

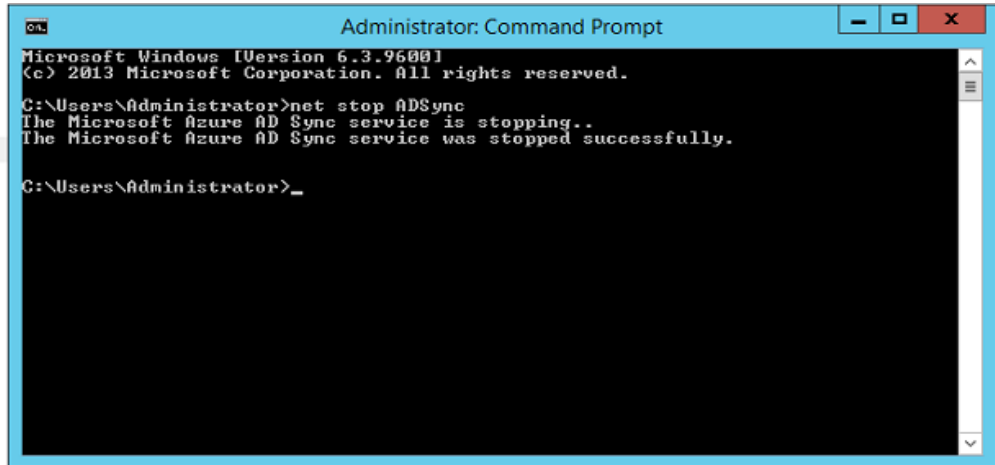
# D&S Helpdesk

Portal > Knowledgebase > Office 365 > Azure AD Connect - The server encountered an unexpected error creating performance counters for management agent

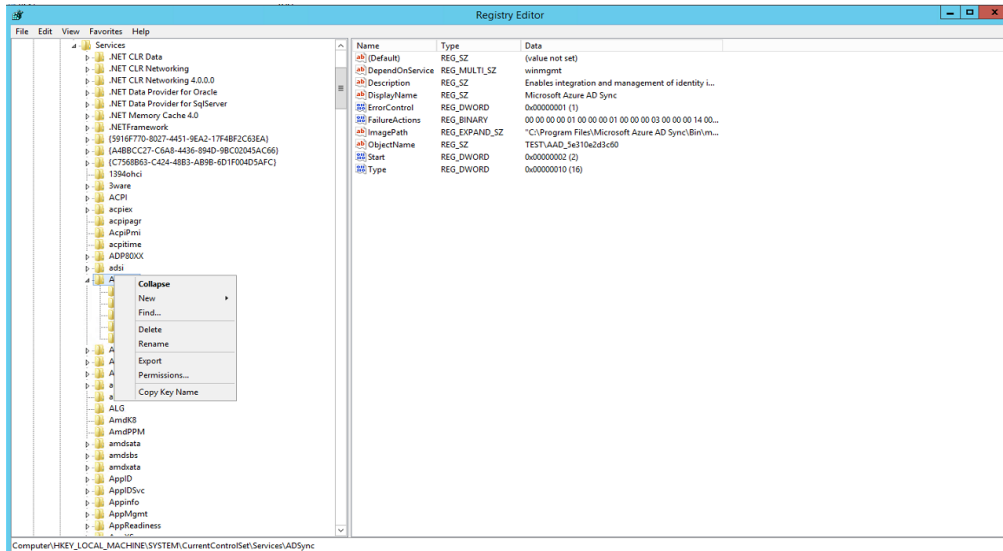
## Azure AD Connect - The server encountered an unexpected error creating performance counters for management agent

