

# Error on Subscribing Customer to Exchange Subscription

## Summary

This article provides solution to the issue which is faced in the Service Queue while subscribing customer to Microsoft Exchange subscription

## Applies To

All Versions

## Error Details

When customer is subscribe to Exchange subscription then it jobs gets failed inside the Service Queue with below error:

**Error: c: Create Offline Address Book: Length Cannot be less than Zero**

## Resolution

Possible Cause of this Error is that the CAS Internal FQDN input in Exchange Server setting is not set properly.

As mentioned in below screenshot Comma separated list of CAS servers, like CAS1.Domain.com,CAS2.Domain.com. 1st server in list will be treated as default.

- Make sure full FQDN is specified not just servername.

Exchange Hosting

Server Groups

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Exchange Databases

Public Folder Mailbox

Mailbox Templates

Mailbox Manager

Distribution List Manager

Mailbox Migration

SPAM Filters

PST Exports/Imports

DAG Servers:

\*Remote Server FQDN:

\*CAS Internal FQDN:

\*Public folder server FQDN:

Input comma separated list of IP Address any space. Control Panel Remote must be servers.

Get Mailbox Databases

Type the exchange server name or FQDN retrieve mailbox databases list.

Comma separated list of CAS servers. like CAS1.Domain.com,CAS2.Domain.com. 1st treated as default.

## Error on Subscribing Customer to Exchange Subscription

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/55784/Error-on-Subscribing-Customer-to...>