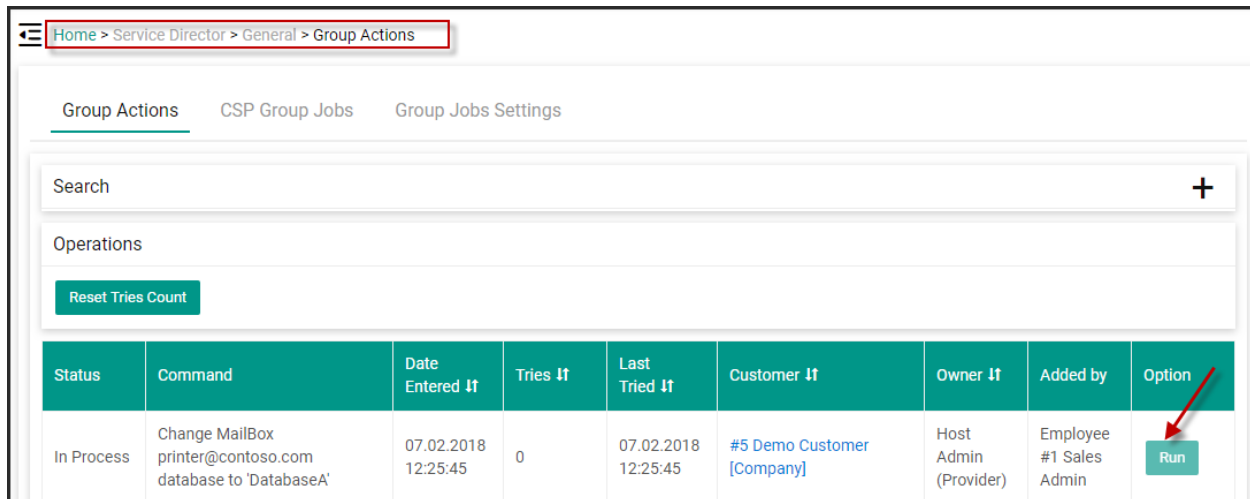


Action added for Mailbox: kevin.samuels@cloudhost.net

Action added for Mailbox: printer@contoso.com

## Mailbox Database Management and Distributing Mailboxes over mailbox databases

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



Home > Service Director > General > Group Actions

Group Actions CSP Group Jobs Group Jobs Settings

Search +

Operations

Reset Tries Count

Status	Command	Date Entered ↑	Tries ↑	Last Tried ↑	Customer ↑	Owner ↑	Added by	Option
In Process	Change MailBox printer@contoso.com database to 'DatabaseA'	07.02.2018 12:25:45	0	07.02.2018 12:25:45	#5 Demo Customer [Company]	Host Admin (Provider)	Employee #1 Sales Admin	Run

MachPanel Knowledgebase

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