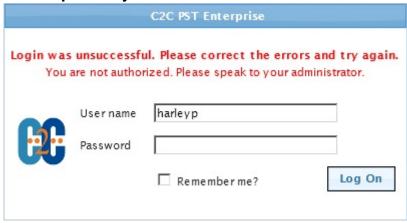# How to Resolve PST Enterprise Admin Console Login Errors

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

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 PSTEnterprsieUsers 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