

Troubleshoot Error "A security package specific error occurred. Exception from HRESULT"

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Introduction

This document describes how to troubleshoot the error, "A security package specific error occurred. Exception from HRESULT" in Umbrella.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Umbrella DNS Layer Security.

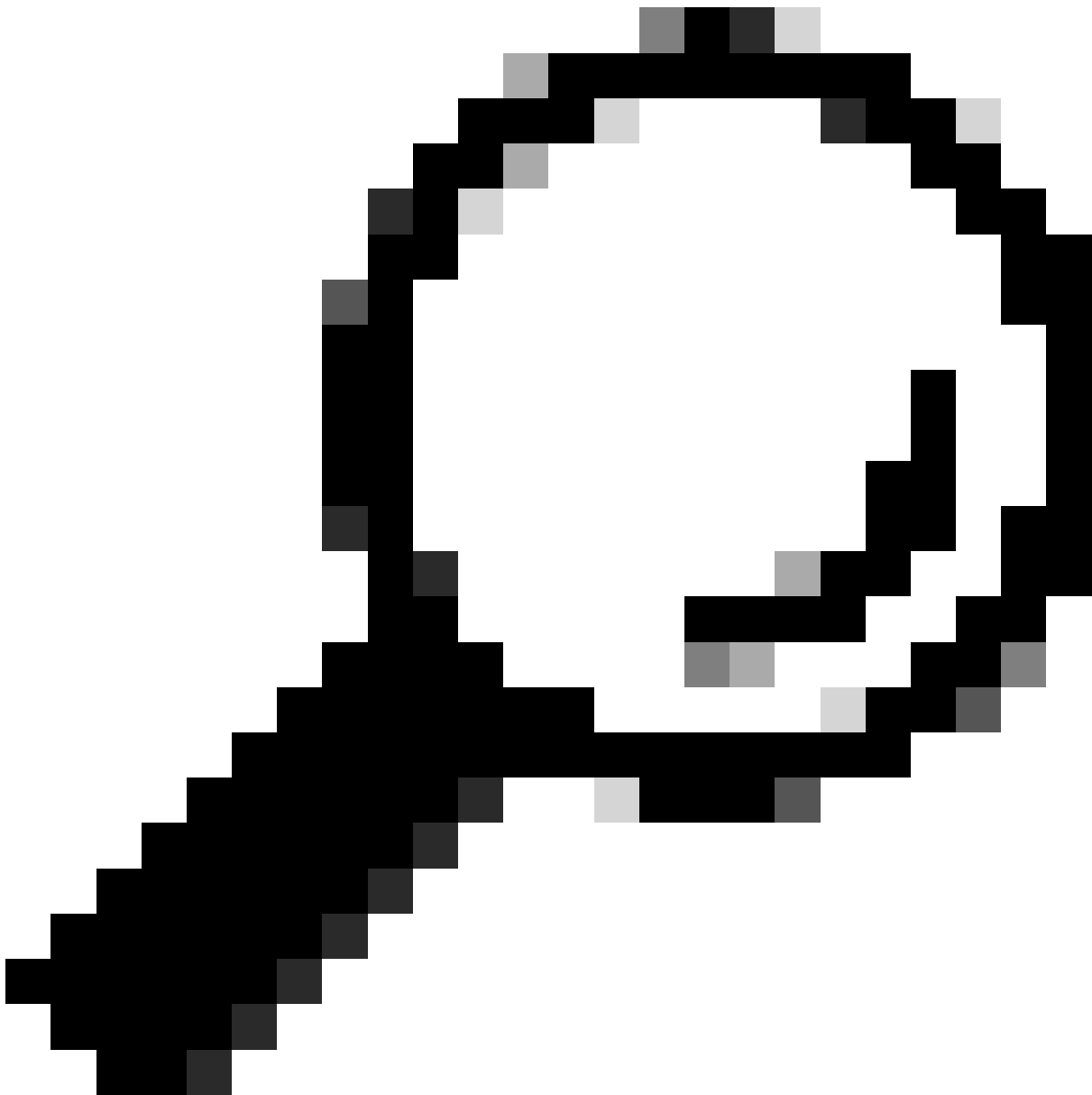
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Problem

You see the error, "A security package specific error occurred. Exception from HRESULT: 0x80070721 (1), please check support pages."

Solution

If you see this error in the Active Directory (AD) Connector logs or in the dashboard, it means that you registered a Read-Only Domain Controller as an AD server in the Dashboard under **Sites & Active Directory**.



Tip: Currently, Read-Only Domain Controllers are not supported and can cause issues if left registered in the Dashboard. Umbrella recommends removing the Read-Only Domain Controller from the Dashboard and removing any components installed on it.

As long as there is at least one Domain Controller with the Connector installed, the domain can sync without issue, even if a Read-Only Domain Controller is present in the Domain.