How to install a new License file when the LDAP Synchronization tool is running?

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Procedure Steps

If a new license needs to be installed and LDAP Synchronization is being used, stop the DataConduIT services before installing the license. Once the license has been installed, restart the DataConduIT services.

Note: If the DataConduit services are not stopped when adding a new license and LDAP Synchronization is being used, DataConduIT will be placed into an abnormal state, and might not allow LDAP Synchronization to work properly.

If you forget to stop the DataConduIT services, then re-installing the license after the DataConduIT services has been stopped, and then re-starting DataConduIT once the license is installed will correct the issue.

Applies To

OnGuard (All versions)

Additional Information