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...