

ID: 93

P2 2026-03-23 Your Active Directory User Sync failed (ID:93)

23/3/26 Received email advising last successful AD sync was 17th March.

Active: True Status: WIP

Ticket No.: IOCANE:0511508

Purchase Order No.:

Flags (1on1, Exch, ITP):

Email: russell.thomas@cohdawireless.com

cohda-93.txt - P0 2026-03-23 Your Active Directory User Sync failed (ID:93)

23/3/26

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13:44 Email from Duo security advsing last successful sync was 17/3/26 at 1:38.

13:33 Email to Usman, who was woking on doing the Palo upgrade asking if he had any thoughts on why I was getting this email.

14:51 Usman replied saying he didnt.

16:41 Raised ticket IOCANE:0511508.

16:44 This ticket CREATED.

24/3/26

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09:53 Shan called asking for the Duo 2FA PIN that had been SMSed to my mobile.

11:05 Email from IOCANE.support advising the Duo proxy was out of date and needed to be upgraded. Logged into the locane's Halo portal and posted a note saying it was OK to upgrade the Proxy.

13:54 Change request email received.

14:00 Email Exchange with Scott loader via the locane portal accepting the change request and negotiting the time for 14:30 today.

14:32 Notification email adviing the upgrade was commening.

15:12 Email advising the proxy had been upgraded to 6.6.0 and that it neded to be tested with the Duo portal.

25/3/26

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14:24 "Changge Request approval - Resolve issues with LDAP cetificates [IOCANE:0511508]" Email from IOCANE.support. Refer change request for details.

27/3/26

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09:53 "Tick Update - FW: Your Active Directory User Sync 'AD Sync' failed to sync [IOCANE:0511508]" Email from IOCANE.support following up on the Change contol that was submitted.

12:11 Approve the change request from the 25th, asking for it to be scheduled for next week. & made a note on the ticket was per the email at 09:53

13:50 "Ticket update" email. Work scheduled for 09:30 Monday.

30/3/26

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09:45 Email notification from locane support advising the LDAPS certificates are bring applied.

Ticket UPDATED: 2026-03-30 09:57 (TODO.EXE v2026.3.16.1246)