

[V7][V8] ISSUE: Access denied (cannot login to the AhsayCBS console via the host name)

Article ID: 5115

Reviewed: 2020-10-07

Product Version:

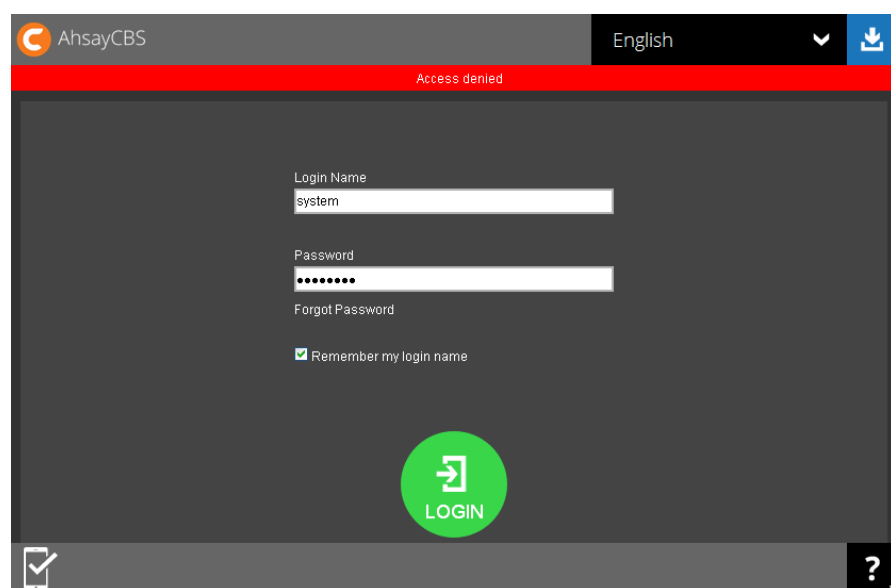
AhsayCBS: All

OS: All platforms

Problem Description

Cannot login to the AhsayCBS console via the host name (e.g. <https://backup.server.com>). The following error message is displayed when logging in:

Access denied

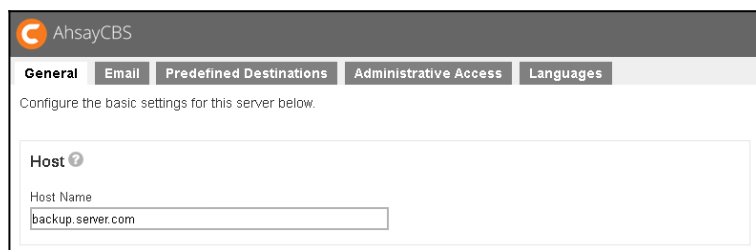


However, logging in via the IP address works correctly.

Cause

This issue can occur if one of the Sub Admin account shares the same Host Name setting with the main system's Host Name setting.

For example, if "backup.server.com" is used for for the system (System Settings > Basic > General > Host > Host Name):



AhsayCBS

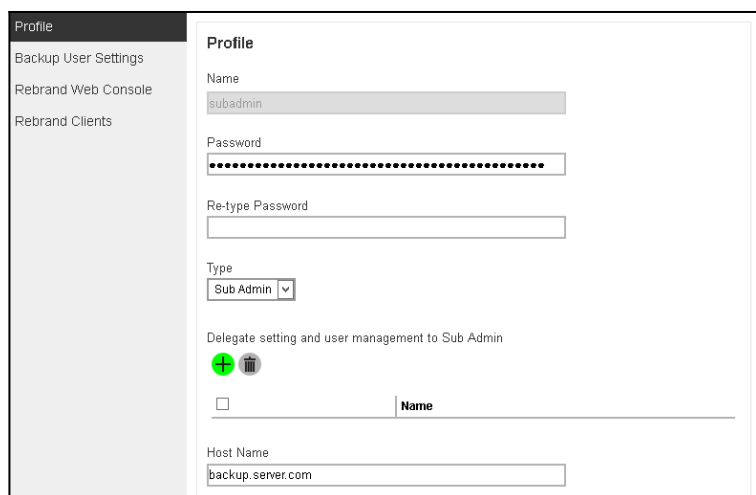
General | Email | Predefined Destinations | Administrative Access | Languages

Configure the basic settings for this server below.

Host ?

Host Name
backup.server.com

And "backup.server.com" is used for a Sub Admin account (System Settings > Basic > Administrative Access > Sub Admin > Profile > Host Name):



Profile

Backup User Settings
Rebrand Web Console
Rebrand Clients

Profile

Name
subadmin

Password
.....

Re-type Password

Type
Sub Admin

Delegate setting and user management to Sub Admin

+ -

☐ Name

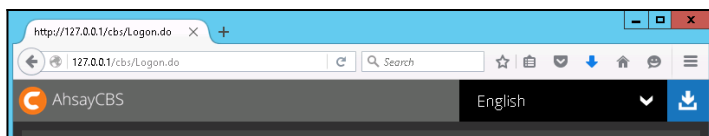
Host Name
backup.server.com

Resolution

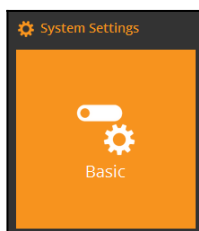
The Host Name setting of any Sub Admin account cannot be the same as the Admin (e.g. system) account.

To resolve the issue, modify the Host Name setting of the Sub Admin account:

1. On the AhsayCBS server, login to the AhsayCBS console via the IP address:



2. Select [System Settings] > [Basic]:



3. Under [Administrative Access], select the corresponding Sub Admin account.

4. In the [Profile] tab, modify the [Host Name] setting.

Keywords

access, denied, login, upgrade, hostname, host, dns

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