



OpenText™ Active Directory Administrator

Troubleshoot

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1. Troubleshoot

This section contains some of the issues that might occur during installing or using ADA, along with the actions to work around the issues.

- [Installation issues](#)
- [Post installation issues](#)

1.1. Installation issues

Installation of ADA does not proceed after installing prerequisites

Issue: Post installation of .net, the ADA installer does not allow you to proceed with the installation of the product.

Workaround: Post installation of .net, relaunch the ADA installer.

SAN signing is required for the CA Certificate

Issue: For the CA Certificate, you must add SAN signing.

Workaround: When installing MSI, ensure to close all Windows consoles.

1.2. Post installation issues

- [Windows Installer Services Fail to Start and Shows an Error](#)

Windows installer services fail to start and displays an error

Issue: Post installation, when you start the Windows installer (.MSC) services manually, the services do not start and display the error: Unable to start the service in timely fashion as the dependent services are not running.

Workaround: While installing ADA, ensure that Services.MSC is closed. Use the file .exe, instead of .msi.



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