Troubleshoot Cisco Directory Connector LDIF Input Stream Synchronization Failures

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Issue

Users experience recurring synchronization failures between Cisco Directory Connector and Cisco Webex Control Hub. The synchronization process generates multiple email alerts indicating that incremental synchronizations have failed, with only occasional successful syncs. When investigating the high severity alerts in the Webex Control Hub alert center, the next specific error message is displayed:

```
A com.cisco.codev.identity.engine.SyncException occurred in the cloud service. Failed to read request L
```

The synchronization failures persist for several days and impact the ability to synchronize user data between on-premises Active Directory and the Webex cloud platform, potentially affecting user provisioning and access to Webex services. The issue appears to affect the overall sync process rather than specific user accounts.

Environment

- Cisco Directory Connector version 3.8.7000.64732
- Windows Server VM platform
- On-premises Active Directory integration
- Cisco Webex Control Hub
- Incremental directory synchronization configured
- Directory Connector in use for several years prior to issue occurrence

Resolution

This synchronization issue typically resolves itself without manual intervention. The LDIF (LDAP Data Interchange Format) input stream failure is often related to external factors affecting the format of data provided by Active Directory to Cisco cloud service.

Monitoring and Verification Steps

Step 1: Monitor the Webex Control Hub alert center for synchronization status updates

Check the alert center regularly to observe if new failure alerts continue to appear or if successful synchronization alerts begin occurring.

Step 2: Review application logs for failure patterns

Examine the Cisco Directory Connector Application Logs in Event Viewer to identify any recurring error patterns or changes in error frequency.

Step 3: Verify synchronization recovery

Confirm that incremental synchronizations resume normal operation by monitoring for consecutive successful sync notifications without intervention.

Additional Troubleshooting Information

If the issue persists beyond several days, collect this diagnostic information:

- Dry Run Report from Cisco Directory Connector
- Event Viewer logs from the Windows Server hosting Directory Connector
- Timeline of when synchronization failures began
- Any recent environment changes (updates, configuration modifications, antivirus updates)

Cause

The LDIF file is generated by Active Directory and sent to Cisco cloud service to parse directory changes. Both the payload and the LDIF file are provided to Cisco service rather than created by it. Investigation by

Cisco software development team has identified that antivirus updates in environments can influence the format of the LDIF that Active Directory provides with the payload, causing the cloud service to fail when attempting to read the request LDIF input stream.

This issue has been observed across multiple environments and appears to be related to how third-party security software interacts with the LDIF generation process in Active Directory.

Related Content

- Cisco Technical Support & Downloads