



OnCommand Unified Manager 5.x users are unable to login through the OnCommand Console UI after a backup restore

https://kb-stage.netapp.com/data-mgmt/AIQUM/AIQUM_Kbs/OnCommand_Unified_Manager_5.x_user...

Updated: Wed, 24 Jun 2026 06:32:09 GMT

Applies to

- OnCommand Unified Manager Core Package 5.2.x
- OnCommand Console

Issue

After attempting to log in through the OnCommand Console UI with Internet Explorer after performing a backup restore, the following error message may be seen:

```
==ERROR== com.netapp.nwf.client.userinterface.error.DefaultErrorDetails  
==TIME== 2020-11-16 10:44:57,798  
==MESSAGE== Internal Server Error: Check if any of the services are temporarily  
unavailable. Additional information might be available in the server error log.
```

```
==DETAILS== No details are available.  
==CORRECTIVE ACTION== No suggested corrective action is available.  
==LOCATION== Location is not specified.  
==BROWSER INFO== App Name: Microsoft Internet Explorer App Version: 4.0  
(compatible; MSIE 8.0; Windows NT 10.0; WOW64; Trident/7.0; .NET4.0C; .NET4.0E)  
App Codename: Mozilla User Agent: Mozilla/4.0 (compatible; MSIE 8.0; Windows NT  
10.0; WOW64; Trident/7.0; .NET4.0C; .NET4.0E) Platform: Win32 Cookie Enabled:  
false
```