Empower 3 error (when adding new LDAP user): LDAP authentication of user failed - WKB15632

SYMPTOMS

- Empower 3 error when adding new LDAP user: "LDAP authentication of user failed"

ENVIRONMENT

- Empower 3 with LDAP authentication

CAUSE

Empower is not able to connect to the LDAP server with the current domain access username credentials.

FIX or WORKAROUND

1. Enter the correct credentials in the Empower LDAP credentials field on the authentication tab of System Policies in the Configuration Manager.

ADDITIONAL INFORMATION