Table of Contents

Connection Issues	.1
Unable to Connect – The RPC server is unavailable (HRESULT: 0x800706BA)	.1
Unable to Connect – The RPC server is unavailable	.1
Unable to Connect – Access is denied	.2
Verify WMI is allowed by using PowerShell.	.2
License Activation issue	.3
Uninstall or upgrade issue	.3
Bulk User Update Tool - The given key was not present in the dictionary	.4

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.

Windows Firewall with Advance	Inbound Rules							
Cuthound Rules	Name	Group	Profile	Enabled	Action	Override		
Connection Security Rules	🥩 Windows Management Instrumentation (ASync-In)	Windows Management Instrumentation (WMI)	Domain	Yes	Allow	No		
Monitoring	🥨 Windows Management Instrumentation (WMI-In)	Windows Management Instrumentation (WMI)	Domain	Yes	Allow	No		
	Windows Management Instrumentation (DCOM-In)	Windows Management Instrumentation (WMI)	Domain	Yes	Allow	No		
	🔮 TCP/445		Domain	Yes	Allow	No		
	OP/137		Domain	Yes	Allow	No		
	🧭 AllJoyn Router (TCP-In)	AllJoyn Router	Domai	Yes	Allow	No		

Unable to Connect – The RPC server is unavailable.

Error:

Unable to Connect - The RPC server is unavailable

Solution:

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.

```
PS C:\> Get-WmiObject -query "SELECT * FROM Win32_OperatingSystem" -ComputerName PC2
SystemDirectory : C:\Windows\system32
Organization :
BuildNumber : 19045
RegisteredUser : jojo
SerialNumber : 00330-80953-28576-AA231
Version : 10.0.19045
```

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

```
PS C:\> Get-WmiObject -query "SELECT * FROM Win32 OperatingSystem" -ComputerName PC2
Get-WmiObject : The RPC server is unavailable. (Exception from HRESULT: 0x800706BA)
At line:1 char:1
+ Get-WmiObject -query "SELECT * FROM P22 OperatingSystem" -ComputerN ...
+ GategoryInfo : InvalidOperation: (:) [Get-WmiObject], COMException
+ FullyQualifiedErrorId : GetWMICOMException,Microsoft.PowerShell.Commands.GetWmiObjectCommand
```

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
 - 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.

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	В	С	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
			P.M. 4.	a concerte a	to be		

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

Update Users		
Select CSV File	Browse Update Optio	ns
• Help		×
• COV Header C	ID Column	
Run	Select the attribute used to identify the user accounts to update. userPrincipalName -	
Log Hine	ProxyAddress Options (Optional) Add New	