Troubleshoot "ADSync RunDiff" Error in the AD Connector Logs

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Introduction

This document describes how to troubleshoot the "ADSync RunDiff" error in the Active Directory (AD) Connector logs.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Umbrella.

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 errors similar to these in the AD Connector logs:

```
ADSync RunDiff error: System.Runtime.InteropServices.COMException (0x80070005): Access is denied.\x0D\x
```

There are two scenarios where this issue can happen:

1. .NET 3.5.1 SP1 is not installed.

2. The user is missing replicate directory changes and read permissions. One symptom of this is if the OpenDNS_Connector user account can read the AD tree via LDIFDE, but the connector still returns "Access is denied."

Solution

To add the necessary **Replicate Directory Changes** and **Read** permissions, complete these steps:

1. Open the Active Directory Users and Computers snap-in.

2. On the **View** menu, select **Advanced Features**.

3. Right-click the domain object, and then select **Properties**.

4. On the **Security** tab, if the desired user account (**OpenDNS_Connector** or **Cisco_connector**) is not listed, select **Add**. If the desired user account is listed, continue to step 7.

5. In the **Select Users, Computers, or Groups** dialog, select the desired user account, and then select **Add**.

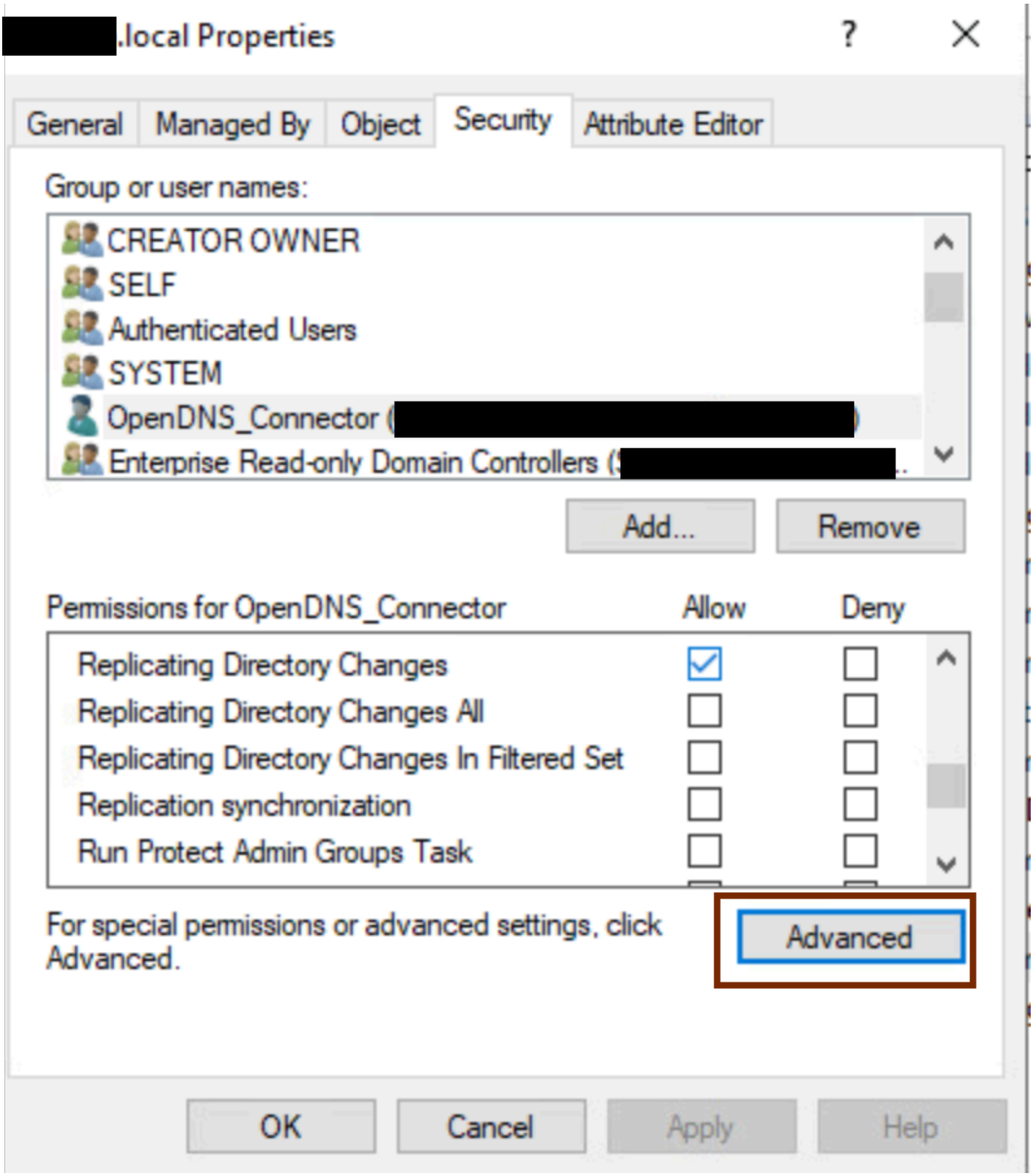
6. Select **OK** to return to the **Properties** dialog.

