

## Web Setup Tool appears to hang while upgrading database if Domain Controller down

<b>Problem Summary</b>	Web Setup appears to hang while upgrading the database on the Logger or Administration & Data Server components.
<b>Error Message</b>	None
<b>Possible Cause</b>	This may occur while installing or upgrading to Unified ICM/Unified CCE 8.0(1), or while running local setup. Only occurs when a Domain Controller is down or has been removed.
<b>Recommended Action</b>	<p>Perform the following workaround:</p> <ol style="list-style-type: none"> <li>1. Use diagnostics supplied by Microsoft to find problems with DNS.</li> <li>2. Check the DNS Forward zones and Reverse Zones for all Domain Controllers in the domain (Root and Child Domain Controllers) for any reference(s) to Domain Controllers that no longer exist.</li> <li>3. If a Domain Controller is down, attempt to bring it up (if possible).</li> <li>4. If a Domain Controller can not be brought up, try to remove the Domain Controller from any domain controller DNS Forward zones and Reverse Zones.</li> <li>5. Rerun Setup.</li> </ol> <p>Web Setup executes a routine to verify each Unified ICM user exists in the domain when doing an Upgrade All or editing a Unified ICM component such as the Administration &amp; Data Server or Logger. This problem can also occur when installing Unified ICM 8.0 or later. The routine executes a Microsoft Active Directory call to determine if the Domain Controller is active. If the Domain Controller is down or no longer exists, the MS Active Directory call waits until the call times out. This increases the time needed to verify a user exists, so Web Setup Tool appears to be hanging</p>
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.