Dave Topan - 2024-01-22 - 0 Comments - in Office 365

1. Stop the AD Sync Service - net stop ADSync

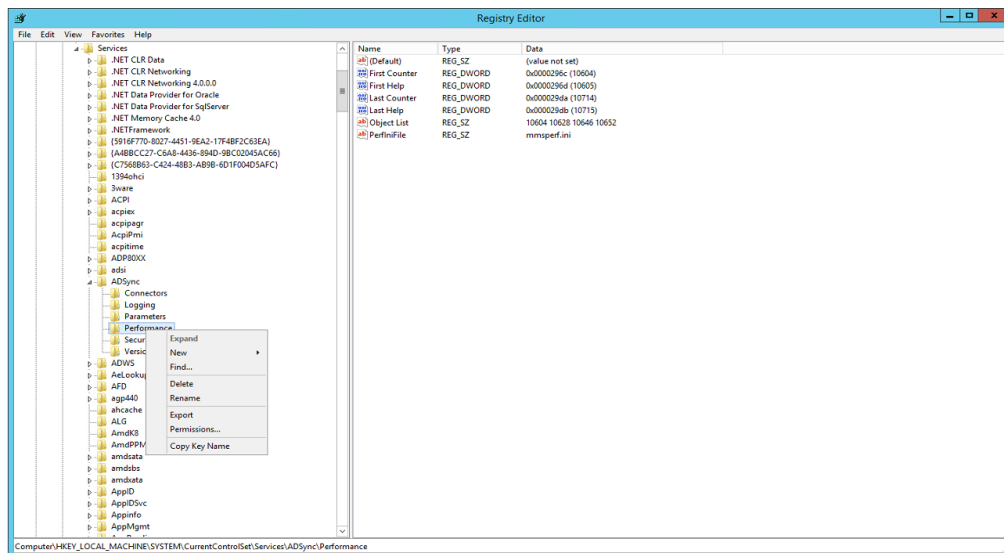


2. Backup the registry - select the ADsync key and export (this is for backup purpose, if anything goes wrong)

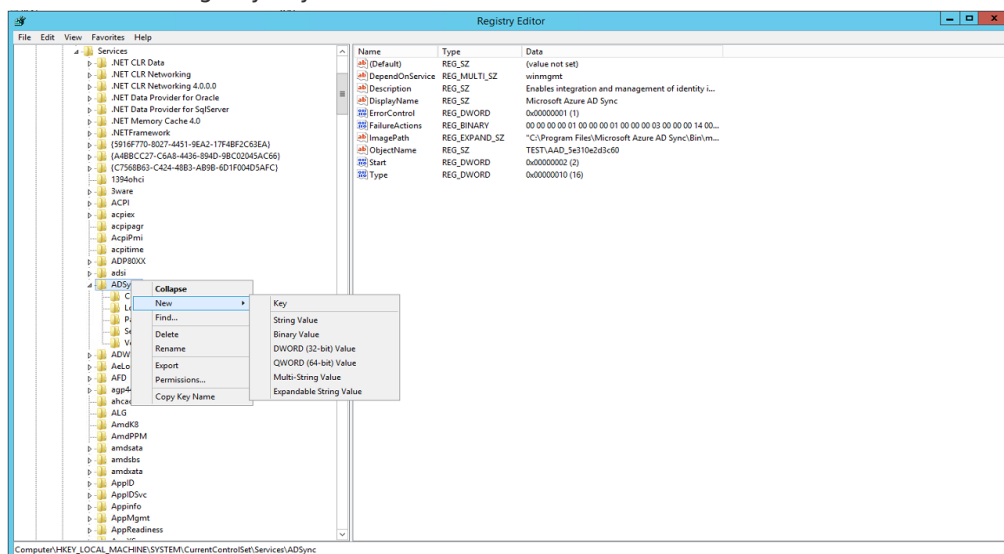


3. Delete the following registry key

**[HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\ADSync\Performance];**



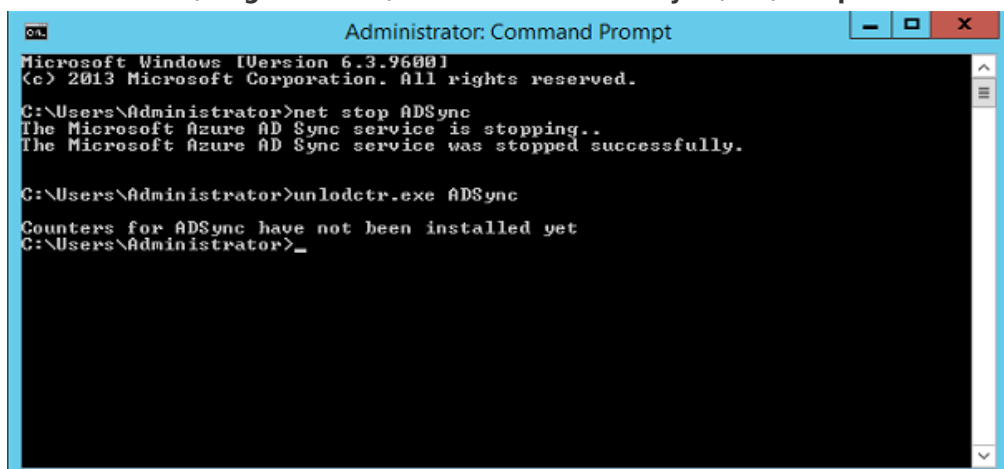
#### 4. Re-create the registry key - Performance

