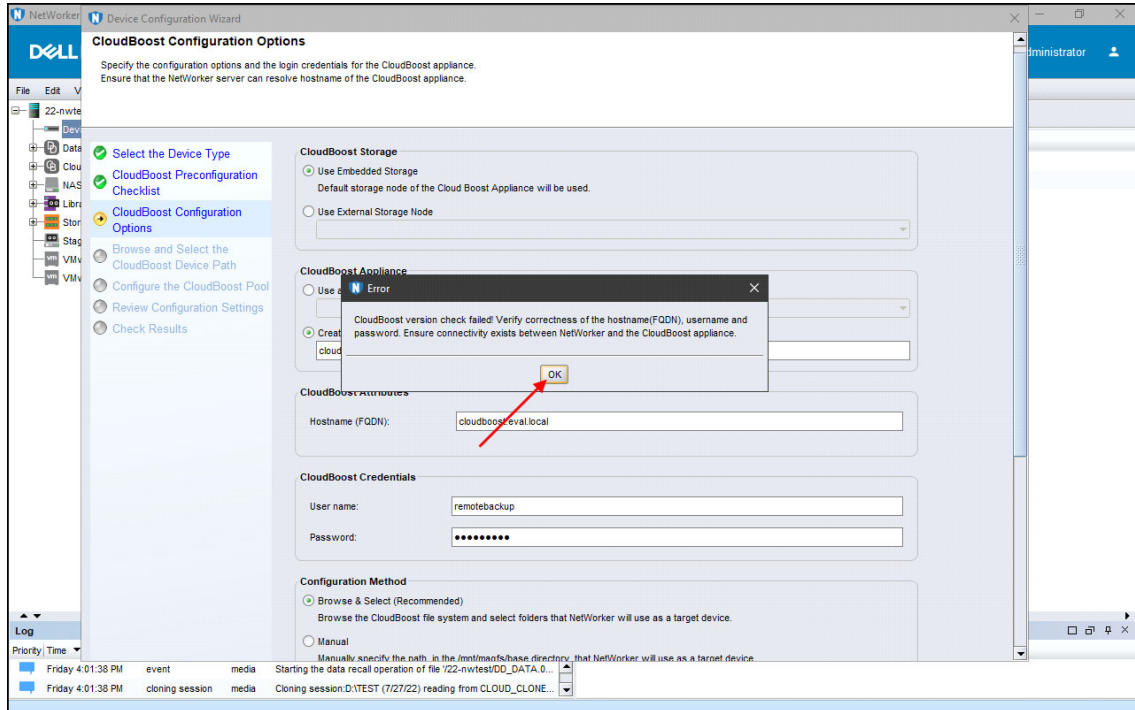
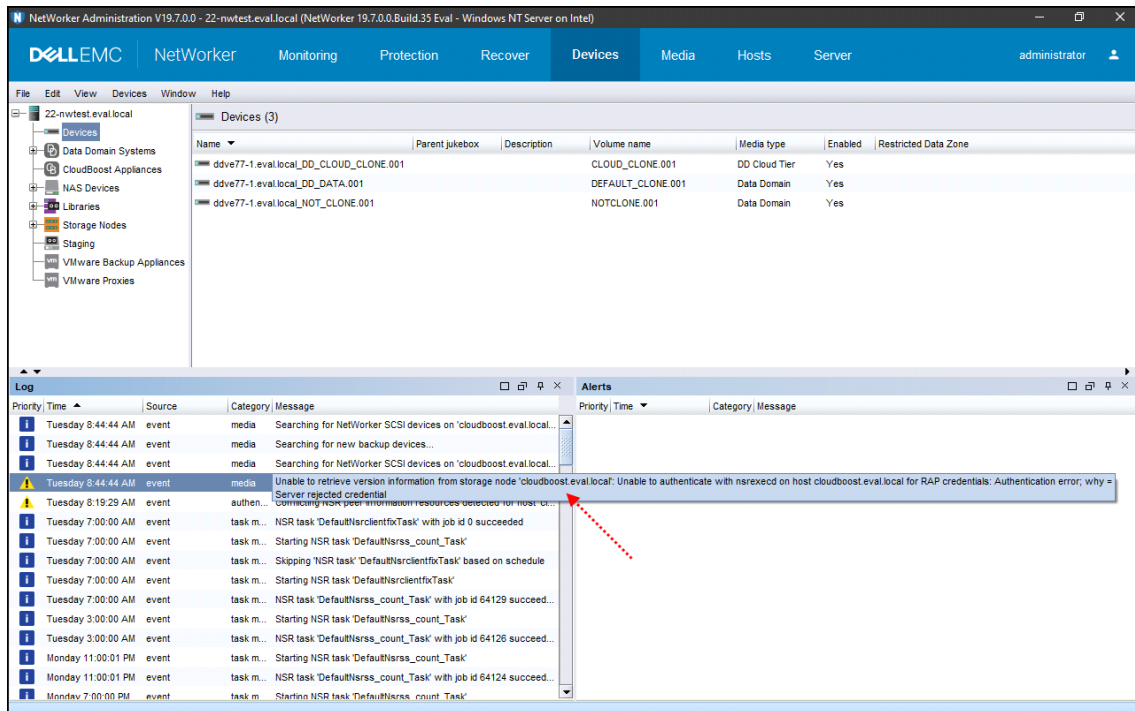


