

Mailbox permissions enabled or changed and it gets stuck with status [syncing]

### Summary

This article describes issue with “Permissions” where the mailboxes remain in “Syncing” status.

### Applies To

Machpanel (Exchange mailboxes)

### Details

Please note that the mailboxes being operated on “SHOULD NOT” have any Pending Jobs. If there are any pending jobs related to the mailboxes being worked on, the “Syncing” status will not change.

When Permissions on mailbox(es) are applied

The screenshot displays the 'Mailbox Settings for [redacted] 1' interface. The top navigation bar includes 'General Settings', 'Mail Domains', 'MailBoxes' (selected), 'Mail Contacts', 'Distribution List', 'Public Folders', and 'Disclaimer'. Below this, there are links for 'Group Actions', 'Compliance Management', and 'Calendar Permissions'. The main content area is titled 'Mailbox Settings for [redacted] 1' and includes a 'Go Back to Listing' button. The 'Permissions' tab is active, showing sub-tabs: 'General', 'Email Address', 'Mail Flow Settings', 'Advanced', 'Permissions' (selected), 'Set Password', and 'Mailbox database'. Under 'Permissions', there are links for 'Personal archive settings', 'Unified Messaging', 'Automatic Replies', 'Distribution List membership', and 'Calendar Permissions'. The 'Full Access' button is selected under the 'Send on Behalf' and 'Send as' options. The 'Full Access (Auto-Mapping Enabled):' section shows a search bar and two lists: 'Selectable' (empty) and 'Selected' (containing '(Mailbox) [Syncing]'). Below this, the 'Full Access (Auto-Mapping Disabled):' section shows a search bar and two lists: 'Selectable' (containing '(Mailbox)') and 'Selected' (containing 'tli'). A 'Save' button is at the bottom left.

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and you see permissions are not getting synced, i.e. mailbox on which permission are applied is with [syncing] status for quite a while as shown above.

#### **Solution**

1. Check Exchange **Group Actions**
2. All jobs related to mailbox should be completed or canceled for sync to work.
3. Also Provisioning service must be running.

#### **Question: What will be effect of problematic mailboxes on**

- Other mailboxes of the same org

**Answer:will get processed without any issue**

- Mailboxes in other organizations

**Answer:will get processed without any issue**

i.e. only particular mailbox who has pending job(s) gets stuck.

Lastly, if its a case of MachPanel which has been recently updated to latest build, then there is a table that needs to be updated and all records for all mailboxes need to be synced before proper status for all mailboxes is visible in panel interface. Following query can be executed to check status of overall sync.

**Select\*from** HB\_tblExchangeMailboxSync

**where** sendas=0 or SendOnBehalf=0 or FullAccess=0 or CalenderPermissions=0If issue is still persisitent:

#### **If issue is still persisitent / permissions sync not working, take following steps:**

1. Enable **Advanced logging**.

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2. Enable logging for thread: **GroupActionWorkMailBoxPermissions**. If there are multiple control servers, disable thread on all control servers except the one on which problem is being reviewed.
3. Review log files starting with:
  - MBPermissionsSync
  - SyncMailboxPermissions
4. After problem is solved, enable **GroupActionWorkMailBoxPermissions** thread on all servers, disable logging for Thread.
5. Disable **Advanced logging**.

To find duplicates following queries can be used:

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***Select UserLDAPUrl from HB\_tblExchangeMailboxes***

***group by userldapurl having count(Userldapurl) > 1***

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***Select LDAPGroup from HB\_tblExchangeDistributionLists***

***group by LDAPGroup having count(LDAPGroup) > 1***

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***Select ContactLDAPUrl from HB\_tblExchangeMailContacts where  
HostedOrgId = (Select HostedOrgId from HB\_tblExchangeOrganizations  
Where HostedOrgId=HB\_tblExchangeMailContacts.HostedOrgId)***

***group by ContactLDAPUrl having count(ContactLDAPUrl) > 1***

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If a duplicate is found, find all records against the LDAP in that table and keep 1 record against the Org.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/55634/Mailbox-permissions-enabled-or-c...>