

## 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"

<b>Problem Summary</b>	<p>You can't log in to WebSetup - and the log says:</p> <p>"ActiveDirectory exception while authenticating user &lt;user ID&gt;; Exception details: Cannot authenticate user &lt;domainName&gt;\&lt;user ID&gt; 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=&lt;user ID&gt;,CN=Users,DC=&lt;domain&gt;,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>
<b>Log Message</b>	"The server is not operational."
<b>Possible Cause</b>	The Domain Controllers are down or are not accessible.
<b>Recommended Action</b>	<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://&lt;IPAddress&gt;/setup">https://&lt;IPAddress&gt;/setup</a>.</p>
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	N/A