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

[Sysadmin](#) - [تعليقات \(٠\)](#) - Sangeetha Lakshminarayana - 2025-09-02

### :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