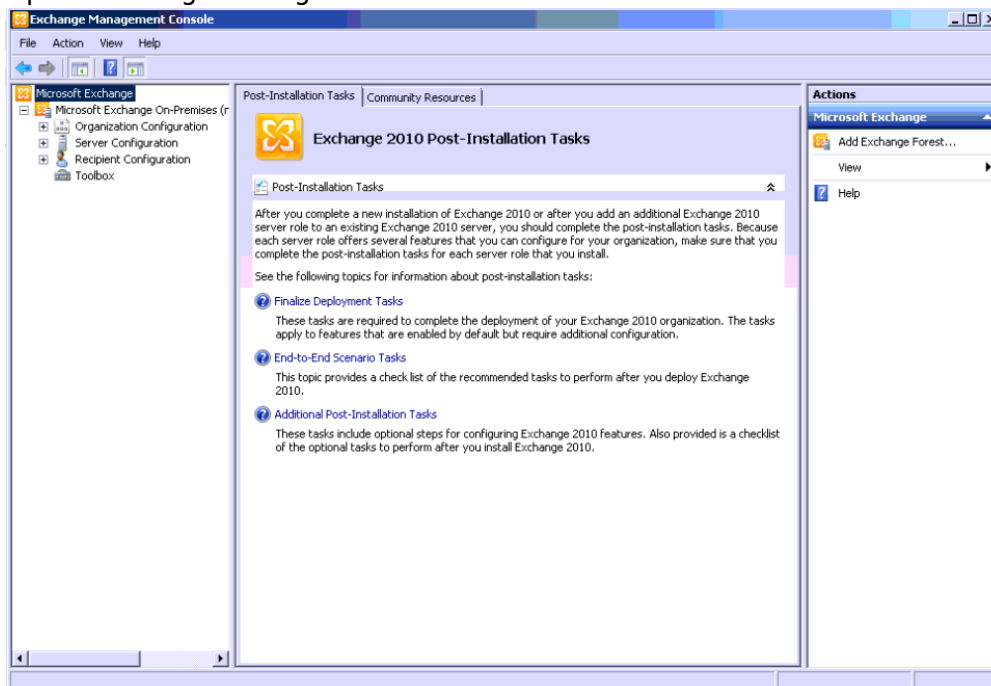


## Public Folders Failing To Sync

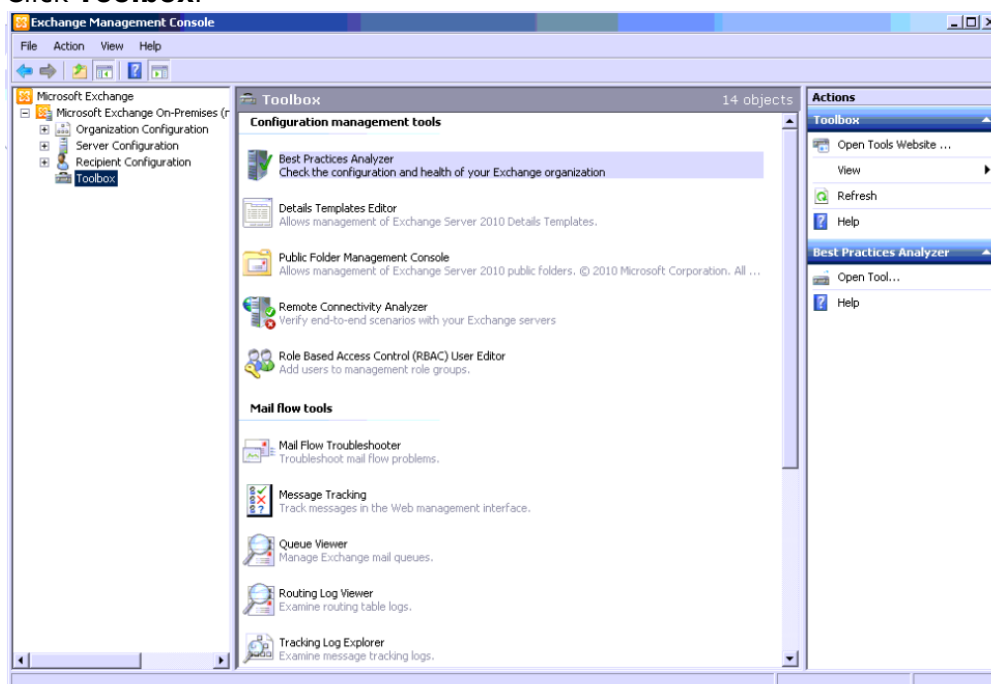
<https://campus.barracuda.com/doc/93198866/>

