Create a User’s Personal Exchange Mailbox

Remove Exchange Attributes from User

Users in the People OU are mail-enabled so they appear in the GAL even if they do not have Exchange mailboxes. They need to have their Exchange Attributes removed before a mailbox can be created for them.

1. Modify the Recipient Scope to the entire domain, refer to Modify Recipient Scope using the Recipient Configuration
2. Query the user in EMC.

Note: If you are unable to find the user in EMC its’ possible attributes have already been removed. Use ADUC to verify if the user is Active Directory, if so then the attributes have been removed and you can skip to “Create the User’s Exchange 2010 mailbox” below; If not, you will need to wait until the user is created in MCommunity.

3. Right-click the user and choose Disable.
4. Click Yes.

Create the User's Exchange 2010 mailbox

1. Important: Modify the Recipient Scope to the entire domain.
2. Right-click Recipient Configuration and click New Mailbox.

3. Accept the default Mailbox Type: User Mailbox and click Next.
4. Select Existing User and click Add.

5. In the Search box, type the username.

6. Click Find Now.

7. When the user is found, select the user and click OK.

Note: If the User is not found the user may not be mail enabled. A couple things may be the cause:

- The Exchange attributes were not removed.
- The user may not be in your OU thus preventing you from removing the Exchange attributes. Contact exchange.support@umich.edu for assistance.
- The user may not have an activated uniqname yet. In this case you will need to wait until the user is active.

8. Click Next

9. Select the “Specify the mailbox database rather than using a database automatically” check box.

10. Click Browse.

11. Select the mailbox database using only the mailstores beginning with ITS- located at the top of the list.
Do not Use any mailstore ending with (VMO). These are reserved for Voicemail only mailboxes and are only 10 MB.

12. Click OK.

13. Accept the default “Don’t create an archive” and then click Next.

14. Review the settings and click New.
15. Wait for the mailbox creation to finish. A green checkmark displays next to Completed.
16. Click Finish.

**Note:** If the New Exchange User is to be Unified enabled (Voicemail enabled) then continue to **Enable Unified Messaging**.

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