

Domain Controller Status Listed as Down in Active Directory Agent

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[Introduction](#)

This document describes how to identify and resolve a problem that occurs when you configure the Active Directory Agent software to interact with a Windows Domain Controller.

[Prerequisites](#)

[Requirements](#)

There are no specific requirements for this document.

[Components Used](#)

The information in this document is based on the ASA Active Directory Software.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

[Conventions](#)

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

[Problem](#)

When you use the **adacfg dc create** command in order to install the Active Directory (AD) agent on a domain controller (DC) in your Windows domain, connection status between the AD

agent and the DC is listed as *down*.

Use the **adacfg dc list** command in order to view connection status:

```
C:\IBF\CLI>adacfg dc list
Name      Host/IP          Username          Domain-Name      Latest Status
-----
dc        192.168.1.100   Administrator     CISCO            down
```

In addition, the adObserver log prints this error:

```
Mon Jan 23 08:24:23 2012: EXCEPTION OCCURED: .\DcMonitor.cpp:373 getDcVersion: Error with
ConnectServer for DC: dc name: 192.168.1.100 hostname: 192.168.1.100 domain: mirober2.lab
username: Administrator password: <hidden> Error code: 800706ba
```

Solution

When you add the AD agent to the DC, ensure that either the host name or the fully qualified domain name (FQDN) of the DC is used with the **-host** keyword.

Note: The DC IP address should not be used. IP address is not a valid value for the **-host** keyword. Refer to the [adacfg dc create](#) section of the *Installation and Setup Guide for the Active Directory Agent* for more information.

When the DC is added correctly and visible to the AD Agent, the **adacfg dc list** command shows the status of the DC as *up*:

```
C:\IBF\CLI>adacfg dc list
Name      Host/IP          Username          Domain-Name      Latest Status
-----
dc        dc.cisco.com     Administrator     CISCO            up
```

Note: Cisco Bug ID [CSCto66192](#) has been opened as an enhancement request to allow an IP address as a valid value for the **-host** keyword.

Note: Currently, there are known issues when you use the DC host name. If you experience issues, use the FQDN, and then run the **adacfg dc list** command in order to check the status of the DC.

Related Information

- [Technical Support & Documentation - Cisco Systems](#)