

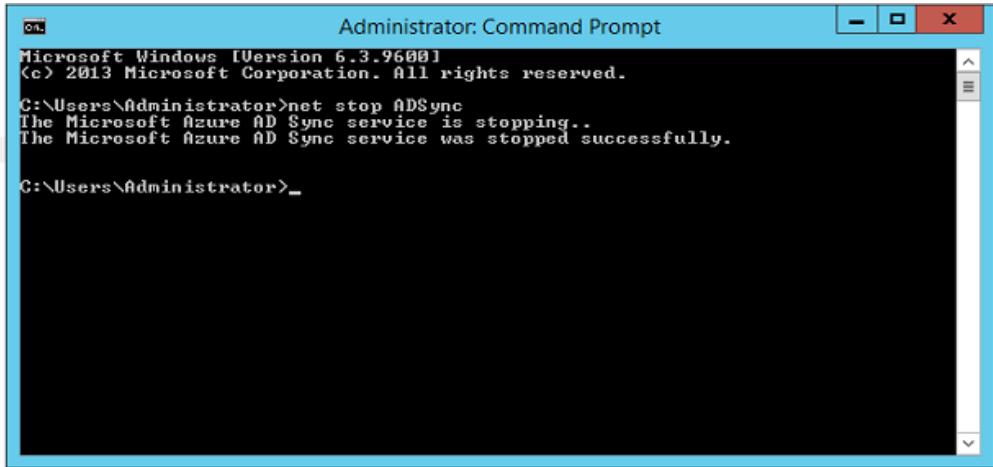
# D&S Helpdesk

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

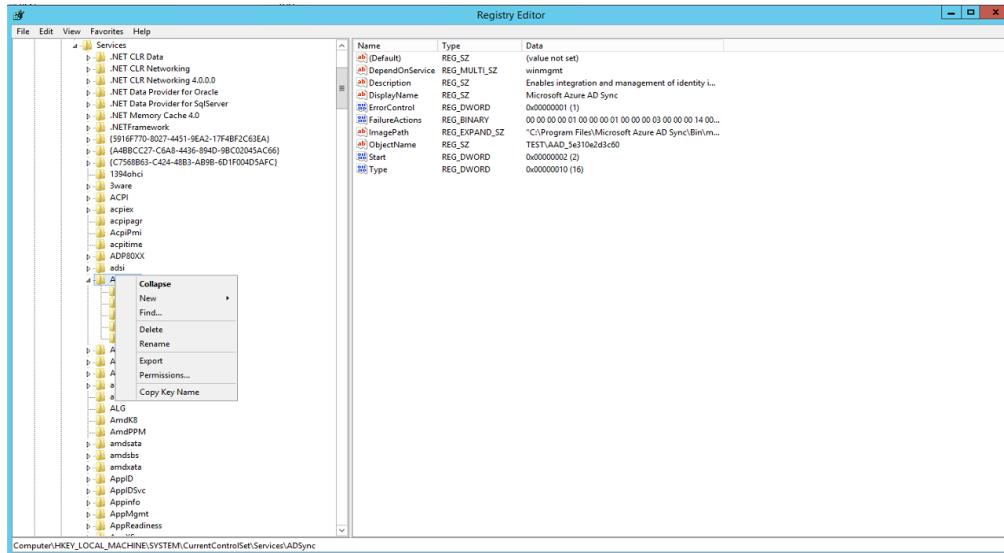
## Azure AD Connect – The server encountered an unexpected error creating performance counters for management agent

