



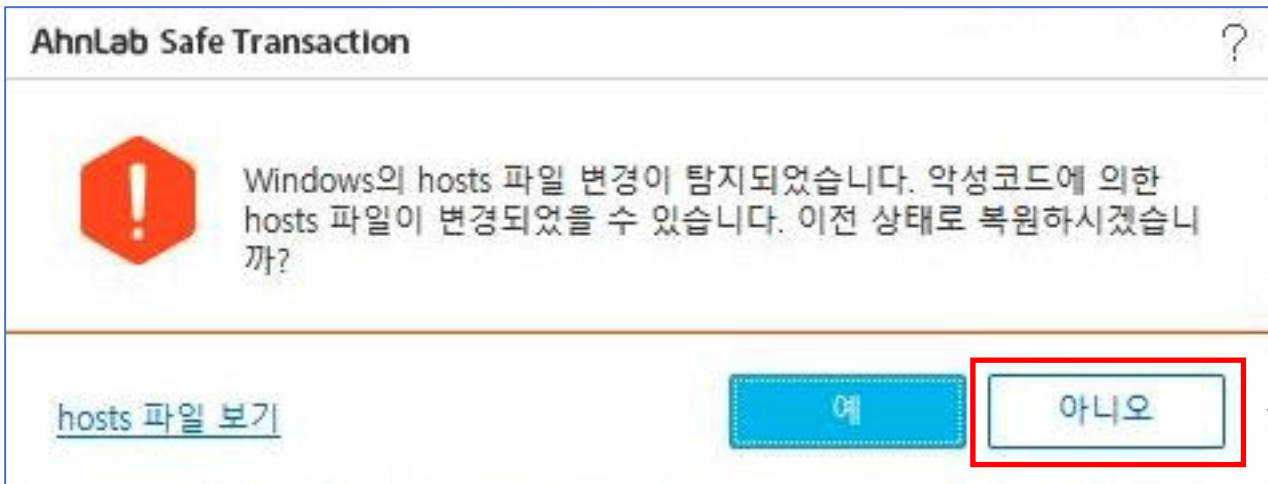
Troubleshooting Manual for AD Join Errors

Contents

1. Antivirus error	2
2. Error Code: 50 (Windows Home edition error)	3
3. Error Code: 53, 64, 65 or 1xxxx (DNS server error)	5
4. Error Code: LDAP server is unavailable	6
5. Error Code: 2700	6
6. Error Code: Invalid credentials	7

1. Antivirus error

- AhnLab Safe Transaction Warning



- If the above popup appears during AD Join, click “No(아니오)”

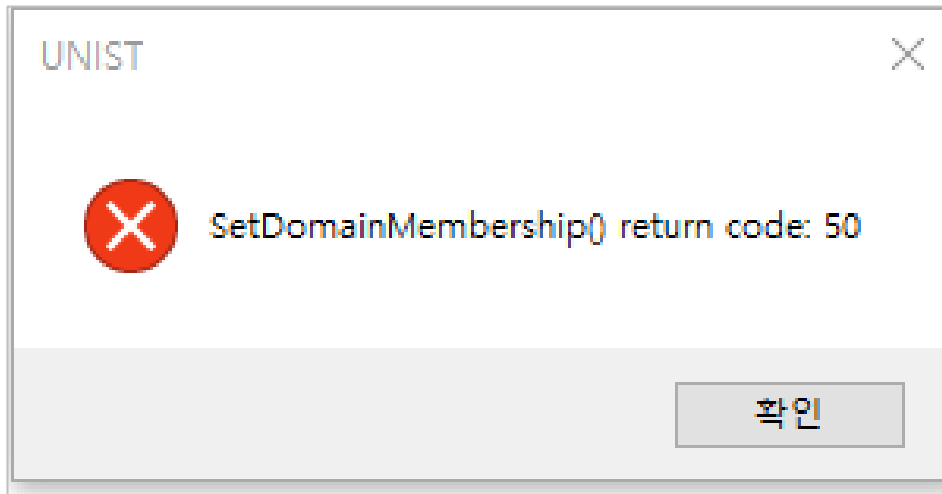


- If the above popup appears during AD Join, click “Run(실행)”

