

I'm having trouble with an error : Failure 0x51

Sysadmin - (.) تعليقات - Sangeetha Lakshminarayana - 2025-04-25

:Question

After we migrated our domain controllers from Server 2008 to Server 2012, the Deskpro .Active Directory app stopped working

Using the **Test Settings** button returned 'An unexpected failure occurred 0x51 (Can't .contact LDAP server): ldap://<domain controller name>:636

?What's happening

:Answer

This happens when your Active Directory configuration requires you to search the Global .Catalog

.In the Deskpro app Server settings, change the port to 3268