

Application Server DNS Must Resolve For Enterprise Systems To Communicate

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INTERNAL

Problem

In some cases if there is more than one DNS suffix in IPCONFIG, the DNS resolution of a uri may fail.

Solution

If a MAS and SAS can't communicate and the SAS reports the MAS offline, attempt to resolve the FQDN in the uri field in ACVSCore.dbo.ApplicationServer.

If the FQDN from the uri will not resolve, determine why this is and fix it so that the systems can communicate.

For example if the FQDN is set to MAS.domain.com but the DNS suffix is set to servers.domain.com you will not be able to resolve MAS.domain.com. Change the uri to be MAS.servers.domain.com (using the customer's domain) as well as all SAS systems and restart all services.

Summary

Even if the machine name resolves properly, if the FQDN in the uri does not resolve, the MAS and SAS will not be able to communicate with each other. Check the DNS Suffix in IPCONFIG against what is set for the uri's FQDN suffix.

If you have any questions regarding this **Knowledge** article, please contact Technical Support.

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