

Error Integrating BlackBerry Enterprise Server Version 5

Error when trying to integrate BlackBerry User Administration Toolkit V5.0.2.2 with MachPanel

Error Message:

Failure due to: BlackBerry(R) Enterprise Server User Administration Tool Version 5.0.2.2 Copyright (c) Research In Motion, Ltd. 2009-2010. All rights reserved. Log files being written to C:\Users\BBAdmin2\AppData\Roaming\Research In Motion\BlackBerry User Administration Tool Client\Logs. (03/08 09:02:22) Error setting up authentication: Unable to connect to the remote server (03/08 09:02:22) Unable to connect to the remote server (03/08 09:02:22) Command Results:

Applies To:

BlackBerry Enterprise Server Version 5

MachPanel All Versions

Solution:

- 1) Open MachPanel Control Server and navigate to **Home > Service Director > Wireless Services > Server Groups**
- 2) Select the server and then go to the settings of the desired server by clicking 'edit'
- 3) Set the 'BESAdmin Server FQDN' to the 'BESInstance name'
- 4) Save the setting and the issue will be resolved

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/50266/Error-Integrating-BlackBerry-Ent...>