

# The Server Has Rejected The Client Credentials

## Summary

This error occurs when we configure MachPanel with remote server. This error occurs because IP of remote server in registry does not match with IP that we give during configuration of MachPanel with remote server.

Error looks like:

The Server has rejected the client credentials

## Applies To

MachPanel all versions

## Solution

There are two ways to solve this issue.

### OPTION 1:

This error is resolved by following the steps given below.

#### Step 1: Login to Remote Server

Login to remote server in which Enterprise Software (Microsoft Exchange 2007/2010, BlackBerry Enterprise or Microsoft SharePoint) and MachPanel remote server is installed.

#### Step 2: Open the MachPanel Remote Configuration Studio

- Go to **Start » All Programs » MachSol, Inc » MachPanel Remote Server » Remote Configuration Studio**
- In Remote Configuration Studio **Navigate to Configure » Remote Server Binding**
- **Enter the IP in Bind with IP Address field.**

**Note:** This IP should be matching with IP of remote server.

### OPTION 2:

This error is resolved by following the steps given below.

#### Step 1: Login to Remote Server

Login to remote server in which Enterprise Software (Microsoft Exchange 2007, BlackBerry Enterprise or Microsoft SharePoint) and MachPanel remote server is installed.

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### Step 2: Open the Registry Editor of Remote Server

- Go to **Start >> Run**
- Type **regedit** and press **Enter**
- Go To **HKEY\_LOCAL\_MACHINE**
- Go To **SOFTWARE**
- Go To **Machsol**
- Go To **MachPanel**
- On the right pane OPEN the **RemoteServerPublicIP**

**Note:** This step is very critical. In this step you have to enter the IP in Value Data field of RemoteServerPublicIP. This IP should be matching with IP of remote server.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/50075/The-Server-Has-Rejected-The-Clie...>