

Administrator account of the Active Directory shows "Access Denied" error when receiving DataConduIT events

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Symptom

The Administrator account of the Active Directory shows the error message "Access Denied" when running the .js script to receive DataConduIT events. This error occurs only if the user's login name is empty for the account at the Active Directory server.

Resolution

Manually enter the user login name in the "User Login" field for the Active Directory server.

Applies To

OnGuard 7.5 and OnGuard 7.5 Update 1

Additional Information

This usually happens because the Administrator is the default account for the Active Directory server and its fields are auto-populated. This is not the normal situation for other users because those user accounts would be created manually, and their user logon names would be created at that time.

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