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

1. Stop the AD Sync Service - net stop ADSync

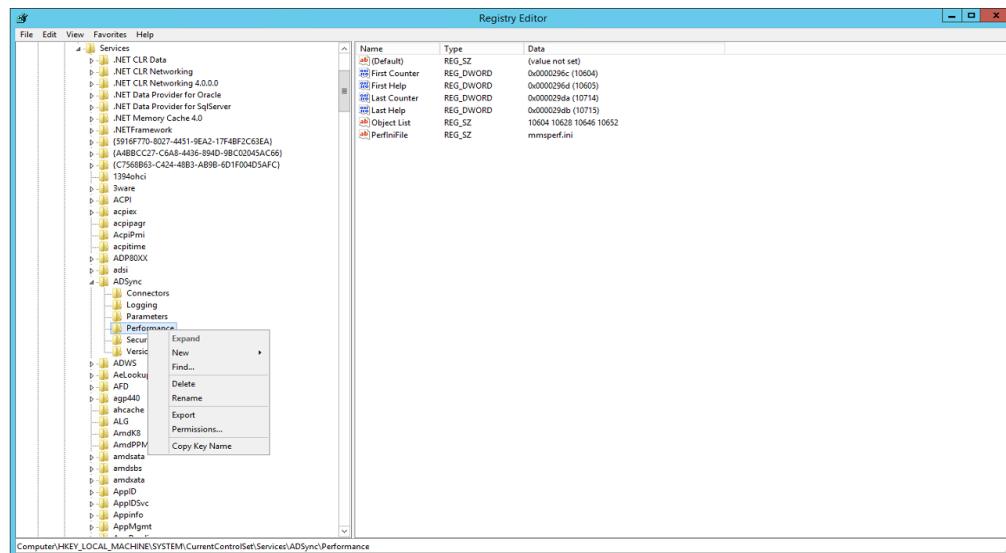


2. Backup the registry – select the ADsync key and export (this is for backup purpose, if anything goes wrong)

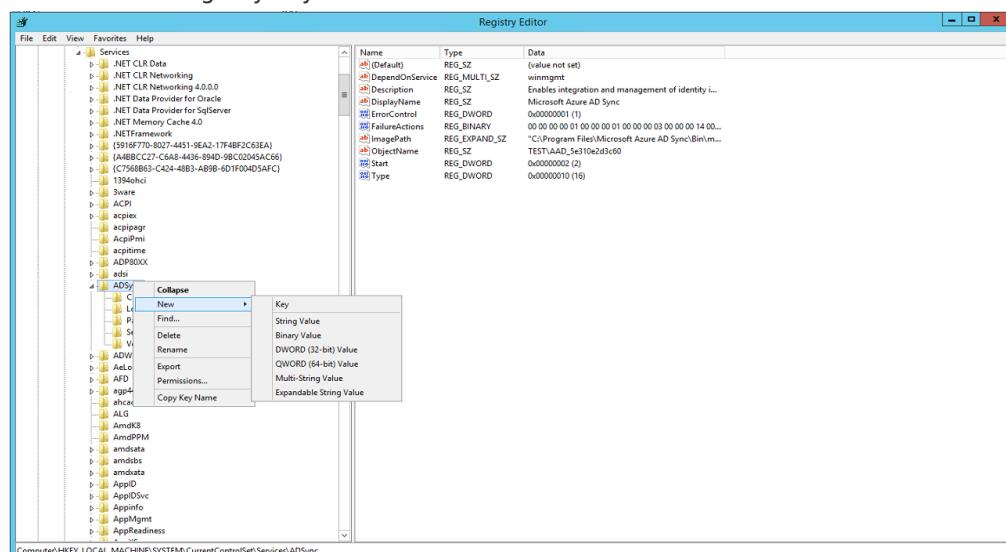


3. Delete the following registry key

**[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"**

```

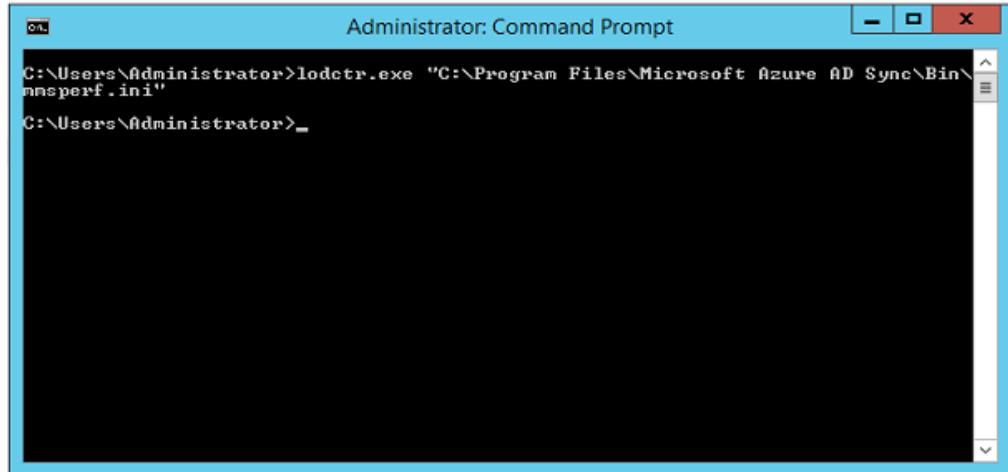
Administrator: Command Prompt

Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>net stop ADSync
The Microsoft Azure AD Sync service is stopping..
The Microsoft Azure AD Sync service was stopped successfully.

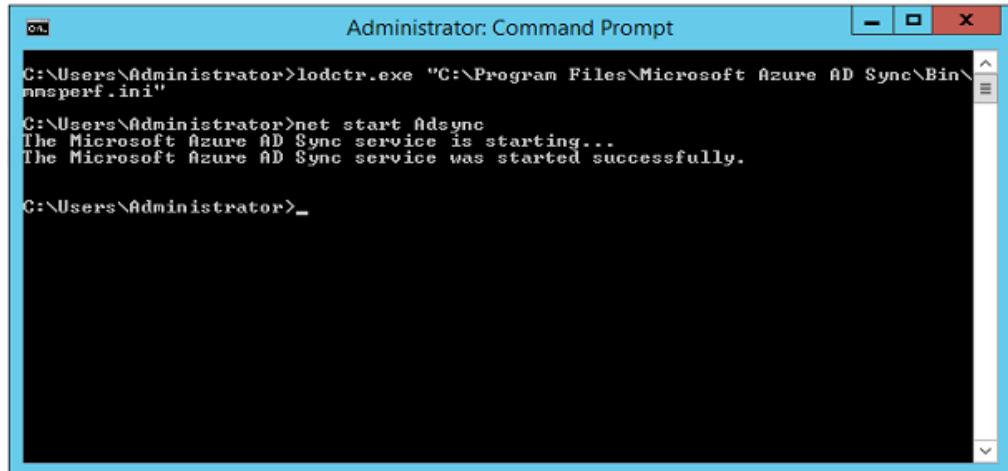
C:\Users\Administrator>unlodctr.exe ADSync
Counters for ADSync have not been installed yet
C:\Users\Administrator>_

```



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

C:\Users\Administrator>_
```