NET REPORT

Your Question ▶

Article 00025
Problem or Question:
How To Deal With The "Bad Shared Secret" Error With The Net Management Console

Quick Info ▶

Found In:
Net Report Version 3.0
Article Last Updated:
Friday July 23, 2004

Product Information ▶
The Information in this article applies to:

Product:
Net Report
Version:
3.0
[Device or Interface]:
Management Console

Symptoms ▶

Problem Type:
NetReport Error Message: "Cannot load XML from Concentrators". Connection with the Configuration Server could not be established because of a bad shared Secret.

Replication Context:

1. Install Net Report from the Net Report website.
2. Follow the Configuration Wizards' Instructions.
3. Enter the **Net Report Management Console Login** and **Password** in the **Configuration Wizard Database Configuration** Screen.
4. Enter a different **Shared Secret** in the **Net Report XML Configuration Server** from that in the **Net Report Management Console XML Configuration Server Configuration** drop-down section **Shared Secret** field.
5. Launch the **Net Report Management Console**. The Error message below appears.
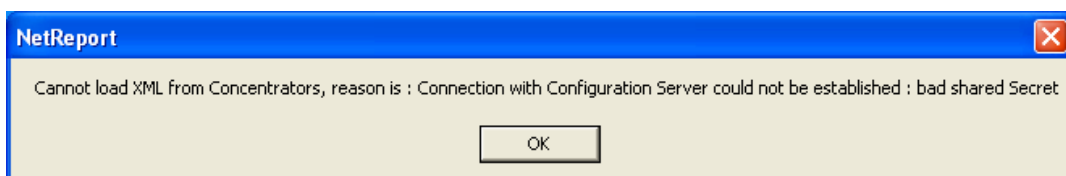
Error Messages:
The following two Error Messages Appear:

Error Messages:
1. When the **Net Report Management Console** is launched the following message appears:
"Cannot load XML from Concentrators, reason is : Connection with Configuration Server could not be established : bad shared Secret".

2. When the **Net Report Management Console** is open, you select **Console root>NetReport>localhost** in the left **Console root** pane, the following **NetReport**

XML Configuration Server (XMLCS) screen appears in the central pane with the **Connection Status** bad shared Secret error:
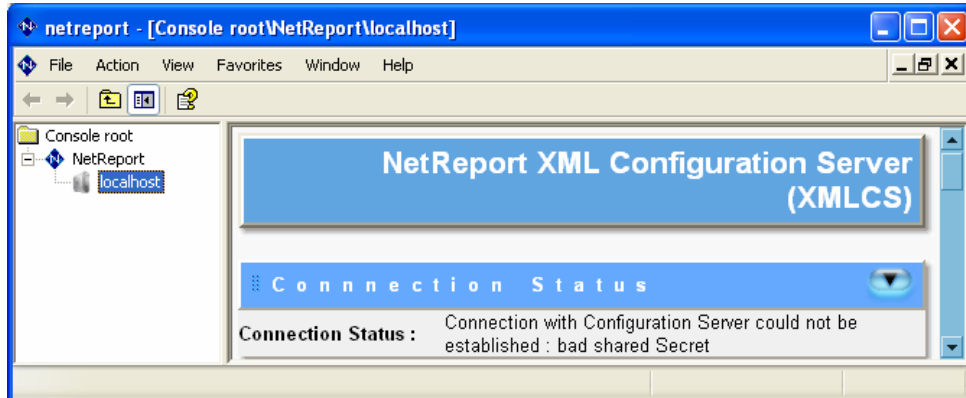
Net Report Answer ▶

Cause:

This is a very minor error and can be easily remedied.

ⓘ The **Shared Secret** in the **NetReport XML Configuration Server** does not match the **Net Report Management Console XML Configuration** screen **Configuration** drop-down section **Shared Secret** field.

ⓘ The **Net Report Configuration Wizard** uses the Net Report user's **Password** as a default **Shared Secret.** This example uses the **Login/Password:** netreport/netreport. You must replace this by your own confidential **Login/Password**. Please see the Net Report Knowledge Base for further information.

Resolution or Work Around:

💡Please replace the **Shared Secret** in the **Net Report XML Configuration Server** with your **Net Report Configuration Wizard Password**. In this example: netreport.

