



- How I resolved a sync error and got back to “Healthy” status – real lab demo

Troubleshooting Microsoft Entra Connect Health Sync Error

#PerparimLabs | SC-300 Lab |
Microsoft Entra ID

Sync Status: ❌ Error

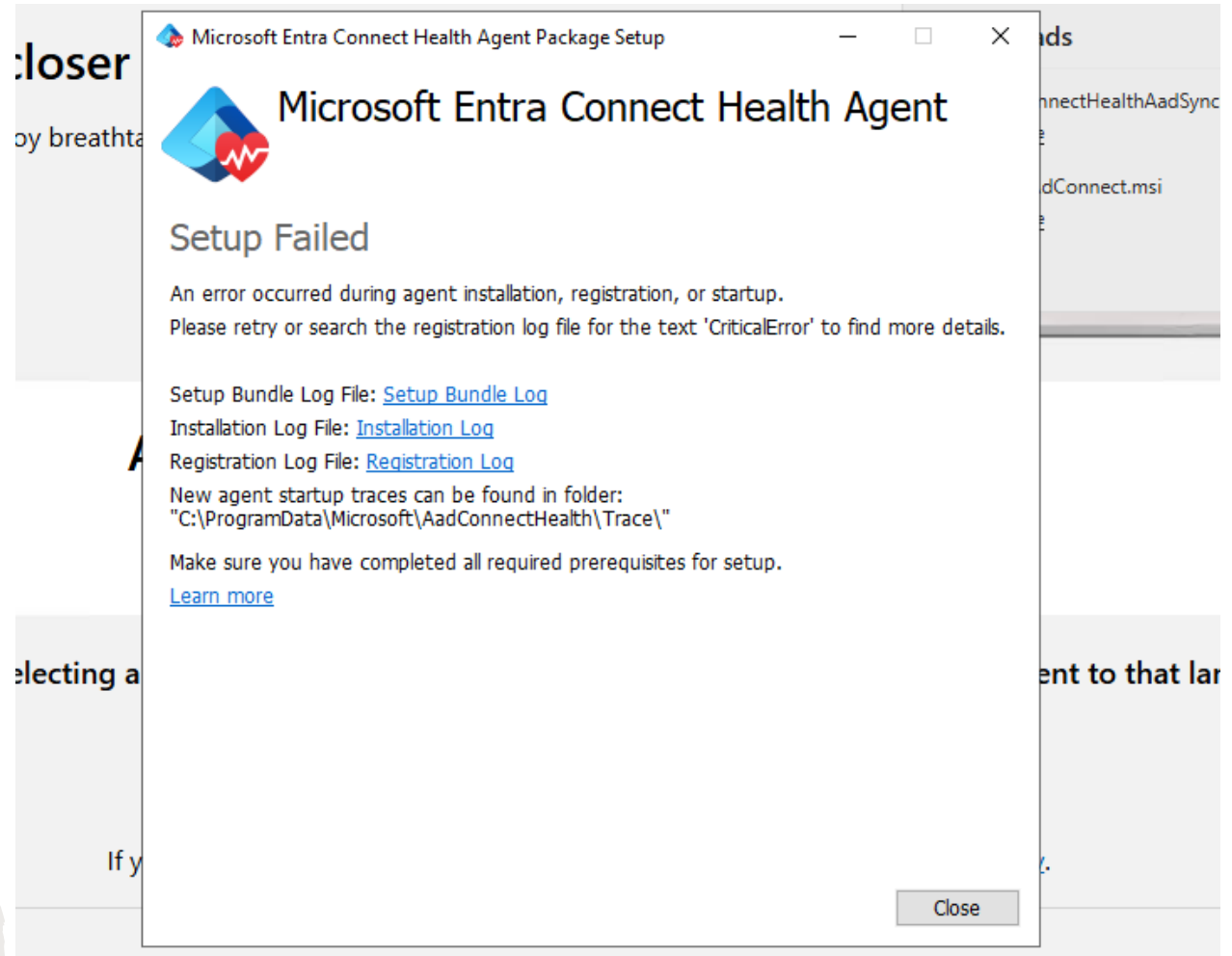
While monitoring my Microsoft Entra Connect Health status, I noticed a sync error alert under the *Sync services* tab in the Azure portal.

The screenshot shows the Microsoft Entra Connect Health interface in the Azure portal. The left sidebar contains navigation options: Quick start, Microsoft Entra Connect (Sync), Sync errors, Sync services (selected), Active Directory Federation Services, Active Directory Domain Services, Configure, and Troubleshooting + Support. The main content area displays the 'Sync services' tab with a table of service health. A search bar at the top of the table allows filtering by service name, active alert, last updated, and status. The table has columns for Service Name, Active Alerts, Last Updated, and Status. One service is listed: PerparimSC300lab.onmicrosoft.com, with 1 active alert and a status of 'Error' (indicated by a red exclamation mark icon). The last updated time is 5/30/2025, 7:45:34 AM. Below the table, it says 'Showing 1 - 1 of 1 results.'