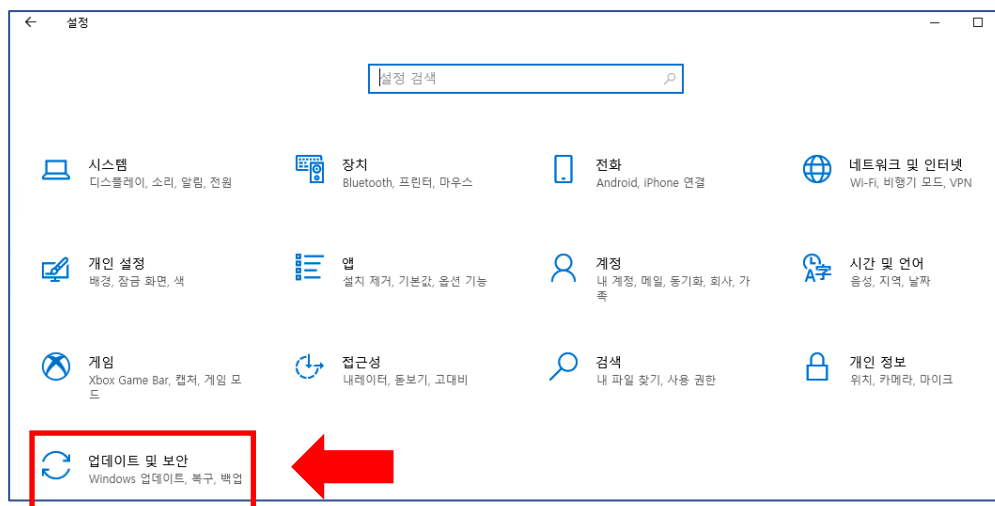


If Alyac is installed, remove it and then run AD join

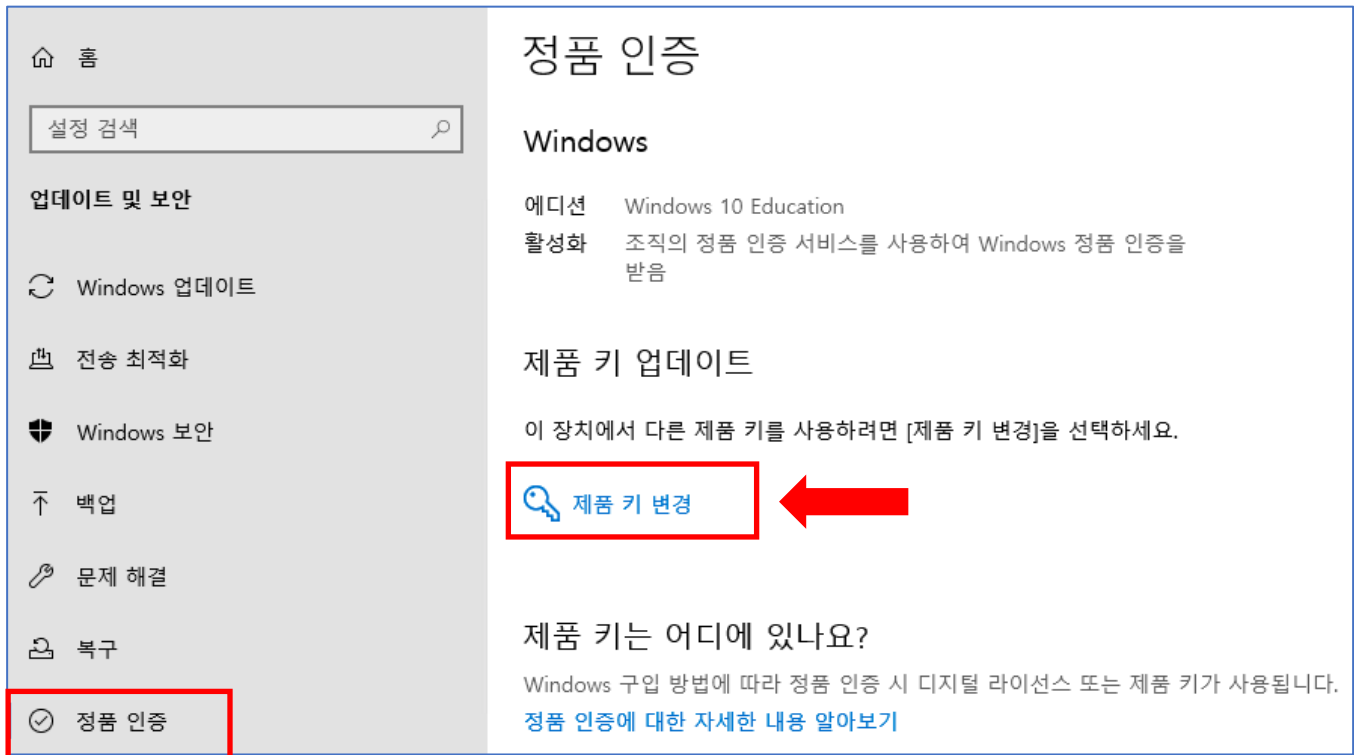
2. Error Code: 50 (Windows Home edition error)



