

BlueDiamond: Https:// forbidden or Network Password Incorrect

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Symptom

When configuring the Credential Services in OnGuard and clicking the Test Connection button you receive an error similar to Network Password incorrect or Https:// forbidden.

Resolution

This can be caused if you are logged into the BlueDiamond portal under the VAR account and testing the API account through the Credential Services window. Make sure you are not logged into the portal and all browsers are closed to ensure the VAR certificate is not being cached and used for the API connection.

Applies To

OnGuard 7.3 and above. BlueDiamond Credential setup.

Additional Information
