

How to Resolve PST Enterprise Admin Console Login Errors

<https://campus.barracuda.com/doc/44434774/>

This article refers to the Barracuda PST Enterprise version 5.2 or higher.

If an authorized user attempts to log in to the PST Enterprise Admin Console and receives the error message:

Login was unsuccessful. Please correct the errors and try again. You are not authorized. Please speak to your administrator



The screenshot shows the C2C PST Enterprise login interface. At the top, a blue header bar contains the text "C2C PST Enterprise". Below this, a red error message reads: "Login was unsuccessful. Please correct the errors and try again. You are not authorized. Please speak to your administrator." To the left of the login fields is the Barracuda logo. The login fields include a "User name" field with the text "harleyp" entered, a "Password" field, and a "Remember me?" checkbox. A "Log On" button is located to the right of the password field.

There may be an issue with the configuration file. Open the [trace file](#) , and look for the message:

Login failed, user is not a member of the 'PSTEnterpriseUsers' group.

Review your Active Directory (AD) users and computers, and determine whether the user is in fact a member of the PSTEnterpriseUsers group. If the user is a member, this error may be caused by issues with the configuration file. PST Enterprise does an LDAP lookup to determine if the user attempting to log in to the PST Enterprise Admin console is a member of the PSTEnterpriseUsers security group. The lookup can fail if data in the configuration file is incorrectly stored or has been manually altered since the initial installation.

To resolve this issue,

1. Ensure that the proper security identifier (SID) is listed for the *PSTEnterpriseUsers* group using the following steps:
 1. On the PST Enterprise server, browse to the Local Configuration Store (LCS) in **C:\ProgramData\Barracuda\PSTEnterprise\LocalConfigurationStore**.
 2. Open the **System.ini** file in a text editor such as Notepad.
 3. Find the line "**AuthenticationGroup=**" and ensure the group SID is the correct value.
2. Recycle the **PSTEnterprise** application pool in IIS Manager before retesting by logging into the

PST Enterprise Admin console.

3. If the error persists, specify a domain controller (DC) for authentication:
 1. Browse to the LCS in
C:\ProgramData\Barracuda\PSTEnterprise\LocalConfigurationStore.
 2. Open the file **Web.ini** in a text editor such as Notepad.
 3. Find the line "**AuthenticationServer=**" and type the fully qualified domain name (FQDN) of the DC to use, for example, type: `server.barracuda.local`
 4. Save and close the file.
4. Recycle the **PSTEnterprise** application pool in IIS Manager before retesting by logging into the PST Enterprise Admin console.
5. If the error persists, specify a Container for the *PSTEnterpriseUserGroup* for authentication using the following steps:
 1. Browse to the LCS in
C:\ProgramData\Barracuda\PSTEnterprise\LocalConfigurationStore.
 2. Open the **Web.ini** file in a text editor such as Notepad.
 3. Find the line "**AuthenticationContainer=**" and set the AD container where the **PSTEnterpriseUsers** group resides, for example: `CN=Users,DC=domain,DC=com`
 4. Save and close the file.
6. Recycle the **PSTEnterprise** application pool in IIS Manager before retesting by logging into the PST Enterprise Admin console.

The authorized user should now be able to log in to the PST Enterprise Console. If the error persists, further diagnostic information can be found in the **PSTEnterprise.log** in the Logs folder of the installation directory, by default: **C:\Program Files (x86)\Barracuda\PSTEnterprise\Logs\Website\<date_time>** where **date_time** is the most recently created folder.

Figures

1. loginUnsuccessful.png

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.