

How to Resolve PST Enterprise Service Account Configuration Errors in Exchange During Installation

<https://campus.barracuda.com/doc/68359719/>

When installing PST Enterprise, the installer creates and configures an PST Enterprise service account. This is used as the identity for the PST Enterprise System Health Service and application pool identity which run on the PST Enterprise server. This service account is assigned Full Access permissions over any Exchange mailboxes you want PST Enterprise to process. When attempting to configure the PST Enterprise service account Exchange rights, the installer may present one of the following errors:

- *There was a problem while trying to grant the administrative account access to all mailboxes*
- *There was a problem while trying to add the service account to the Exchange Organization Management group*

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

1. Ensure all prerequisites have been fulfilled as per [Step 1 - System Requirements](#).
2. Verify the installing user has sufficient administrative permissions to assign rights in Exchange.
3. If you continue to encounter issues, manually create the service account with the rights as described in [Accounts and Permissions](#).
 - To set the owner rights, run the following commands in the Exchange Management Shell:
Add-MailboxPermission -Identity <ServiceAccount> -Owner <ServiceAccount>
where *ServiceAccount* is the PST Enterprise service account.
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:\PSTEnterpriseInstallLogs**, and [contact Support](#) for assistance.

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