

Active Directory or LDAP Authentication Troubleshooting

This may apply to AD or LDAP authentication failures when using the fully qualified domain name (FQDN) to configure Uptime Infrastructure Monitor authentication methods.

The FQDN may be required but this should not necessarily be assumed. If you are experiencing an authentication failure, enter the domain name exactly as you would when accessing an internal file share on your domain.

For example:

- iderauptime
- iderauptime.local
- houston.iderauptime.com