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Knowledge Center

ePO Active Directory Sync task does not remove systems from System Tree if corresponding Active Directory group is empty

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Affected Products

ePolicy Orchestrator 4.6.x (EOL)
Known Issue/Product Defect

Environment

McAfee ePolicy Orchestrator (ePO) 5.0, 4.6

Problem 1

An Active Directory (AD) Synchronization Task is configured to delete the systems from the System Tree when systems are deleted from the synchronization point. However, when the task runs successfully, it does not delete systems from the ePO System Tree if the corresponding AD group is empty.

Problem 2

An AD Synchronization Task is configured to **Exclude empty containers** (also deletes empty groups). However, when the synchronization task runs successfully it does **not** delete groups from the ePO System Tree even though the corresponding AD synchronization group is empty.

Solution

For customers running ePO 4.6:

This issue is resolved in ePO 4.6.7, which is available from the Product Downloads site at:
<http://mcafee.com/us/downloads/downloads.aspx>.

NOTE: You will need a valid Grant Number for access. KB56057 provides additional information about the Product Downloads site, as well as alternate locations for some products.

Patches are cumulative; therefore, Intel Security recommends that you install the latest one.

For customers running ePO 5.0:

This issue is resolved in ePO 5.1.0.

McAfee product software, upgrades, maintenance releases, and documentation are available from the Product Downloads site at:
<http://www.mcafee.com/us/downloads/downloads.aspx>.

NOTE: You will need a valid Grant Number for access. KB56057 provides additional information about the Product Downloads site, as well as alternate locations for some products.

Workaround

Manually delete the computer objects and/or group from the ePO System Tree.

To delete all the systems but leave the group:

1. Log on to the ePO console.
2. Click **System Tree**.
3. Click the group(s) under the **System Tree** column on the left.
4. Select the top box to the left of the **System Name** column to select all systems in the group.
5. Click **Actions, Directory Management, Delete**.
6. Click **OK**.

To delete the entire group, including any sub-groups or systems within:

1. Log on to the ePO console.
2. Click **System Tree**.
3. Click the group(s) under the **System Tree** column on the left.
4. Click **System Tree Actions, Delete Group**.
5. Click **OK**.

Resources	Tools	Service Requests	Beyond ServicePortal
Product Documentation	McAfee Virtual Technician (MVT)	View Service Requests	Search Threat Library
Product End of Life (EOL)	Minimum Escalation Requirements (MER)	Create a Service Request	McAfee Customer Community
Support Documentation	Endpoint Encryption Code of the Day	Submit a Sample	Product Enhancement Request
Global Solutions Lab	Combine Extra.DAT Files		Training and Professional Services
My Company Entitlements	McAfee Support Notification Service (SNS)		Home and Home Office Technical Support