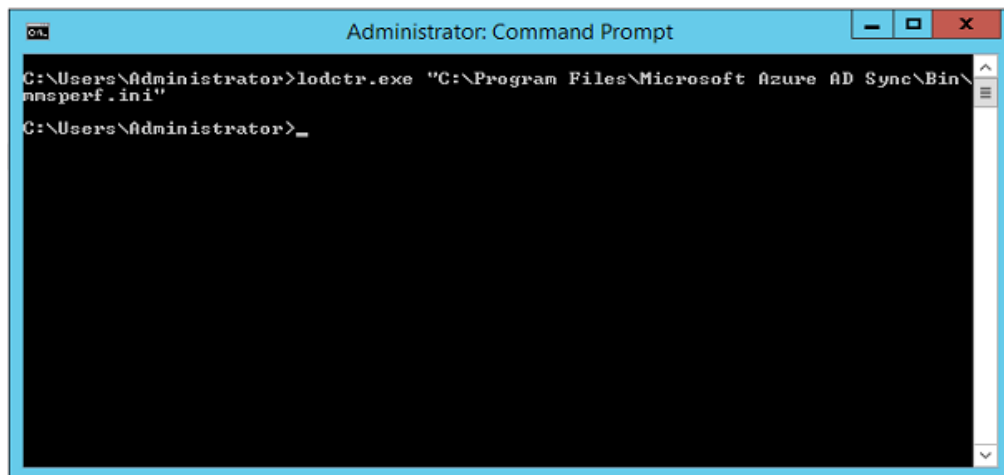


#### 5. Run the following commands

**unlodctr.exe ADSync**

**lodctr.exe "C:\Program Files\Microsoft Azure AD Sync\Bin\mmsperf.ini"**

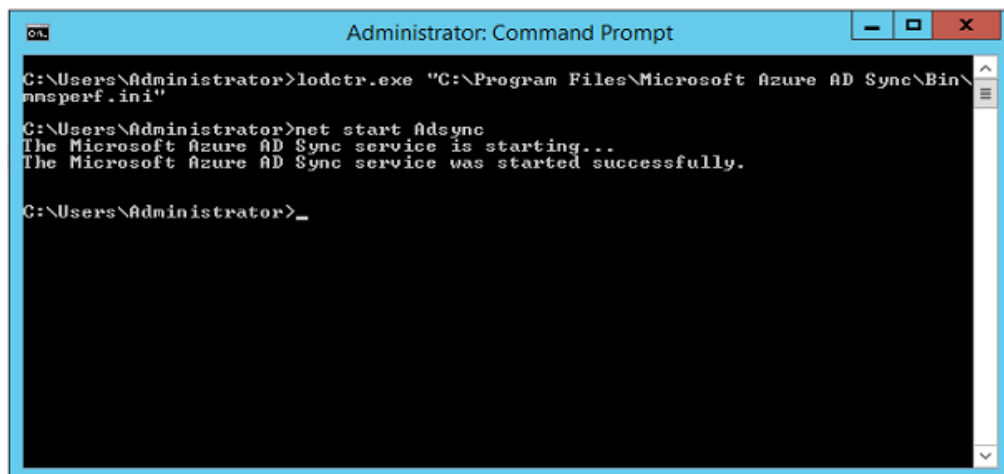




```
Administrator: Command Prompt

C:\Users\Administrator>lodctr.exe "C:\Program Files\Microsoft Azure AD Sync\Bin\
msperf.ini"
C:\Users\Administrator>_
```

6. Start the ADSync Service - **Net Start AdSync**



```
Administrator: Command Prompt

C:\Users\Administrator>lodctr.exe "C:\Program Files\Microsoft Azure AD Sync\Bin\
msperf.ini"
C:\Users\Administrator>net start Adsyntax
The Microsoft Azure AD Sync service is starting...
The Microsoft Azure AD Sync service was started successfully.
C:\Users\Administrator>_
```