How to Resolve Errors Connecting to the Archive Server During Installation

https://campus.barracuda.com/doc/8069/

This article applies to Barracuda ArchiveOne version 7.3 or higher.

When installing the ArchiveOne Administration console or the Search and Retrieval websites components, you are prompted to enter the name of the Archive server. If the installer is unable to connect to the Archive server to read the necessary configuration information, one of the following errors may display:

- *Please enter the archive server name*
- *A machine with that name could not be found*
- *Could not read configuration data from the named server*
- *Could not read configuration data from the add-ins share on the named server*

See the relevant section below for resolving the error.

Please enter the archive server name

You must specify the name of the Archive server where you have installed the ArchiveOne Services. This can be the hostname or the fully qualified domain name (FQDN) of the machine.

A machine with that name could not be found

This error displays when the provided machine name cannot be resolved in DNS. Confirm that:

1. The Archive server name you have entered is not misspelled.
2. You have tried using the FQDN, for example, archiveserver.barracuda.local, not just the hostname.
3. The Archive server has an appropriate record in DNS and is resolvable.
4. The machine where you are running the installer can contact a DNS server.

Could not read configuration data from the named server

This error displays when a DCOM connection to the named Archive server canot be formed. Confirm

that:

1. DCOM connections are not denied by any firewalls between the machine where you are running the installer and the Archive server.
2. The COM permissions on the Archive server permit connections (see How to Manage DCOM and Firewall Security for more information).

Could not read configuration data from the add-ins share on the named server

This error displays if the installer is unable to read the configuration files from the Add-ins share on the Archive server. Confirm that:

1. From the machine where you are running the installer, confirm you can open **\\ArchiveServer\Add-ins\AOnePol\AFSettings.C2C** in a text editor such as Notepad.
2. If you are unable to open the file, check that:
    1. The Add-ins share on the Archive server has **Read** permissions for the group **Everyone**.
    2. The **AFSettings.C2C** file in **\\ArchiveServer\Add-ins\AOnePol** has **Read** permissions for the group **Everyone**.