

## How to Resolve Exchange Integration Errors

<https://campus.barracuda.com/doc/71862972/>

If you encounter any of the following errors in the web interface, use the list of troubleshooting options to resolve the issue.

### "Invalid Username, Password, or Domain" Error

Check the password for the administration/service account.

Add a new server on the **MAIL SOURCES > Exchange Integration** page, and run **Autodiscover** on the new server. If the server is found, use that configuration and delete the server that was previously added manually. Autodiscover is a better option and normally returns the correct configuration settings.

If you have Outlook profile configured for a mail source, either for Microsoft 365 or Exchange Server, run the following test on the service account:

1. Go to the system tray on the local machine, press **Ctrl**, right-click Outlook, and click **Test Email Auto configuration**.
2. Log in with the service account, and click test.
3. The result helps to verify:
  - GUID number (for Microsoft 365 and Exchange 2013 and newer);
  - Domain set up in the Barracuda Message Archiver for the server; for example, **abc.com** instead of **abc.onmicrosoft.com**; and
  - Email address of your service account is correct.

Browse to <https://testconnectivity.microsoft.com/> to test the service account and the Outlook Autodiscover.

Barracuda Networks recommends that you always verify the users in the **Summary** page before running any jobs. This helps to make sure that users are not hidden from the Global Address List (GAL) and that the server configuration is correct.

### "Unknown Error, Please Contact Support" Error

#### Configuration errors: Problems with the service account

Verify the service account has a valid mailbox and that you can manually log in to that mailbox.

Verify the username and default proxy address of the service account match.

Verify the service account is hidden from the GAL.

Verify the service account is not locked.

If none of the above options resolves the issue, try another service account.

## Login errors: Issue accessing other mailboxes

Verify the service account can open other mailboxes. To test it:

1. Log in to Outlook Web Access (OWA) as the service account.
2. Click the profile in the top-right corner, and try the option to open other mailboxes.
3. If you get an error, there is an issue with Microsoft and not your Barracuda Message Archiver.

Check the mailbox delegation on the Exchange Server for both service account mailbox and user mailboxes; service accounts must have full access permission and user mailboxes must show that the service account has full access to them.

## Profile configuration errors

There are some corner cases where the service account needs an Outlook profile. You may need to create a new profile for the service account in Outlook.

## Network errors: Issues arising from RPC having an invalid connection context

Add the primary domain controller to the server configuration on the **MAIL SOURCES > Exchange Integration** page:

1. Click **Start New Action** in, and select the action.
2. Click **Edit** to the right of the server, and click **Advanced Options**.
3. Add the primary domain controller to the **Global Catalog Server** field.

Run a TCP dump on your end, or contact [Barracuda Networks Technical Support](#) to run a TCP dump on their end. This usually exposes where and why the connection is breaking.

## Exchange Was Not Reachable

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This may be due to network issue or the Exchange Server may be overloaded.

Verify your Exchange Server is accessible.

For Virtual Exchange, verify another job, such as a backup, is not running at the same time.

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3. Add the primary domain controller to the **Global Catalog Server** field.

If the CAS server is behind a load balancer, the Barracuda Message Archiver can lose its connection. To fix this, browse to the **ADVANCED > Clustering** page. In the **Local Host Map** section, enter the hostnames of both CAS servers, and point both to a single IP address. This prevents Exchange Integration jobs from switching between CAS servers mid job.

## "Job Completed But Failed Processing Some Users" Error

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This error can occur if the Exchange database is too large. If the job runs successfully on individual users but fails when run on all users in a single job, the Exchange database may be too large. This error can occur if the service account does not have permission to access those users, or the users display in the GAL but are not in the mail server. For example, users were migrated to Microsoft 365 but the job is running on an Exchange Server or the service account is on the Exchange server.

Try running individual users per job, or using a distribution list to run jobs on a few users at a time. If the job completes running an individual user but does not complete when running the job on all users, there may be an issue with the Exchange database.

## "Job Completed But We Failed Processing Some Items" Error

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This error usually occurs because the message format is not supported, such as an RSS Feed, or the message appeared to be corrupted. Not necessarily the body of the message, but the header of the message may contain some information that does not match. For instance, the message has an attachment but the system does not see the attachment when downloading the message. The report for the job should include the messages that failed. Inspect the message on Exchange to determine

the issue with the message.

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