💡Please ensure you enter the same **Shared Secret** in the **Net Report XML Configuration Server** as in the **Net Report Management Console XML Configuration** screen **Configuration** drop-down section **Shared Secret** field.
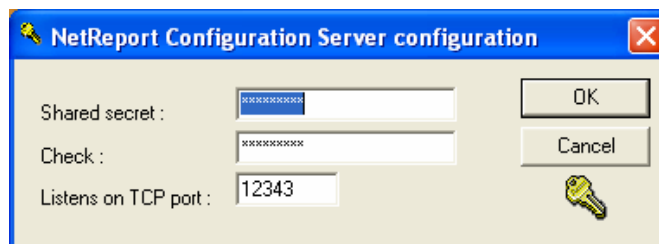To do so, please follow the steps below:

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Configuring The Net Report XML Configuration Server

Steps
1. Select **Start> All Programs> NetReport> XML Configuration Server Config**.
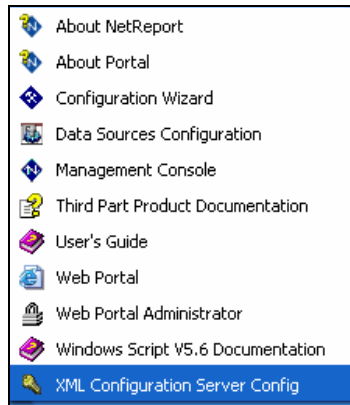
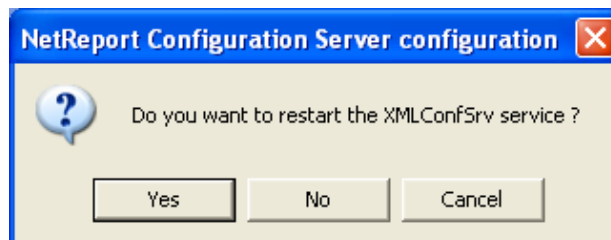The **NetReport Configuration Server configuration** dialog box appears.

2. Enter the **Password** you entered in the **Net Report Configuration Wizard** in the **Shared secret** and **Check** fields.
   In this example the **Shared secret** field: netreport
   In this example the **Check** field: netreport
You must replace these Shared secret and check fields by your own confidential shared secret.
3. Click **OK**. The **NetReport Configuration Server configuration** dialog box appears:
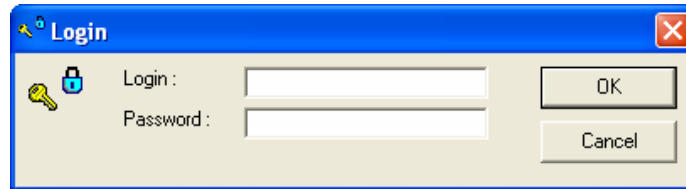

4. Click **Yes** to restart the **XML Configuration Server** service (that is, the XMLConfSrv service).

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Configuring The Net Report Management Console

Steps
1. Select **Start> All Programs> NetReport>Management Console**. The **Login** dialog box appears.
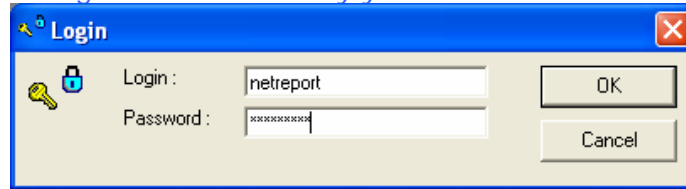

