

Resolve Secure Access Errors for Active Directory and Virtual Appliances

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Introduction

This document describes common error, warning, and informational messages on the Sites and Active Directory page and provides resolution steps.

Prerequisites and Important Warnings

- **Syncing Time:** Allow up to 10 minutes for synchronization processes to complete after changes.
- **Network Requirements:** [Ensure connectivity between Connectors, Virtual Appliances, Domain Controllers, and the Secure Access Cloud](#) is permitted.
- **Server Support:** Use Windows Server 2012 or higher for Connector deployments to ensure compatibility with TLS 1.2.
- **Log Collection:** If an issue persists after following the provided steps, collect the relevant [AD connector logs](#) for further investigation.

Virtual Appliances

Virtual Appliance Syncing

- **[Information] This VA has registered but has never synced:** Verify [network requirements](#). If the issue persists, open a support case.
- **[Error] This VA was syncing at one point but has since stopped:** If the VA is decommissioned, remove it from the Secure Access dashboard. Otherwise, verify [network connectivity](#).

Connector Connections

- **[Information] This VA was previously connected to one or more Connectors, but is now connected to none:** If Connectors were removed, delete them from the dashboard.
- **[Warning] This Virtual Appliance is connected to some, but not all, of the Connectors for this site:** [Review prerequisites and collect logs for support](#).
- **[Warning] DNS queries forwarded by this VA to Secure Access are not encrypted:** This occurs when DNSCrypt fails. [Ensure firewalls do not perform deep packet inspection on port 53](#). Ensure the VA is on version 3.1.x or higher.

Local Domain and High Availability

- **[Information] This VA does not have any local domains configured:** [Configure local domains via the Local DNS Forwarding settings](#).
- **[Error] This VA is not redundant within its site (2+ VA required per site):** [Install a second Virtual Appliance to ensure high availability](#).
- **[Error] A large percentage of DNS queries to this VA are failing:** Open a support case.

AD Connectors

Connector Syncing and Connections

- **[Information] This Connector has registered but has never synced:** Wait 10 minutes for sync. [Verify network requirements and collect logs](#).
- **[Error] This Connector was syncing at one point but has since stopped:** Verify the server supports TLS 1.2. Ensure the connector version is 1.6.31 or higher.
- **[Information] This Connector has either no VA or no DC to connect to:** Ensure the site contains at least one VA and one DC.

DC and VA Connections

- **[Warning] The Connector is connected to some, but not all, DCs:** [Verify prerequisites and collect](#)

[logs.](#)

- **[Error] The Connector was once connected, but is not currently connected to any of the DCs available:** [Verify prerequisites and collect logs.](#)
- **[Warning] The Connector is reporting timeout errors while attempting to connect to some VAs:** If the VA is on a different LAN, consider using multiple Umbrella sites.
- **[Information] The Connector is not syncing events in parallel to VAs:** Upgrade the server CPU capacity based on the number of assets.
- **[Warning] The Connector is reporting drops while attempting to send events to some VAs:** If the event rate exceeds 850 events per second, consider enabling load-balancing by opening a support case.

Domain Controllers

Connector Connections and WMI

- **[Information] This Domain Controller has never connected to a Connector:** Install a Connector in the same site as the Domain Controller.
- **[Error] Domain Controller is not syncing:**
<https://securitydocs.cisco.com/docs/csa/gov/olh/154807.dita>