

[V7] ISSUE: [UserCacheManager.login] Error message from Active Directory LDAP: error code 49?

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Product Version:

AhsayCBS: 7.3.2.0 to 7.x

OS: Windows

ATTENTION 1st January, 2022: v7 officially End-of-Life [details]

Problem Description

For AhsayCBS server with Windows Active Directory Integration enabled, the following message is displayed in the System Error Dashboard:

[UserCacheManager.login] Error message from Active Directory LDAP: error code 49

Timestamp	Login Name	Owner	Message
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...			
YYYY-MM-DD hh:mm:ss	username	--	[UserCacheManager.login] Error message from Active Directory, '[LDAP: error code 49 - 80090308: LdapErr: DSID-0C0903D9, comment:AcceptSecurityContext error, data 52e, v2580]'
...			

Note:

System Errors can be viewed by logging into the AhsayCBS web console, at **Dashboard > System Errors**.

Cause

The error message LDAP: error code 49 is returned by Windows Active Directory in response to login authentication issue. For example, invalid login credentials, password expired, account disabled, user not found ...etc.

Refer to the following link for more details:

<https://www.ldap.com/ldap-result-code-reference>

Resolution

To resolve the issue:

1. If the corresponding Active Directory account of the AhsayOBM / ACB had been removed from the Active Directory, uninstall the AhsayOBM / ACB client application on all affected machines.
2. If the corresponding Active Directory account of the AhsayOBM / ACB still exists, verify on the

Active Directory Service Interfaces if the account is enabled and if password is valid. Re-login to all affected AhsayOBM / ACB client to confirm on the login credentials.

Keywords

Windows Active Directory, LDAP, Authentication, AD

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