How to Manually Configure the Exchange Application Impersonation Role for the ArchiveOne Service Account

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This article applies to Barracuda ArchiveOne version 6.6 or later.

The ArchiveOne service account is assigned the application impersonation role during installation. This allows the administrator to impersonate other users in order to complete tasks such as live Exchange mailbox searches. However, if the installing user has insufficient permissions to perform this action, the following error displays during installation:
`There was a problem while trying to configure Exchange impersonation.`

To resolve this issue, use the following steps to manually set and confirm the application impersonation role assignment:

1. From the Exchange Management Shell (EMS), run the following command:
   `New-ManagementRoleAssignment -Name C2CServiceAccountImpersonation -Role applicationImpersonation -User` *`ArchiveOneServiceAccount`*
   where *`ArchiveOneServiceAccount`* is the name of the ArchiveOne service account.
2. From the EMS, run the following command:
   `Get-ManagementRoleAssignment -RoleAssignee` *`ArchiveOneServiceAccount`*
   where *`ArchiveOneServiceAccount`* is the name of the ArchiveOne service account.

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