Unable to set refresh interval on LDAP/AD site when EFT configured in HA

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT, v7.x and later

SYMPTOM

Unable to set refresh interval on LDAP/AD site when EFT configured in HA.

CAUSE

When creating an LDAP Site on an HA node, the **Refresh User Database** is manual. Automatic refresh is disabled, because the user list must be synchronized on all nodes at the same time.

RESOLUTION/WORKAROUND

Create the user at login: The user that has been newly added to LDAP/AD logs in to EFT, and EFT creates the account (in EFT) for them.

Alternatively, you can use the COM API to synch "on demand":

- Site.**ForceSynchronizeUserDatabase** () syncs all
- Site.**ForceSynchronizeUser** (bstrUser As String)

Force Synchronize launches the user database synchronization thread (asynchronously) in EFT (equivalent to clicking **View > Refresh User Database**).

This method does not change the client's COM object. You must use the **Server.RefreshSettings**() method after waiting a suitable amount of time for the database synchronization to complete.

If a call to any COM method throws an "**MX Error: 52 (0x00000034)**", this means that the COM object needs to invoke **RefreshSettings**.

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