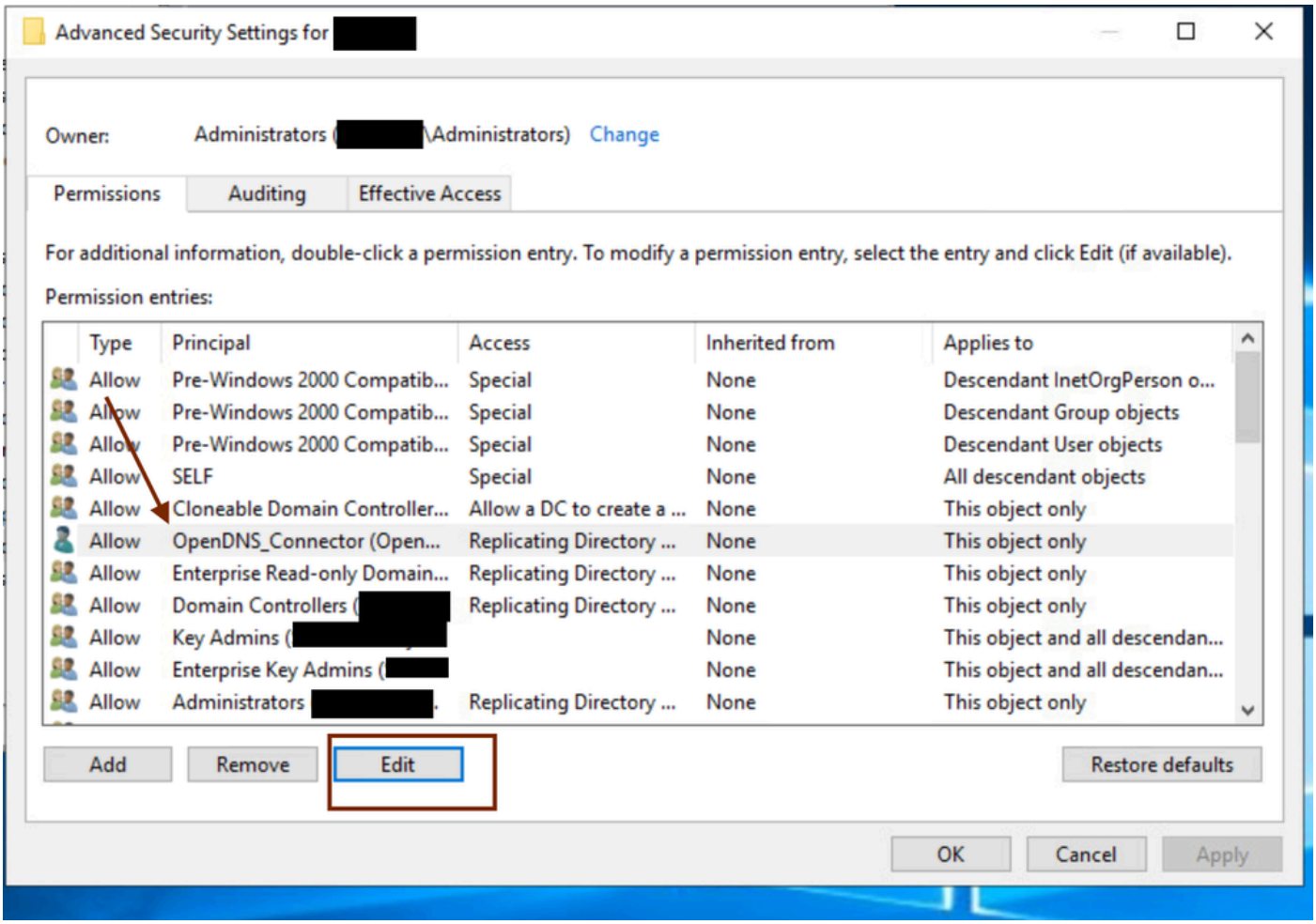
7. Select the desired user account.