2. Enter the **Login** and **Password** you specified in the **Net Report Configuration Wizard**. In this example:
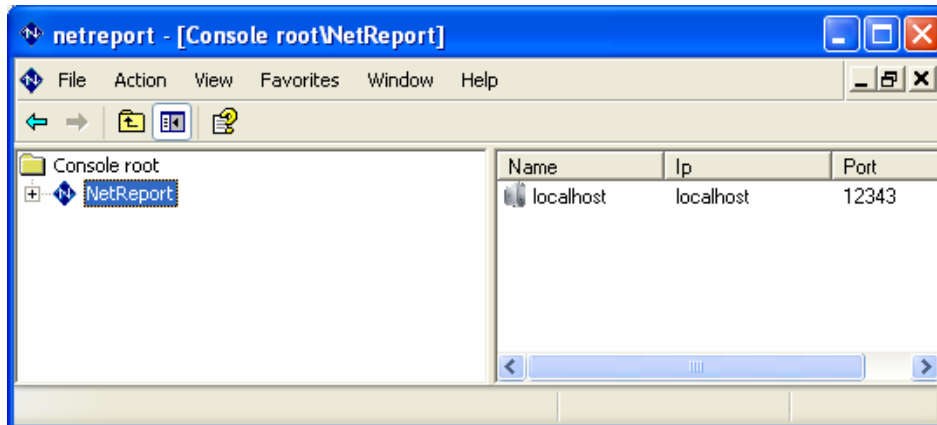**Login:** netreport
Password: netreport
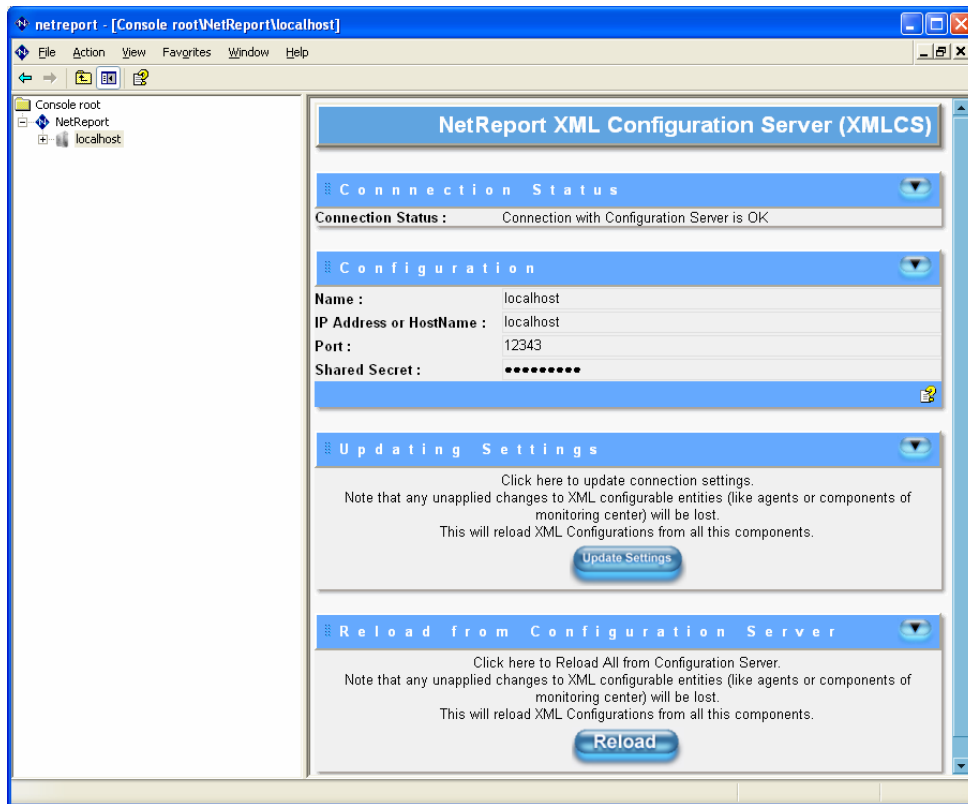You must replace the Login and Password by your own confidential Login and Password.

The **Net Report Management Console** appears.

3. Select **Console root> NetReport> [localhost]** in the left **Console root** pane. The **NetReport XML Configuration Server (XMLCS)** screen appears in the central pane.


5. Enter the **Shared Secret** in the **Configuration** drop-down section **Shared Secret** field. In this example the **Shared Secret:** netreport. Please replace this by your own confidential Shared Secret.

