Resolve Missing Active Directory Connector in Umbrella Dashboard

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Introduction

This document describes how to address the issue when the Active Directory Connector does not appear in the Umbrella Dashboard after installation.

Problem

The log file shows that the Config.dat file from the Connector .zip file is not being copied to the folder **C:\Program Files (x86)\OpenDNS\OpenDNS Connector.**

Solution

You must copy the files to a local folder, extract them, and then execute the installation.

1. Uninstall the current connector installation.

2. Download the installation files from the Umbrella dashboard locally on the computer where you plan to install the connector.

3. Extract all the files locally.

4. Reinstall the connector by running the installer from the local directory.

Cause

This issue occurs when you install the connector from a UNC or network path, which is currently not supported.