

# [BLACKBERRY] Automatic activation does not work and a syntactic error is reported

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## Symptoms

You click on a valid activation link, but PrivateWave report this error message "There is a syntactic issue with the configuration resource. Please contact the provider of the resource to resolve this problem"

## Cause

PrivateServer support only SSLv3 and your device is trying to connect using SSLv2 backward compatibility.

## Workaround

Not Available

## Resolution

Disable SSL2 on your device