

Unable to fetch mailbox databases. Check server connectivity, Mailbox limits.

## Summary

This article provide a fix for the following issue.

## Applies To

This article applies to all MachPanel build versions.

## Symptoms\Error Message

**"Unable to fetch mailbox databases. Check server connectivity, Mailbox limits."**

**"No active Server present to process the subscription or all servers are filled to capacity"**

## Resolution\Fix

Please follow the process below and try creating mailbox again after having perform the steps.

Perform steps from Process 1, and try mailbox creation, if issue is not resolved, try the steps from Process 2.

### 1. Process 1:

- Navigate to: **Home » Service Director » Exchange Hosting » Exchange Databases**
- Click "Edit" from "Options" column in front of each mailbox database one by one.

Home > Service Director > Exchange Hosting > Exchange Databases

Databases

Search

PSS-LAB2016 - Exchange 2016

Go

Operations

Add Database

Database name	Server	Mounted	Current number of mailboxes	No. of Archive Mailboxes	Options
Mailbox Database 2106598431	EX1-PSS-2016	True	66	0	Edit Remove
Database A	EX1-PSS-2016	True	25	1	Edit Remove

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- Ensure "All" is selected for "Customer:", and "\* Maximum number of mailboxes:" is greater than "\* Current number of mailboxes:"

Edit Mailbox Database

Database name: Database A

Customer: All

Type to search

Selectable

- a b - resell@resell.com [88]
- albert fer - abcd@yahoo.com [84]
- Alex Smith - malikmubashir25@hotmail.com [74]
- Chris Jordan - chris.Jordan@mksl.com [101]
- commission resellerz1 - commissionresellerz1@commissionresellerz.com [69]
- commission testing - testingcommission@test.local [69]
- Commission Reseller - Commission@reseller.com [28]

\*Mount:

\*Personal archive database: Same as mailbox database

\*Maximum number of mailboxes: 1000

\*Current number of mailboxes: 25

Save Cancel

- Click on "Save"
- Perform above steps for each mailbox database one by one.

## 2. Process 2:

- Navigate to: **Home » Service Director » Exchange Hosting » Exchange Server Groups**
- Click your desired "Server Group Name".
- Click on "Edit" from "Options" in front of Server Name
- In the "\* Mailbox database:" section, ensure the "\* Maximum number of mailboxes:" is greater than "\* Current number of mailboxes:"

Mailbox database	Personal archive database	Maximum number of mailboxes	Current number of mailboxes
Mailbox Database 1083352966	Same as mailbox database	1000	9
DatabaseA	Same as mailbox database	1000	11
TestDatabase	Same as mailbox database	1000	0
test	Same as mailbox database	1000	6

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- Click on "Save"
- Perform above steps for each Exchange Server one by one.

**Important Note:** You have to click **save**, even if values appear correctly and the limits are good, hit the "save" button and try adding the mailboxes again afterwards.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/53447/Unable-to-fetch-mailbox-database...>