

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 shows the Exchange Mailbox Settings interface. At the top, there are navigation tabs: General Settings, Mail Domains, MailBoxes (selected), Mail Contacts, Distribution List, Public Folders, Disclaimer, Group Actions, Compliance Management, and Calendar Permissions. Below this, the page title is "Mailbox Settings for [redacted] 1" with a "Go Back to Listing" button. The main content area has several sub-sections: "General", "Email Address", "Mail Flow Settings", "Advanced", "Permissions" (selected), "Set Password", "Mailbox database", "Personal archive settings", "Unified Messaging", "Automatic Replies", "Distribution List membership", "Calendar Permissions", "Mobile Devices", and "In-Place Hold". Below these is a "Send on Behalf" section with "Send as" and "Full Access" buttons. The "Full Access (Auto-Mapping Enabled)" section contains a search box, a "Selectable" list (empty), a "Selected" list containing one item: "[redacted] (Mailbox) [Syncing]", and four navigation buttons (>|, |<, >, <). The "Full Access (Auto-Mapping Disabled)" section also contains a search box, a "Selectable" list containing one item: "[redacted] (Mailbox)", a "Selected" list containing one item: "[redacted] tli", and the same four navigation buttons. A "Save" button is located at the bottom left of the interface.

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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...>