Service Name	Active Alerts	Last Updated	Status
PerparimSC300lab.onmicrosoft.com	1	5/30/2025, 7:45:34 AM	Error

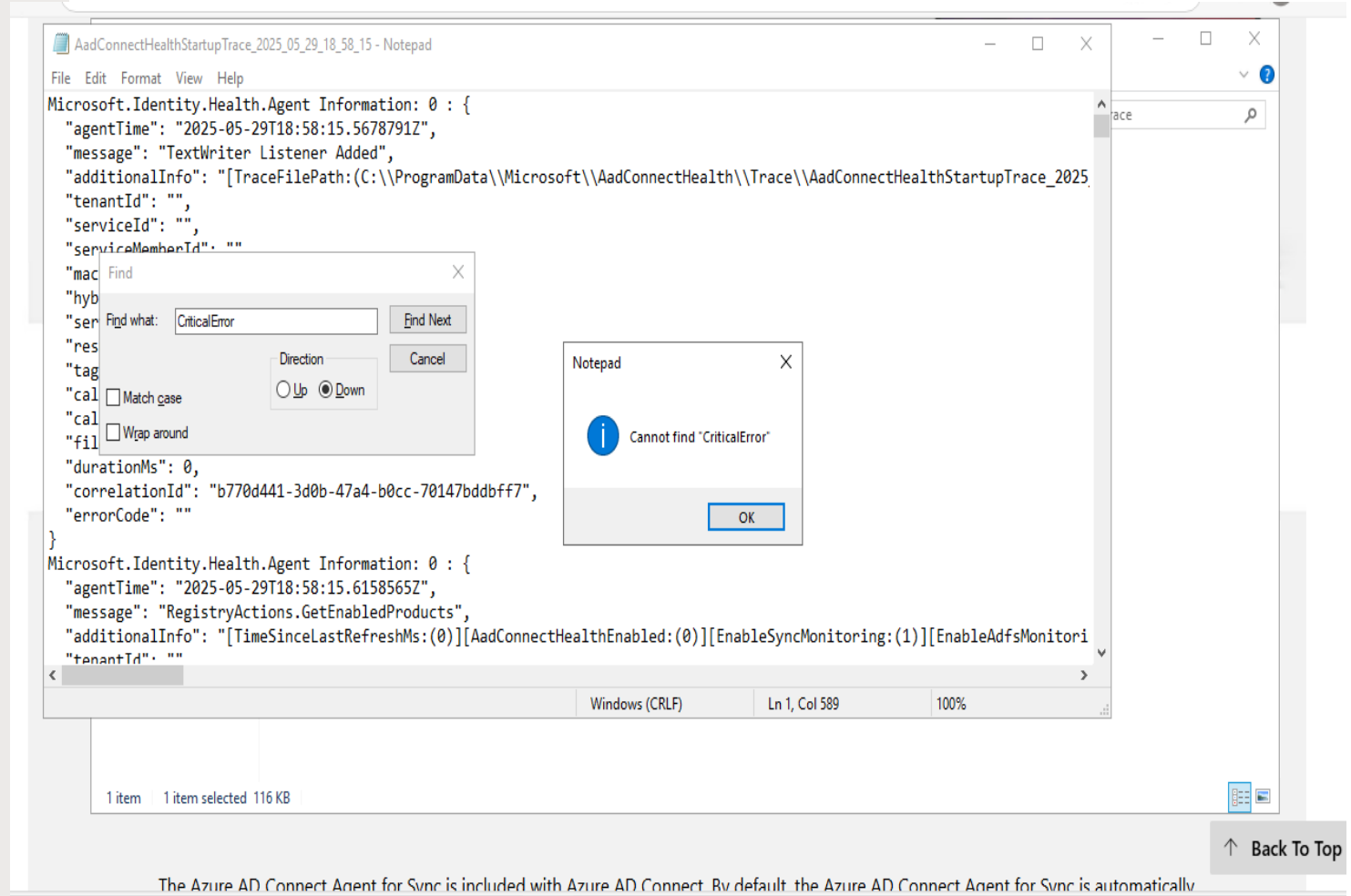
Missing Health Agent Detected

Although sync was enabled, the Microsoft Entra Connect Health Agent wasn't running properly due to missing .NET prerequisites.



Installation Failed ❌

Initial attempts to install the agent failed. I reviewed the log files but didn't find "CriticalError".
The real issue was .NET version compatibility!

