

You can't log in to WebSetup or you get an Authorization error accessing a page - and the log says "the server is not operational"

Problem Summary	<p>You can't log in to WebSetup - and the log says:</p> <p>"ActiveDirectory exception while authenticating user <user ID>; Exception details: Cannot authenticate user <domainName>\<user ID> The server is not operational."</p> <p>or you get an Authorization error trying to access a page in WebSetup - and the log says:</p> <p>"ActiveDirectory exception while determining whether user CN=<user ID>,CN=Users,DC=<domain>,DC=icm is in Domain Administrators group; Exception details: Cannot find object from SID to obtain the DN S-1-5-21-1843489845-2422222057-3016412779-512 The server is not operational."</p>
Log Message	"The server is not operational."
Possible Cause	The Domain Controllers are down or are not accessible.
Recommended Action	1) Make sure the Domain Controller(s) are up and running. 2) There may a DNS problem resolving the machine name in the Web Setup URL. Try the IP Address in the URL: <a href="https://<IPAddress>/setup">https://<IPAddress>/setup .
Release	Release 8.0(1)
Associated CDETS #	N/A