If your Mailbox Level backup is failing with this error ( Failed to sync changed items for folder "Exchange\Mailboxes\"domain\"\\Public Folder\"Public Folder Name" ) you will want to check the permissions for the "user" backing up these folders.

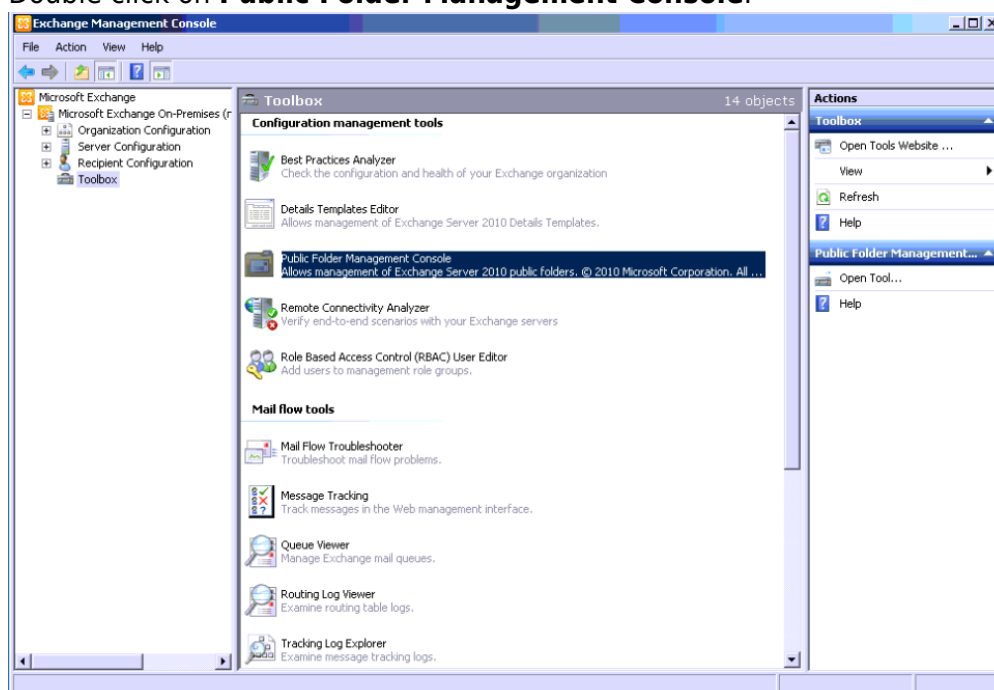
### 1. Open Exchange Management Console.



