

How to Restore LDAP or Microsoft Entra ID Directory Services

<https://campus.barracuda.com/doc/96022973/>

LDAP Authentication

If you previously set up LDAP authentication with Email Gateway Defense, your settings are not lost when you select **Azure AD** (now Microsoft Entra ID) for a selected domain. Note, however, turning off Microsoft Entra ID disables Single Sign On (SSO) and new users are not synchronized; recipient verification continues to function.

To restore LDAP settings:

1. Log into <https://login.barracudanetworks.com/> using your account credentials, and click **Email Gateway Defense** in the left pane.
2. Click **Domains**, and click **Edit** in the **Settings** column for the affected domain.
3. In the **Domains > Domain Settings** page, click **LDAP** in the **Directory Services** section.
4. In the **Turn Off Azure AD** dialog box, click **Turn Off** to disable Microsoft Entra ID.
5. Allow the **LDAP Configuration Settings** test to complete.
6. The LDAP test results display. Click **OK** to close the dialog box.
7. Your LDAP Configuration is restored.

Microsoft Entra ID (formerly Azure Active Directory) Authentication

To restore Microsoft Entra ID authentication:

1. Log into <https://login.barracudanetworks.com/> using your account credentials, and click **Email Gateway Defense** in the left pane.
2. Click **Domains**, and click **Edit** in the **Settings** column for the affected domain.
3. In the **Domains > Domain Settings** page, click **Azure AD** in the **Directory Services** section.
4. In the **Disconnect LDAP** dialog box, click **Disconnect LDAP Directory** to disable LDAP.
5. Click **Save Changes** at the top of the page.
6. In the **Status** section, click **Authorize**.
7. The **Authorize Azure AD** dialog box displays. Click **Continue**.
8. When prompted, log into your Microsoft 365 account using your administrator credentials.
9. In the **Authorization** page, click **Accept** to reauthorize Email Gateway Defense to connect to your Microsoft Entra ID directory.
10. The synchronization progress displays; allow the process to complete.
11. The **Synchronization Options** section displays based on your original setup. When **Automatic** is selected, Email Gateway Defense automatically synchronizes with your Microsoft Entra ID directory daily and adds/updates your users. Note that the sync can take up to 24

hours or longer.

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