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

Ben Henley - 2023-09-25 - Kommentarer (0) - Deskpro Legacy

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.