

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	<p>1) Make sure the Domain Controller(s) are up and running.</p> <p>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.</p>
Release	Release 8.0(1)
Associated CDETS #	N/A