Troubleshooting – AD Pro Toolkit
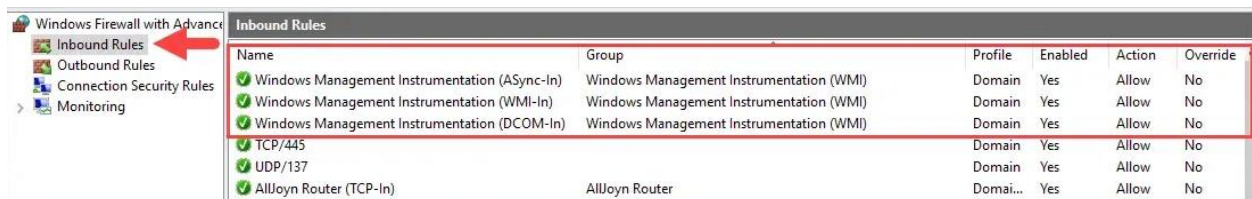
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Connection Issues

Unable to Connect – The RPC server is unavailable (HRESULT: 0x800706BA)

Error:

Unable to Connect – The RPC server is unavailable. (Exception from HRESULT: 0x800706BA)

Solution:

This is typically a firewall issue. Verify the following firewall rules are enabled inbound on the target computer.

Unable to Connect – The RPC server is unavailable.

Error:

Unable to Connect – The RPC server is unavailable

Solution:

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The computer is offline or unreachable. Verify the computer is online and can be reached by your computer.

Unable to Connect – Access is denied

Error:

Unable to Connect – Access is denied.

Solution

This error can occur due to the following.

1. The computer has lost its trust relationship with Active Directory

2. You do not have administrator rights

3. Run as administrator (UAC) – If you are logged into the computer as a regular user you might need to right click on the toolkit and select run as administrator.

Verify WMI is allowed by using PowerShell.

Use the following command to test the WMI connection from your local computer (that has the AD Pro Toolkit installed) to the remote computer. Replace PC2 with the remote computer hostname.

Get-WmiObject -query "SELECT * FROM Win32_OperatingSystem" -ComputerName PC2

If the connection is successful, you will get a message like below.

If WMI is being blocked, you will get a message like below.

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License Activation issue

Error:

Solution

This is typically due to a corrupted license file.

Try the following:

1. Close the app

2. Delete the "license.dat" file from this folder C:\ProgramData\ActiveDirectoryPro\AD Pro Toolkit

3. Try to activate again.

If the above steps do not resolve the issue contact support for a new license file.

Uninstall or upgrade issue

If you are unable to uninstall or upgrade, follow these steps.

1. Download the Microsoft Troubleshooter Tool. This tool will uninstall programs that have an issue.

Mcrosoft Troubleshooter Tool

2. Make sure these folders are deleted

   o   C:\Program Files\ActiveDirectoryPro

   o   C:\ProgramData\ActiveDirectoryPro

3. Make sure the AD Toolkit Windows service is deleted, if not open the command prompt and run the following command.

sc delete ADToolkitService

You should now be able to install the latest version.

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Bulk User Update Tool - The given key was not present in the dictionary

Error:

Log Time	Log Type	Tool	Message
04/17/2024 14:51:12	Info	User And Computer Updater	139 records found. Click run to start the update.
04/17/2024 14:51:13	Info	User And Computer Updater	Beginning
04/17/2024 14:51:13	Error	User And Computer Updater	Running Update Error The given key was not present in the dictionary.
04/17/2024 14:51:13	Info	User And Computer Updater	Finished

Solution:

One of the following attributes must be present in the CSV template and will be used to identify the accounts to update.

- sAMAccountName (default)
- EmployeeID
- EmployeeNumber
- UserPrincipalName
- mail

For example, in the csv below I'm using the sAMAccountName column to identify the accounts to update.

	A	B	C	D	E	F	G	
	sAMAccountName	memberof	givenName	initials	sn	displayname	description	physicalDeliv
	test-build01	IT_Folders,IT_Local	test1	RA	build01	test-build01	IT Stafff	Ozark Office1
	test-build02	IT_Folders,IT_Local	test2	RA	build02	test-build02	IT Stafff	Ozark Office2
	test-build03	IT_Folders,IT_Local	test3	RA	build03	test-build03	IT Stafff	Ozark Office3
	test-build04	IT_Folders,IT_Local	test4	RA	build04	test-build04	IT Stafff	Ozark Office4
	test-build05	IT_Folders,IT_Local	test5	RA	build05	test-build05	IT Stafff	Ozark Office5
	test-build06	IT_Folders,IT_Local	test6	RA	build06	test-build06	IT Stafff	Ozark Office6
	test-build07	IT_Folders,IT_Local	test7	RA	build07	test-build07	IT Stafff	Ozark Office7

If you want to use EmployeeID, EmployeeNumber, UserPrincipalName or mail as the ID column then you must select it from the update options.

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