How to Resolve Errors when Adding Users to the Mailbox Manager

https://campus.barracuda.com/doc/42048305/

This article refers to Barracuda ArchiveOne Enterprise and Express version 6.6 and earlier.

In older versions of ArchiveOne prior to version 7.0, the software uses a Microsoft database to hold the list of mailboxes to be considered for processing, along with a small amount of ancillary data. In In rare cases, this database can become corrupted. If you encounter the following error message when adding mail boxes to the Mailbox Manager node, the database may be corrupted:

```
There is a problem reading the service's list of mailboxes. You can clear the service's list by deleting the file \\<Configuration_Server>\Add-ins\AOnePol\ServerData\MailboxManager.mdb then restarting the service and admin.
```

To resolve this issue,

1. Back up the Mailbox Manager node to create a backup of your current mailboxes.
2. Clear the service's list by deleting the file MailboxManager.mdb file. The default location is: **\\<*Configuration_Server*>\Add-ins\AOnePol\ServerData\MailboxManager.mdb**.
   Once you delete the file, you must add all of the required mailboxes back into the Mailbox Manager before processing.
3. Type `services.msc` in the **Start Search** box, and press **Enter**.
4. In the **Services** window, restart the service and admin.

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