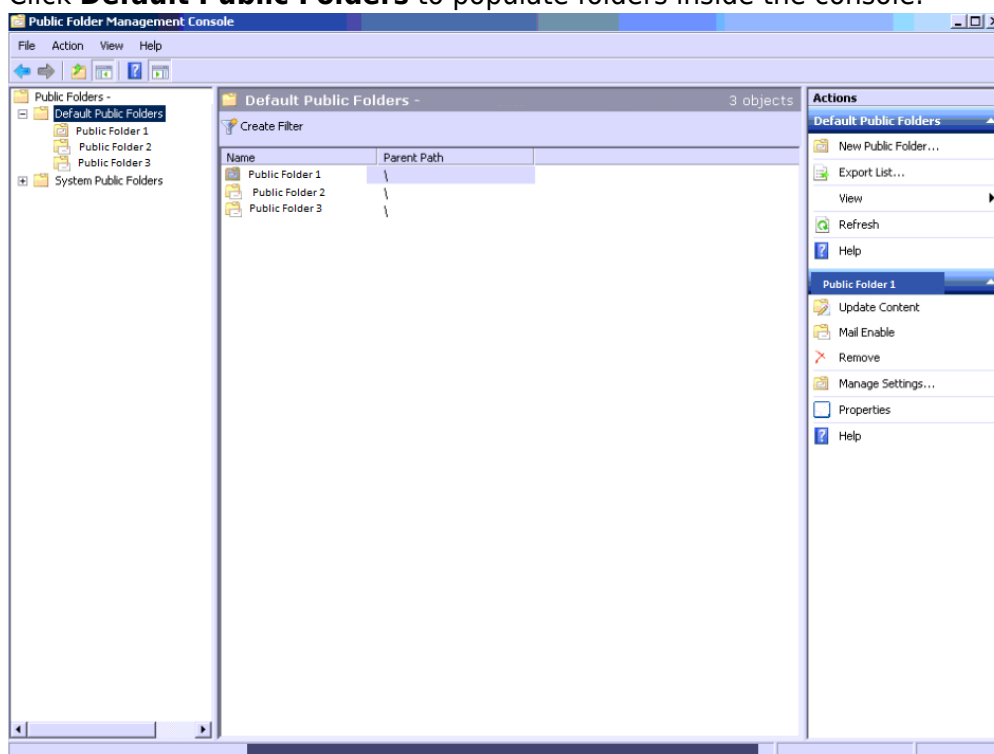
### 2. Click **Toolbox**.



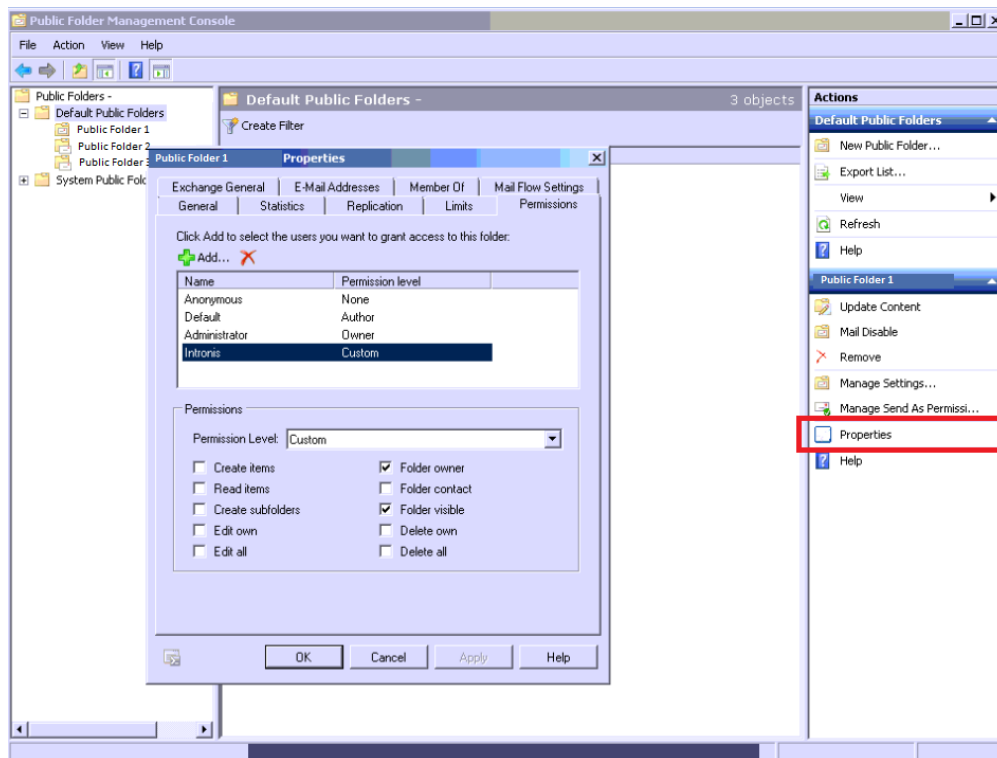
3. Double click on **Public Folder Management Console**.



