

## How to Resolve Mailbox Manager Error when Reading the List of Mailboxes

<https://campus.barracuda.com/doc/53675533/>

This article applies to Barracuda ArchiveOne version 7.0 and higher.

The [Mailbox Manager node](#) in the ArchiveOne admin console displays the list of mailboxes configured for ArchiveOne. This information is stored in the C2CAOneConfig database in the ArchiveOne SQL instance. If there are any connectivity issues with the SQL instance, you may see the following error when selecting the Mailbox Manager node:

*Mailbox Manager Error*

*There is a problem reading the list of mailboxes.*

*Database connection in use: Provider=SQLNCLI10;SERVER=SERVER\C2CArchiveOne;Integrated Security=SSPI;DATABASE=C2CAOneConfig;DataTypeCompatibility*

*Click here or contact your ArchiveOne provider for more assistance*

Use the following steps to resolve the SQL connectivity error.

### Step 1. Enable Advanced Service Tracing

The specific SQL error displays in the ArchiveOne service tracing.

1. Enable advanced tracing using the steps in the article [How to Enable Advanced Tracing](#). Once tracing is enabled, reproduce the error before analyzing the log file.
2. If tracing is already configured, you can simply open the log file. To open the service trace folder from the ArchiveOne admin console, right-click the **Status** node, and click **Configure**.
3. Click the **Diagnostics** tab, and click **Open Service Trace Folder**. The **Logs** folder opens in the Add-ins share.
4. The attempt to connect to the SQL database is traced in the ClientConnection log which is stored in:  
**\\Configuration\_Server\Add-ins\AOnePol\logs\AOnePolService\DATE\_TIME\ClientConnection.**
5. In the **ClientConnection** directory, open the file with the modification date of when you reproduced the error in a text editor such as Notepad. This is likely the most recently generated **.log** file.

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## Step 2. Analyze the ClientConnection Log for the SQL Connection Error

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1. With the file open in Notepad, look for lines that start with:  
*AOneMailboxManagerDatabase::Connect Connection Open failed*
2. The nature of the SQL error is specified in these log lines.

## Step 3. Resolve the SQL Connection Error

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There can be a number of different causes:

- The SQL instance name is incorrect
- The named server cannot be resolved in DNS
- There is a firewall preventing connection to the SQL instance
- The SQL Server Browser service is not running on the SQL server
- The TCP/IP protocol is not enabled for the specified SQL instance

The error in the ClientConnection log provides more detail as to the nature of the failure. You should:

1. Confirm that the SQL instance name is correct and contains no misspellings.
2. Confirm the specified hostname resolves in DNS from the ArchiveOne server, for example, ping this from the command line.
3. If you have deployed any firewalls between the SQL server and the ArchiveOne server, ensure the necessary ports for SQL connectivity are open (see the *Firewall Configuration* section in [Prepare for Installation](#)).
4. On the SQL server, ensure the **SQL Server Browser** service is running from the Microsoft Services console (**services.msc**).
5. In the SQL Server Configuration Manager, ensure the TCP/IP protocol is enabled for the ArchiveOne SQL instance.
  1. Launch the **SQL Server Configuration Manager**.
  2. Expand the **SQL Server Network Configuration** node and select the **Protocols for INSTANCE**, where *INSTANCE* is the name of the SQL instance used by ArchiveOne.
  3. Ensure **TCP/IP** is set to **Enabled**.

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