

## Using the Autodiscover Test Tool to Troubleshoot Autodiscover Issues

<https://campus.barracuda.com/doc/51191658/>

### Required Product Version

This article applies to Barracuda PST Enterprise version 3.2 or higher.

PST Enterprise obtains information about mailboxes via Exchange Autodiscover. This is particularly critical for mailboxes hosted in Microsoft Office 365 as there may be no information for these online mailboxes in local Active Directory (AD). You may be advised by Barracuda Networks Technical Support to use this diagnostic tool in the event that a user's mailbox details cannot be successfully retrieved from Exchange Autodiscover. This may manifest itself as a failure to log in to the mailbox when attempting to process a PST, or the inability to determine whether a user has an Exchange archive mailbox.

To run the Autodiscover Test Tool,

1. On the PST Enterprise server, browse to the **C2CAutodiscover** folder in the installation directory, by default: **C:\Program Files (x86)\Barracuda\PSTEnterprise\C2CAutoDiscover**
2. Right-click **C2CAutoDiscover2Test.exe**, and click **Run as administrator**. C2C Autodiscover 2 launches.
3. In the **Mailbox to discover** field, enter the email address of the user for which Autodiscover is failing, for example, type: **bsmith@barracuda.com**
4. In the **Authentication user** field, enter the User Principal Name (UPN) of the user which is attempting to run Autodiscover. This is the PSTEnterpriseAdmin account, for example, type: **PSTEnterpriseAdmin@barracuda.local**

Note that the UPN is not necessarily the same as the user's email address. For example, the UPN may be **bsmith@barracuda.local** while their email address is **bsmith@barracuda.com**.

5. In the **Password** field, enter the password associated with the authentication user account.
6. Click **Discover** to retrieve the mailbox details, or click **Discover with Archive mailbox** to retrieve the Exchange archive mailbox details for the specified user.
7. If the discovery succeeds, the mailbox details are reported in the **Status** window.
8. If the discovery fails, **Discovery FAILED** displays in the **Status** window.
9. Click **View log** to retrieve the log file and view details around the error. This can then be sent to your Barracuda Networks Technical Support representative for investigation.

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