

# No active public folder mailboxes were found

## Summary

This article provides a summary on how to resolve "No Active Public Folder mailboxes" error.

## Applies To

This article applies to all build versions of MachPanel.

## Error MSG:

**Error processing command: No active public folder mailboxes were found. This happens when no public folder mailboxes are provisioned or they are provisioned in 'HoldForMigration' mode. If you're not currently performing a migration, create a public folder mailbox.**

## Solution

If you are using Exchange 2013, the error could appear because of the primary mailbox from public folder mailbox hierarchy is missing. Please note that this issue can be resolved by creating the hierarchy as mentioned in the articles below after deleting all the public folders.

<http://careexchange.in/how-to-recreate-public-folder-master-hierarchy-in-exchange-2013/>

<http://exchangegeek.wordpress.com/2013/12/26/how-to-recreate-primary-hierarchy-public-folder-mailbox/>

Once it is done you can create Public folders from MachPanel without any issue and no special settings would be required. If you need our help, our enterprise engineers can work on the backend over paid premium support ticket.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/54535/No-active-public-folder-mailboxe...>