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## Troubleshooting the CloudGen Access Connector

<https://campus.barracuda.com/doc/96773341/>

### Azure AD directory connector

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#### Error: Cannot sync connector - authentication expired

The directory connector may, on occasion, stop synchronizing users/groups because its authentication token expires. For example, it is common for regular Azure users to have an MFA policy, which can cause the access token to expire.

#### Troubleshooting

The user that is associated with the authentication token has a policy that is expiring the token. You should be able to see the reason by looking at the sign-in logs:

1. Go to the [Azure Portal](#).
2. Open [Enterprise Applications](#).
3. Select the *Barracuda CloudGen Access Directory Connector*.
4. Go to **Sign-in logs**.
5. Click on **User sign-ins** (non-interactive).
6. Click on one sign-in log entry with a *Failure* Status.
7. Start by checking the **Failure reason** message and **Additional Details**.
8. On the right pane that opens, click on the **Conditional Access** tab.
9. Check if there was any Policy that triggered the expiration of the token.

#### Resolution

Barracuda Networks recommends using an isolated Azure service account that does not enforce any MFA restrictions with the CloudGen Access User Directory Connector.

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