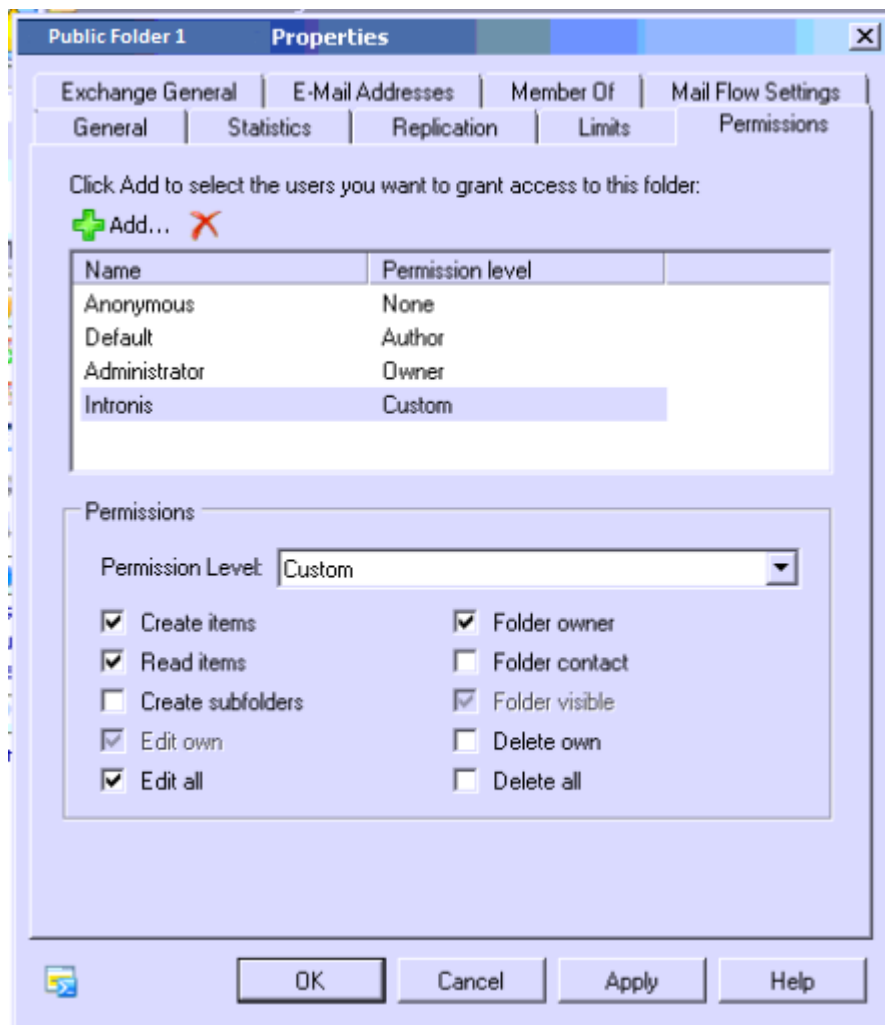
4. Click **Default Public Folders** to populate folders inside the console.



5. Highlight the folder in question then click properties on the right.



6. Make sure the user gets selected and it has these permissions **Create items**, **Read items**, and **Edit all**.



7. Once complete repeat on all folders necessary and re-run Mailbox backup.

## Figures

1. console.png
2. toolbox.png
3. public folder edit.png
4. inside public folder edit3.png
5. properties per folder4.png
6. select this3.png

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