6. Click **Update Settings** in the **Update Settings** drop-down section.

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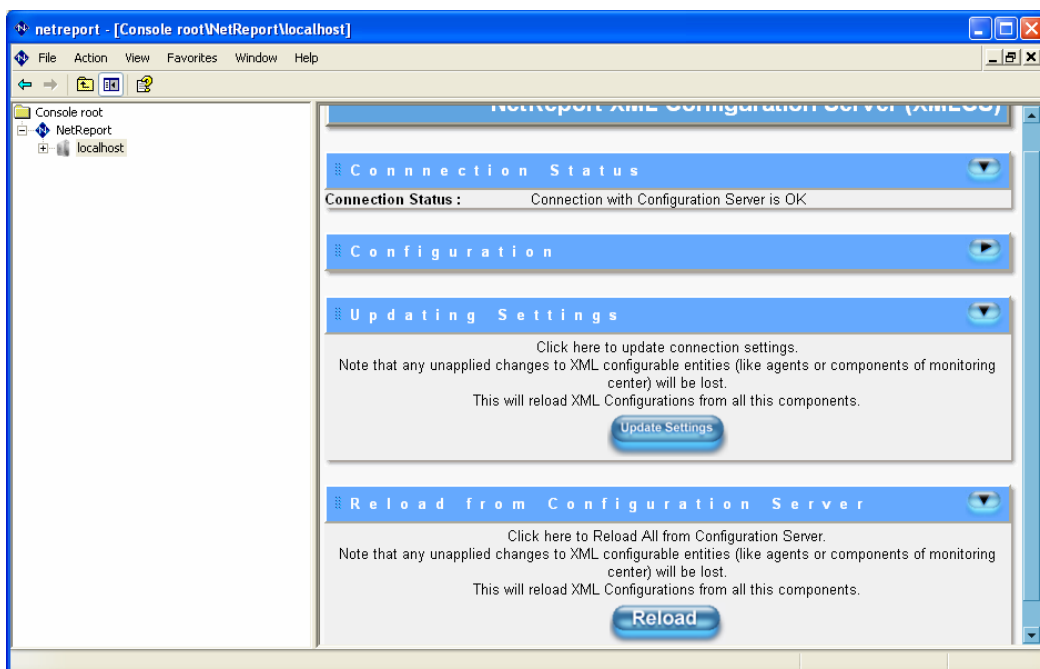
Wait a moment for the new settings to be updated.
The **Net Report Management Console** tree structure will now become active.
7. Navigate freely through the Net Report Tree Structure. The Configuration has been successfully completed!
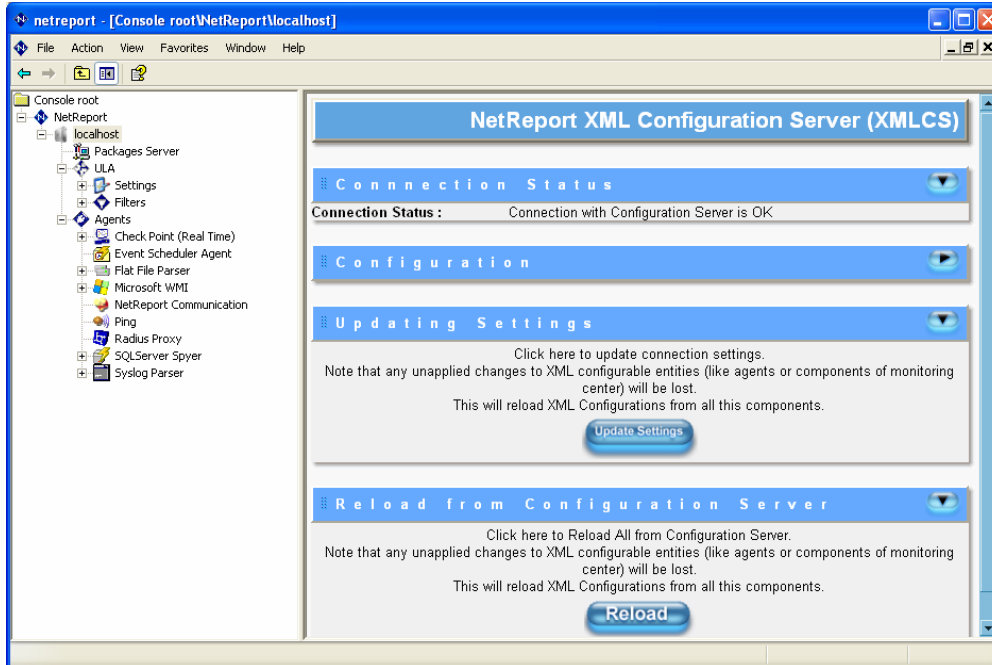
Status:

This behavior is by design.

See Also:

Net Report Knowledge Base