ConnectionsExpert Setup: Troubleshooting

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Bridgehead Application Unreachable

Error Message:

> ⊘ **Error!**
>
> Bridgehead Application unreachable. Please verify that the URL is correct.

Possible Cause: DNS Entry Missing

In certain cases, it may happen that the IBM Connections host name can not be resolved. As a result, ConnectionsExpert can not communicate with the Bridgehead.

If host name resolution via DNS is not possible, please follow these steps:

- Stop ConnectionsExpert by entering the following command:

```
ce down
```

- Reconfigure the IP address and host name in the */opt/panagenda/appdata/ce/config* file as follows:

```
#will be used in combination with the PANAGENDA_CONNECTIONS_IP property to define a hosts file mapping for the
connections environment
PANAGENDA_CONNECTIONS_HOST_NAME=<hostname-of-your-connections-environment>

#will be used in combination with the PANAGENDA_CONNECTIONS_HOST_NAME property to define a hosts file mapping
for the connections environment
PANAGENDA_CONNECTIONS_IP=<ip-address-of-your-connections-environment>
```

> ⓘ Please be aware that the PANAGENDA_CONNECTIONS_HOST_NAME needs to match your ConnectionsExpert license!

- Afterwards, run the following command to update the Docker containers:

```
ce start
```

Possible Cause: Firewall Issues

ConnectionsExpert needs to communicate with the IBM Connections hosts via port 80/TCP (http) or 443/TCP (https).

You can test whether the firewall blocks the ports by trying to access your Connections environment using the local Firefox browser of the virtual appliance..

Wrong Credentials

Error Message:

> ⊘ **Error!**
>
> Wrong credentials.

- Recheck the password of the configured user
- Check the Security Roles of the Bridgehead Application and make sure the configured user has the needed roles, see Bridgehead Installation.

Bridgehead Issues

HTTP Error 404 or 500 (/bridgehead)

Please recheck the installation steps related to the Application- and Web-Server mapping as well as the Web-Server Plugin propagation, see Bridgehead Installation.

/bridgehead is accessible but displays an error

Please recheck the installation steps related to the configuration of the adminclient.props file as well as Shared Library mapping, see Bridgehead Installation.

Please contact panagenda support and provide the logs of the related Application-Server (**SystemOut.log**) if those steps do not fix the issue.