

# Access Denied when running the .js script to receive DataConduIT events

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## Symptom

The Administrator account of the Active Directory displays the error message “Access Denied” when running the .js script to receive DataConduIT events. This issue occurs only if the user Login name is empty for the account at the Active Directory server.

## Resolution

Manually enter the user Login name in the “User Login” field at the Active Directory server to resolve the issue.

## Applies To

OnGuard 7.5 and OnGuard 7.5 Update 1

## Additional Information

This usually happens because the Administrator is the default account on the Active Directory server and its fields are auto-populated. This is not commonly seen for other users because those user accounts would be manually created, and their user logon name is available.

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