

How to Resolve ArchiveOne Service Account Configuration Errors in Exchange During Installation

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This article applies to Barracuda ArchiveOne version 7.3 or higher.

When installing ArchiveOne, the installer creates and configures an ArchiveOne service account. This is used as the identity for the ArchiveOne Services which run on the Archive server and have a mailbox provisioned in Exchange. This service account is assigned Full Access permissions over any Exchange mailboxes you want ArchiveOne to process. When attempting to configure the ArchiveOne service account Exchange rights, the installer may present one of the following errors:

- *There was a problem while creating the mailbox*
- *There was a problem while trying to locate the mailbox for the service account*
- *There was a problem while trying to add the service account to the Exchange Organization Management group*
- *There was a problem while trying to grant the service account access to all mailboxes*
- *There was a problem while granting the service account and ArchiveOneUsers group owner rights to the service account mailbox*

If you encounter one or more of these errors, see the specific section below or use the following steps to resolve the issue:

1. Ensure that all the prerequisites have been fulfilled as per [ArchiveOne for Exchange - Prerequisites](#).
2. Verify the installing user has sufficient administrative permissions to create accounts in the specified organizational unit (OU) and create mailboxes in Exchange.
3. If you continue to encounter issues, manually create the service account mailbox with the rights as described in [ArchiveOne Service Account Permissions](#).
 1. To set the owner rights, run the following commands in the Exchange Management Shell:
 1. **Add-MailboxPermission -Identity <ServiceAccount> -Owner <ServiceAccount>**
 2. **Add-MailboxPermission -Identity <ServiceAccount> -Owner <Group>**
where *ServiceAccount* is the ArchiveOne service account and *Group* is the ArchiveOneUsers group.
4. You can then re-run the installation, specifying the manually created account.
5. If you are unable to proceed with the installation, click **Save Log** on the installer to collect the installation logs, or manually collect the log files from **C:\ArchiveOneInstallLogs**, and [contact Support](#) for assistance.

There was a problem while trying to locate the mailbox for the service account

You should confirm that the service account mailbox is not disabled in Exchange and the property mailboxNickname is populated in Active Directory.

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