If the 50 error appears during AD Join, your PC need to be upgraded to Windows Pro or Edu version.



Click “Update & Security” on Windows Settings



On Activation, change product key with license keys below.

If an error occurs while the progress percentage is increasing, reboot to complete.

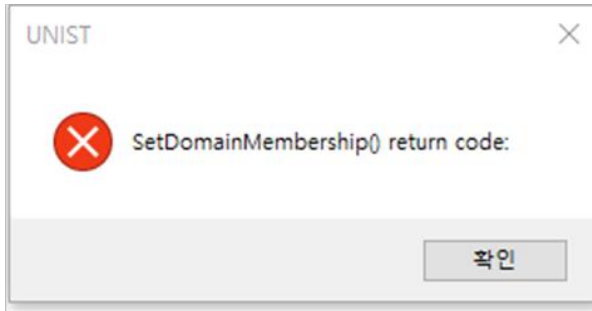
If an error occurs as soon as you enter the key, please call extension 1717.

[Windows 10 or 11 Edu]

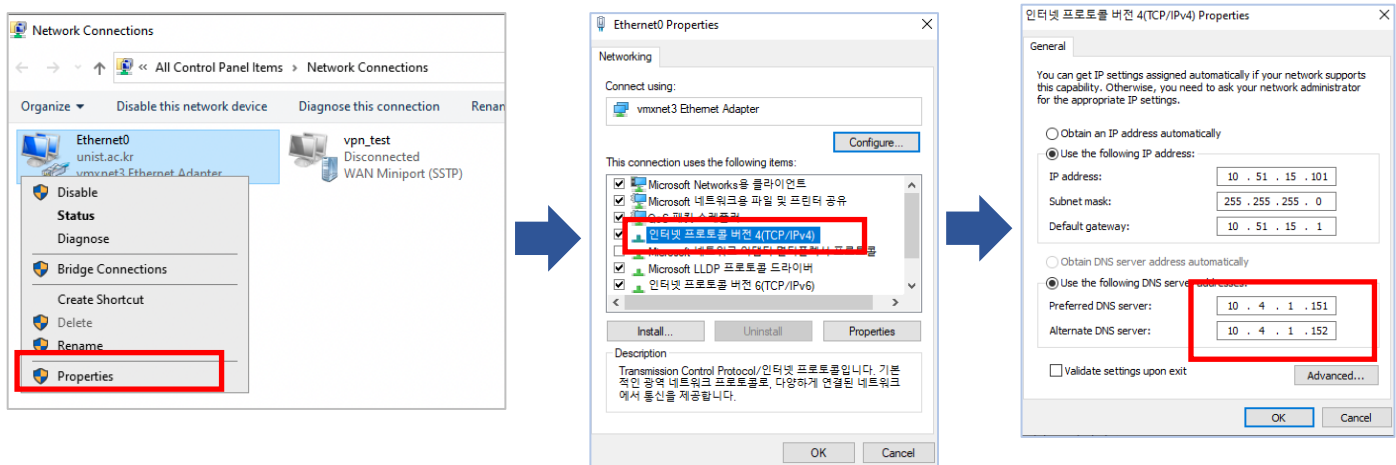
P7NV8-726WV-X36PM-DTPMV-9BT4Q

QGJ93-NHPFX-6DQB9-YPB32-GQ7Y3

3. Error Code: 53, 64, 65 or 1xxxx (DNS server error)

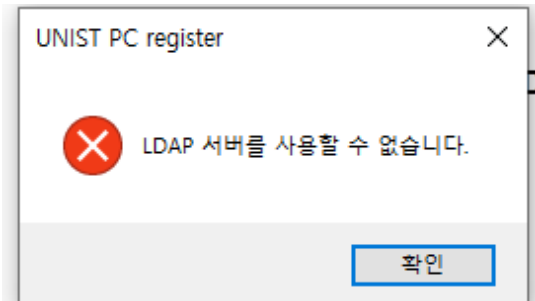


If the code: 53, 64, 65 or 1xxx or “username or password is incorrect” error appears during AD Join, please refer to the procedure below to change the DNS server.



