ISSUE: User \"Administrator\" does not have permissions to list mailbox. Please assign \"Mailbox Search\" role to this user. Message from Office 365: The application is missing a linked account for RBAC roles, or the linked account has no RBAC role assignments, or the calling users account is logon disabled (MS Exchange mail level (EWS) backup)

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Product Version:
AhsayOBM : 8.1.0.0 or above
OS: Windows

Problem Description

When performing a MS Exchange 2013/2016/2019 mail level (EWS) backup, where the **"Mailbox Search"** role has already assigned to the user account used to login to MS Exchange, the following error message is received in the backup report:

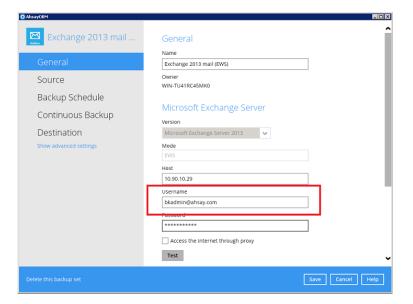| No.	Type	Timestamp	Log
*	info	...	...
*	erro	YYYY/MM/DD hh:mm:ss	User \"Administrator\" does not have permissions to list mailbox. Please assign \"Mailbox Search\" role to this user. Message from Office 365: The application is missing a linked account for RBAC roles, or the linked account has no RBAC role assignments, or the calling users account is logon disabled., caused by [bK] The application is missing a linked account for RBAC roles, or the linked account has no RBAC role assignments, or the calling users account is logon disabled.
*	...	...	...

Cause

This error can occur if the username used to login to the MS Exchange 2013/2016/2019 server does not contain the domain, for example just using **administrator** instead of the correct username format **administrator@mail-server.com**.

Resolution

To resolve the issue, please refer to the following steps.

1. Login to AhsayOBM.

2. Select the affected MS Exchange mail level backup set.

3. Update the MS Exchange username using the correct format, e.g. **administrator@mail-server.com**.

Keywords

mailbox search, list mailbox, ews, linked roles, RBAC