MobileAsset v7: Active Directory integration is not working on PC client

Jason - 2025-01-07 - Version 7

First, follow the instructions in this Knowledgebase article:

MobileAsset v7 Enterprise edition: Active Directory login integration for PC clients:
https://support.waspbarcode.com/kb/articles/1073

If MobileAsset still fails to log in and create new users, your particular Active Directory setup may be missing one or more of the required attributes for the users. Every company implements Active Directory differently, so sometimes the fields that MobileAsset treats as required have been left blank. If that is the case, MobileAsset will not be able to automatically sign in the user.

To check for missing attributes:

1. Download and extract this utility: https://dl.waspbarcode.com/kb/tools/adc.zip
2. Open a **Command Prompt** window and change to the directory where you extracted the file.
3. Enter the command:

   ```
   adc -whoami -v > output.txt
   ```

   This will create a text file named output.txt in that same folder with all of the AD attributes for the currently logged-in Windows user.
4. Open the text file and check to see if all of the following attributes are present and not blank:

   sn, givenName, department, mail, manager, telephoneNumber, description, sAMAccountName

   If any of these are missing or blank, it will cause the ActiveDirectory feature to not work properly.
5. After adding that information in Active Directory, when the MobileAsset PC client is launched, it should now log in the user automatically.

Related Content

- MobileAsset v7 Enterprise edition: Active Directory login integration for PC clients