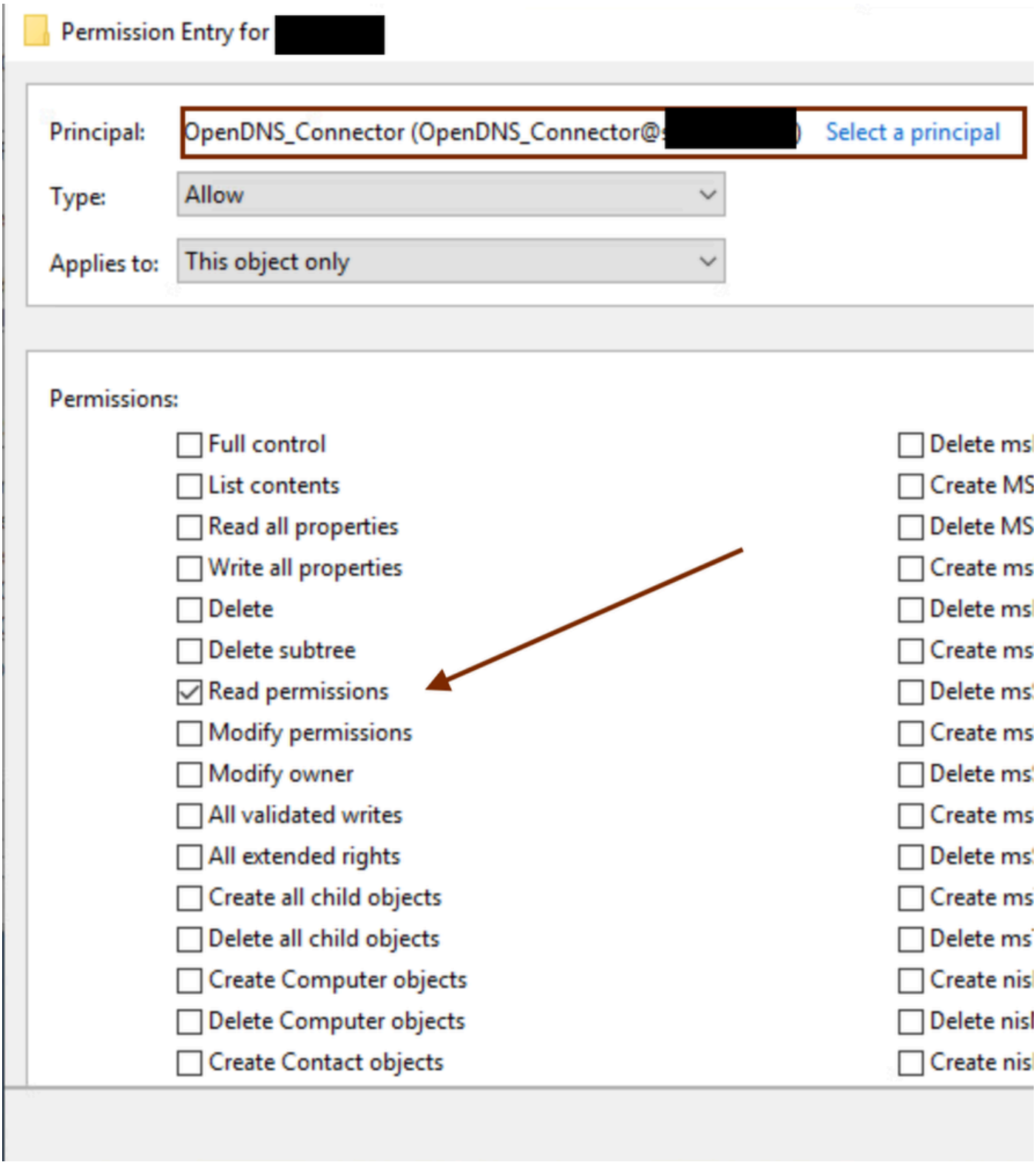
8. Select the **Replicating Directory Changes** and **Read** check boxes from the list.

9. Select **Apply >OK**.

10. Close the snap-in.


[redacted].local Properties
?
General
Managed By
Object
Security
Attribute Editor
Group or user names:
CREATOR OWNER
SELF
Authenticated Users
SYSTEM
OpenDNS_Connector ([redacted])
Enterprise Read-only Domain Controllers ([redacted])
Add...
Remove
Permissions for OpenDNS_Connector
Allow
Deny
Replicating Directory Changes
Replicating Directory Changes All
Replicating Directory Changes In Filtered Set
Replication synchronization
Run Protect Admin Groups Task
For special permissions or advanced settings, click Advanced.
Advanced
OK
Cancel
Apply
Help


Advanced Security Settings for [redacted]
Owner: Administrators ([redacted]\Administrators) Change
Permissions
Auditing
Effective Access
For additional information, double-click a permission entry. To modify a permission entry, select the entry and click Edit (if available).
Permission entries:
Type
Principal
Access
Inherited from
Applies to
Allow Pre-Windows 2000 Compatib... Special None Descendant InetOrgPerson o...
Allow Pre-Windows 2000 Compatib... Special None Descendant Group objects
Allow Pre-Windows 2000 Compatib... Special None Descendant User objects
Allow SELF Special None All descendant objects
Allow Cloneable Domain Controller... Allow a DC to create a ... None This object only
Allow OpenDNS_Connector (Open... Replicating Directory ... None This object only
Allow Enterprise Read-only Domain... Replicating Directory ... None This object only
Allow Domain Controllers ([redacted] Replicating Directory ... None This object only
Allow Key Admins ([redacted] None This object and all descendan...
Allow Enterprise Key Admins ([redacted] None This object and all descendan...
Allow Administrators [redacted] Replicating Directory ... None This object only
Add
Remove
Edit
Restore defaults
OK
Cancel
Apply



If the issue is related to .NET 3.5.1 SP1 not installed, [download it from the Microsoft website.]