

KB 140179

Error installing DIGIPASS Authentication for Microsoft ADFS on German OS. SERVICE account is DIENST

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Summary

When you are installing DIGIPASS Authentication for ADFS (DPAAuth4ADFS) 3.6.6 on a German Windows server 2012R2 with Microsoft ADFS 3.0; you get the following error message:

```
MSI (s) (1C:8C) [14:37:25:738]: Invoking remote custom action. DLL:
C:\Windows\Installer\MSI9D62.tmp, Entrypoint: ISLockPermissionsInstallAction
InstallShield 14:37:25: ResolveSidForAccountName: looking up account name 'SERVICE'
InstallShield 14:37:25: Failed to lookup account name, last error: 0x00000534
InstallShield 14:37:25: Failed to apply permissions for object 'C:\Program
Files\VASCO\DIGIPASS Authentication for Microsoft ADFS\Log\'', error 0x000036b7
Error 27555. Error attempting to apply permissions to object 'C:\Program
Files\VASCO\DIGIPASS Authentication for Microsoft ADFS\Log\''. System error: Der
angeforderte Nachschlüssel konnte in keinem aktiven Aktivierungskontext
gefunden werden.
(14007)
MSI (s) (1C:48) [14:37:40:987]: Product: DIGIPASS Authentication for Microsoft ADFS -
- Error 27555. Error attempting to apply permissions to object 'C:\Program
Files\VASCO\DIGIPASS Authentication for Microsoft ADFS\Log\''. System error: Der
angeforderte Nachschlüssel konnte in keinem aktiven Aktivierungskontext
gefunden werden.
(14007)
MSI (s) (1C:C0) [14:37:40:989]: Executing op:
ActionStart(Name=RegisterUser,Description=Registering user,Template=[1])
Action 14:37:40: RegisterUser. Registering user
```

Applies to: DIGIPASS authentication for Microsoft ADFS

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Detail

This issue is related to the fact that on a German OS the Service account is named “DIENST”

Name	E-Mail-Adresse	Beschreibung	Ordner
Datensicheru...	Datensicherung...		sh.comin.local/C...
DIALUP			
DIENST			
Diese Organis...			
Digestauthent...			
DnsAdmins	DnsAdmins@cs...	Gruppe "DNS-A...	sh.comin.local/...
DnsUpdatePr...	DnsUpdateProx...	DNS-Clients, die...	sh.comin.local/...
Domänen-Ad...	Domaenen-Admi...	Administratoren ...	sh.comin.local/...
Domänen-Be...	Domaenen-Ben...	Alle Benutzer die...	sh.comin.local/...
Domänencom...	Domaenencomp...	Alle Arbeitsstatio...	sh.comin.local/...

Instead of “SERVICE” on an English OS

Name	E-Mail Address	Description	In Folder
scan			PTS.local/PTS-...
SChannel Authentication			
Schema-Admins		Designierte Admi...	PTS.local/Users
Schreibgeschützte Domänenc...		Mitglieder dieser ...	PTS.local/Users
Schreibgeschützte Domänenc...		Mitglieder dieser ...	PTS.local/Users
SELF			
Server Management		Mitglieder dieser ...	PTS.local/Micro...
SERVICE			
SharePoint Administrators		Mitglieder dieser ...	PTS.local/MyBu...
SQLServer2005MSSQLServer...		Mitglieder der Gr...	PTS.local/Users
SQL Server2005MSSQL User\$		Members in the	PTS.local/Users

Solution

To solve this you need to follow this procedure:

1. Goto Control Panel – System and Security – System
2. Click advanced system settings
3. Click environment variables
4. Scroll to Username and click Edit
5. Change the Username from DIENST to SYSTEM

