

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

[General Settings](#) [Mail Domains](#) [MailBoxes](#) [Mail Contacts](#) [Distribution List](#) [Public Folders](#) [Disclaimer](#)

[Group Actions](#) [Compliance Management](#) [Calendar Permissions](#)

Mailbox Settings for [redacted] 1 [Go Back to Listing](#)

[General](#) [Email Address](#) [Mail Flow Settings](#) [Advanced](#) [Permissions](#) [Set Password](#) [Mailbox database](#)

[Personal archive settings](#) [Unified Messaging](#) [Automatic Replies](#) [Distribution List membership](#) [Calendar Permissions](#)

[Mobile Devices](#) [In-Place Hold](#)

[Send on Behalf](#) [Send as](#) [Full Access](#)

Full Access (Auto-Mapping Enabled):

Type to search

Selectable

Selected

Full Access (Auto-Mapping Disabled):

Type to search

Selectable

Selected

[Save](#)

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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

- Check Exchange **Group Actions**
- All jobs related to mailbox should be completed or canceled for sync to work.
- 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=0
```

MachPanel Knowledgebase

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