

ZTNA Client Error "Active Directory Integration not detected for this user device" on Entra-Joined Devices

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Issue

Users testing ZTNA functionality experience intermittent errors where the ZTNA client displays "Active Directory Integration not detected for this user device" on Entra-joined devices. This error is transient and inconsistent between users, appearing unpredictably during ZTNA access checks. Some users with Entra-joined devices never encounter this error, while others experience it multiple times. The error generally disappears after a period of time without user intervention.

The issue appears to be related to posture evaluation processes where separate access rules are configured for Entra-joined and on-premises AD-joined devices. During these posture checks, affected users can be flagged or blocked from accessing ZTNA resources, impacting their ability to connect to internal systems through the Zero Trust Network Access framework.

Environment

- Solution Support (SSPT - contract required)
- Secure Access - Zero Trust Access (ZTNA, Posture, Client-Based, Enrollment, Private Resource)
- Mixed environment with both Entra domain-joined and on-premises Active Directory domain-joined devices
- Separate posture profiles configured for Entra devices and on-premises AD devices
- Dual access policy rules: "All internal resources - Entra Devices" and "All internal resources - Mac and On-Prem DS"
- Multiple users in testing group across the organization

Resolution

To resolve this intermittent Active Directory integration detection issue, follow the troubleshooting and verification steps described in the next section.

Step 1: Update ZTNA Client Version

Upgrade to the latest ZTNA client version 5.1.16 and test whether the issue persists with the updated client software.

Step 2: Collect Detailed Occurrence Information

When the error occurs, document this information:

- Exact timestamps of when the error appears
- Affected usernames and device identifiers
- Operating system versions of affected devices
- User locations and network context during error occurrence
- Duration of error persistence before automatic resolution

Step 3: Verify Device Registration Status

During an error occurrence, execute this command on the affected device to verify domain registration status:

```
dsregcmd /status
```

Capture the complete output of this command to verify the Entra ID registration status of the device and identify any registration inconsistencies.

Step 4: Document Device Account Settings

Navigate to **Settings > Accounts > Access work or school** and capture a screenshot of the account

configuration during an error occurrence to verify the device domain join status from the user interface perspective.

Step 5: Review DART Logs and Error Screenshots

Collect and analyze DART (Data Analysis and Reporting Tool) output from affected devices along with error screenshots to identify patterns in the posture evaluation process that can be causing the intermittent detection failures.

Step 6: Apply a Workaround

The behavior appears consistent with a timing issue during system startup, where the ZTNA client can perform its initial posture check before Windows has fully completed Entra (Azure AD) initialization after a reboot. This can temporarily result in the message “*Active Directory Integration not detected for this user device*”, even though the device is correctly Entra-joined.

As a **first and simple workaround**, it is recommended configuring the ZTNA agent to start with a short delay on boot.

Steps

- 1.- Open **Services** (services.msc).
- 2.- Locate **Cisco Secure Client – Zero Trust Access Agent**.
- 3.- Right-click **Properties**.
- 4.- Set **Startup type** to **Automatic (Delayed Start)**.
- 5.- Click **Apply** and **OK**.
- 6.- Reboot the machine and test ZTNA access.

This delayed startup (typically ~60–120 seconds) allows time for Entra join state, Azure AD PRT, and Windows identity services (WAM) to fully initialize before the ZTNA posture evaluation runs.

Cause

The intermittent "Active Directory Integration not detected" error appears to be related to inconsistencies in the posture evaluation process for Entra-joined devices. The issue likely stems from timing or synchronization problems during the device domain verification checks within the ZTNA client posture assessment framework. Since separate posture profiles are required for Entra-joined and on-premises AD-joined devices due to domain recognition limitations, the evaluation process can occasionally fail to properly identify the Entra domain membership, resulting in the temporary error state.

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