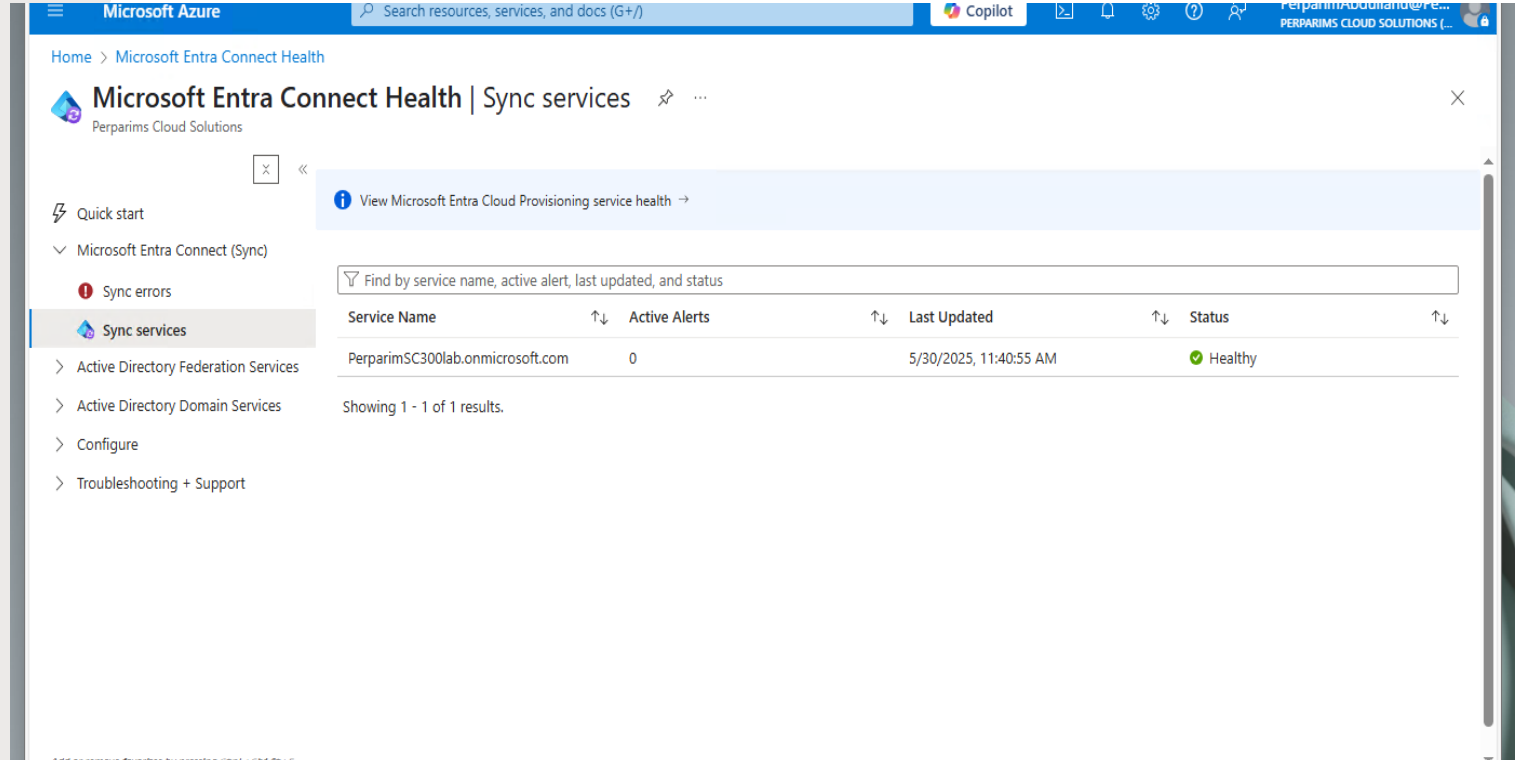


.NET Framework Was Below Required Version

My system had **4.6.1**, so I updated the framework, restarted the system, and reinstalled the agent.

Sync Service Back to Healthy

- After fixing the prerequisites and reinstalling, the sync status turned green.
- No sync errors reported in the dashboard. Problem solved!



Microsoft Azure

Search resources, services, and docs (G+/)

Copilot

Home > Microsoft Entra Connect Health

Microsoft Entra Connect Health | Sync services

Perparim Cloud Solutions

Quick start

Microsoft Entra Connect (Sync)

Sync errors

Sync services

Active Directory Federation Services

Active Directory Domain Services

Configure

Troubleshooting + Support

View Microsoft Entra Cloud Provisioning service health →

Find by service name, active alert, last updated, and status

Service Name	Active Alerts	Last Updated	Status
PerparimSC300lab.onmicrosoft.com	0	5/30/2025, 11:40:55 AM	Healthy

Showing 1 - 1 of 1 results.

Key Takeaways

- Always verify .NET requirements
- Monitor agent install logs
- Use Entra Connect Health for real-time sync status
- Small details matter in troubleshooting

