

Resolve the Error "The Server cannot handle directory requests"

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Introduction

This document describes how to resolve the error, "Exception verifying password: The Server cannot handle directory requests."

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

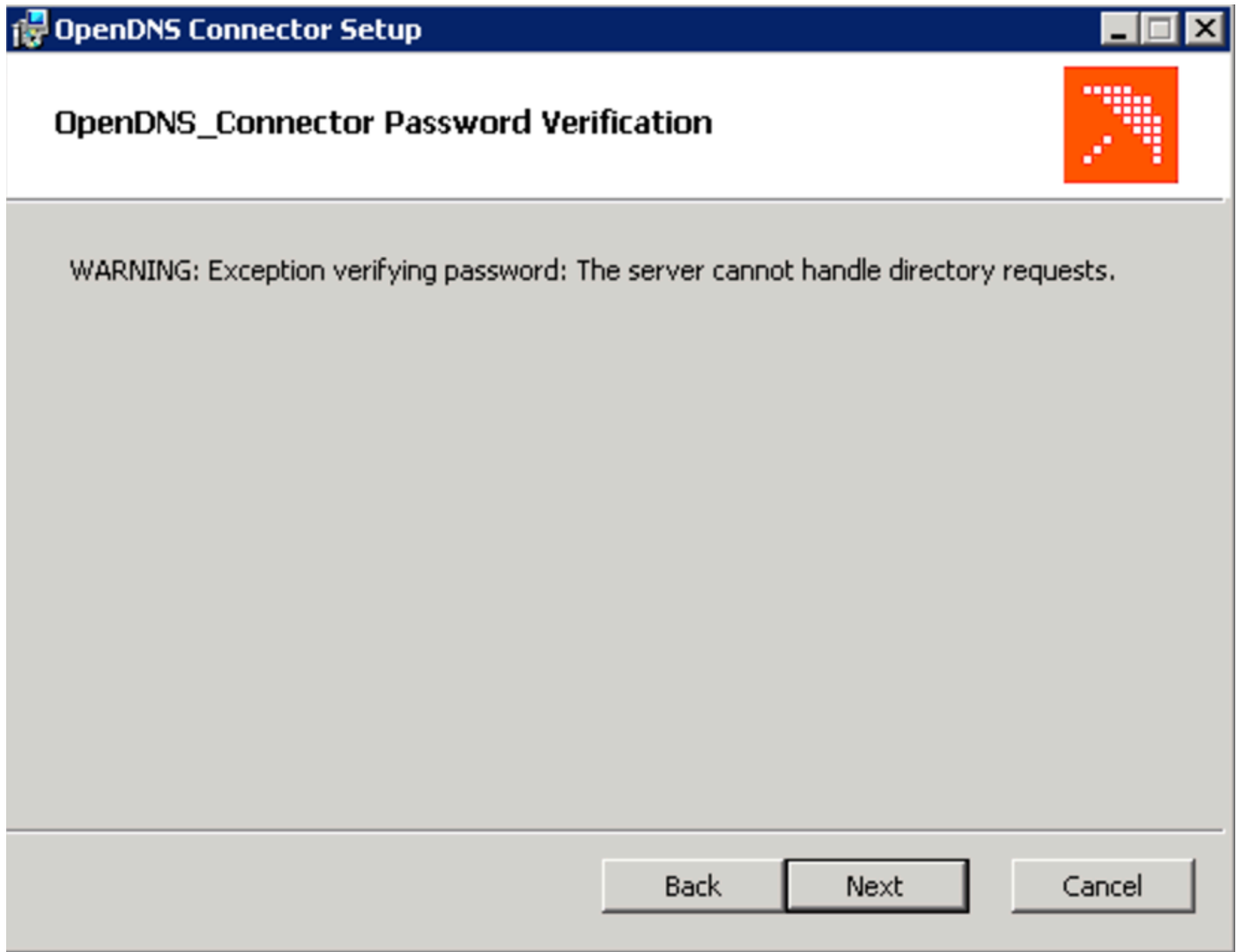
The information in this document is based on Cisco Umbrella.

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

During installation of the Connector in a Windows Server 2008, Windows Server 2008 R2, or Windows Server 2012 R2 environment, you receive this error after entering the username and password for the OpenDNS_Connector user:

"Exception verifying password: The Server cannot handle directory requests."



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Solution

To resolve or work around this issue, attempt these steps in order:

1. Ensure that the server on which the Connector is installed is able to reach its DC. Specifically, the Connector needs to be able to bind to LDAP over TCP 389.
2. Attempt to install the Connector specifically as the **DOMAIN\Administrator** user, even if they are already using a normal Domain Admin account.
3. If installing as **DOMAIN\Administrator** fails, then ignore the error and continue with the installation. Once the Connector has started, check the logs to ensure that the initial ADSync succeeds, the DC connections work, and that you see a successful QueryADUser for the first few events. All problems are resolved if this works.

Cause

This error indicates that the installer failed to verify the password which can be due to network or permissions issues.