What if you cannot access a Cloud Boost device?

During my first test I encountered this problem:



Looking for the reason, I noticed this error message in the NetWorker Admin GUI:

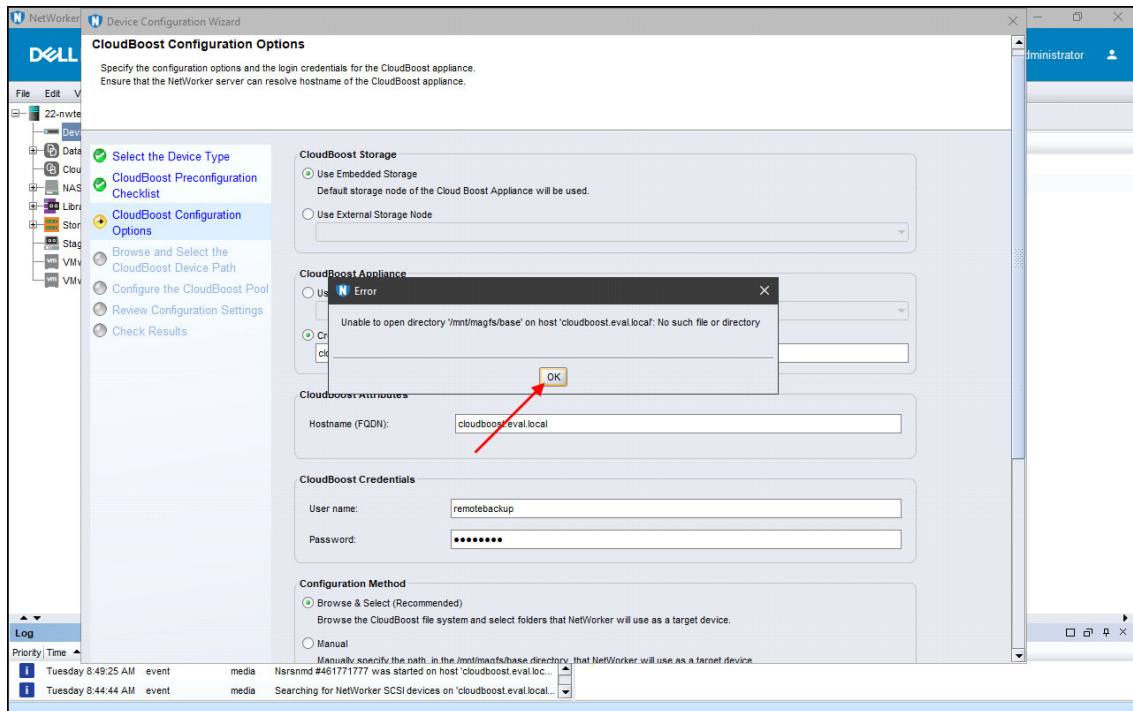


This usually points towards a certificate's problem. The standard solution is pretty simple:

- At the NetWorker server, delete the certificate for the CloudBoost 'client'.
- Verify the connection as usual with the command:

```
nsradmin -p nsrexec -s cloudboost_server
```

But although this test showed that the storage connection was obviously fine, I still ran into this error while establishing a connection from the device configuration wizard:



- However, as you do not have any other possibility to access the CloudBoost server, I finally decided to reboot the NetWorker server.

After that, a new attempt worked flawless.