

Error MSG while integration of Exchange mailbox\database server in DAG

Summary

This article provides solution to error appeared while integrating your Exchange mailbox\database server in DAG.

Applies To

This article applies to MachPanel build v5.2.10 and above.

Symptoms

Error MSG: No databases found, Check the Exchange server name (Containing mailbox databases) is valid AND/OR Make sure you have no connectivity issues with the Active Directory domain controller.

The screenshot shows the 'Edit Exchange Server: Server Information' form in MachPanel. At the top, a red error message states: 'No databases found, Check the Exchange server name (Containing mailbox databases) is valid AND/OR Make sure you have no connectivity issues with the Active Directory domain controller'. The form fields include: 'Enabled' (checked), 'Reference Id', 'Server alias', 'IP', 'DAG Servers' (with a list of IP addresses and a 'Get Mailbox Databases' button), 'Remote Server FQDN', 'CAS Internal FQDN', 'Public folder server FQDN', 'Public folder database', and 'Handle DNS' (unchecked). The 'DAG Servers' field has a note: 'Input comma separated list of IPAddresses of DAG servers without any space, MachPanel Remote must be installed on all DAG servers.' The 'Remote Server FQDN' field has a note: 'Type the exchange server name or FQDN and click the button to retrieve mailbox databases list.' The 'CAS Internal FQDN' field has a note: 'Comma separated list of CAS servers, like CAS1.Domain.com,CAS2.Domain.com. 1st server in list will be treated as default.'

Solution

1. If the above error appears while adding a new server and you have DAG implementation with all active databases in a single server, then please add the server which has active databases at the moment.
2. If above error message appears while editing existing server then please note that it will not break anything in MachPanel and you should be able to manage and provision the Exchange accounts. It means your database is active in other server now. You should add the second server in MachPanel as well and give IP of first server in DAG option.

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MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/53485/Error-MSG-while-intregation-of-...>