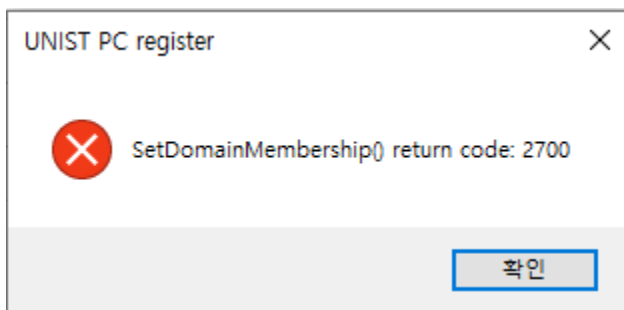
1. Enter the following path in Windows Explorer
 - Control Panel\All Control Panel Items\Network Connections
2. Click the properties of Ethernet adapter
3. Double click the Internet Protocol version 4 (TCP/IPv4)
4. Change DNS server
 - 10.4.1.151
 - 10.4.1.152

4. Error Code: LDAP server is unavailable



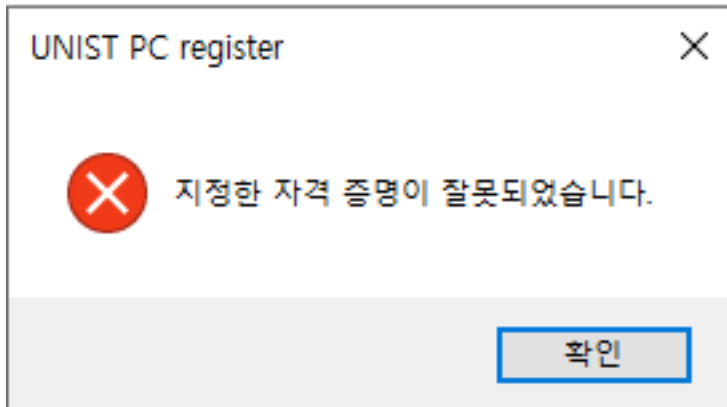
If the “LDAP server is unavailable” appears during AD Join, please change WIFI to WUNIST_AAA.

5. Error Code: 2700



If the error code 2700 appears during AD Join, please contact “security@unist.ac.kr”

6. Error Code: Invalid credentials



If your PC is connected wirelessly, try changing the DNS IP as follows. (refer to the page 5)

- 10.4.1.151
- 10.4.1.152

If you are using WIFI, connect to WUNIST_AAA and try again