

# User Mapping Issue with ADSync

## Summary

This article how to fix the issue with MachPanel ADSync in which some of the users get unselected automatically from mapping..

## Applies To

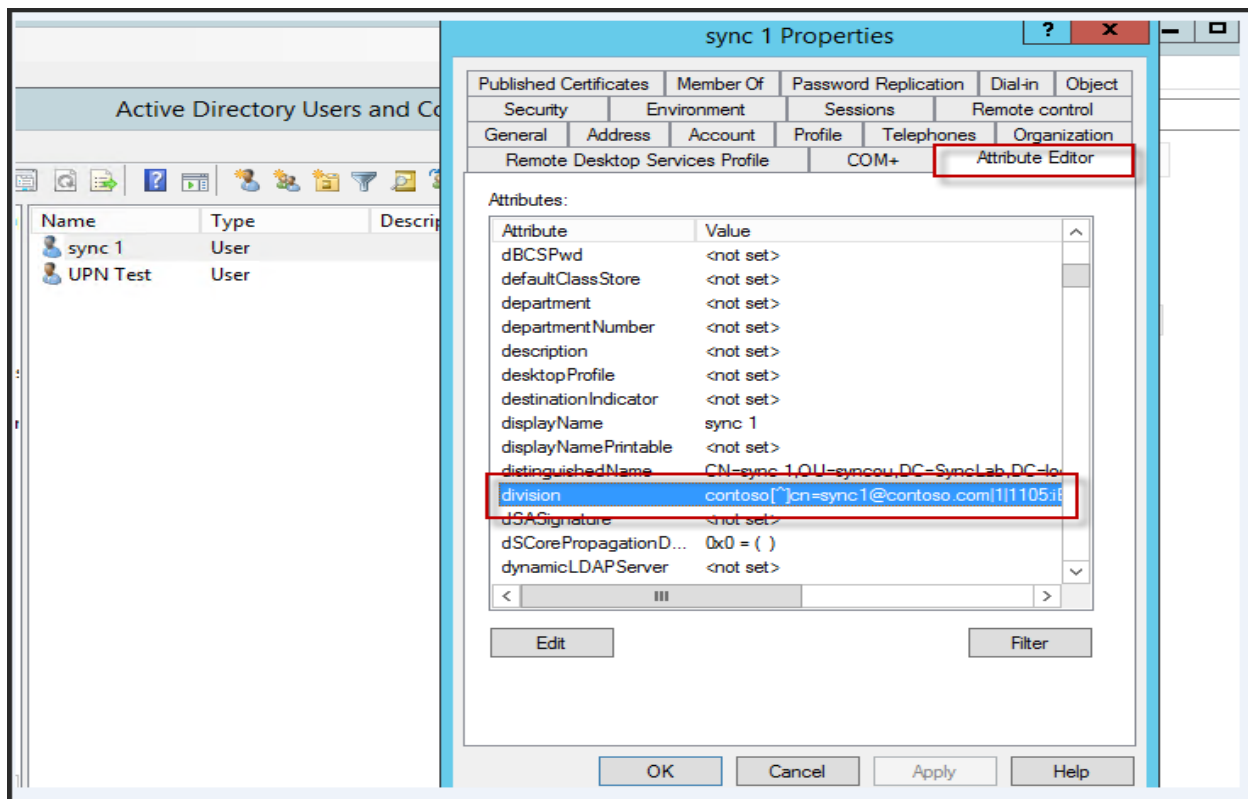
This article applies to ADSync Utility.

## Problem Statement

After mapping the users in MachPanel ADSync, some of the users get unselected automatically from the mapping.

## Cause of the Issue

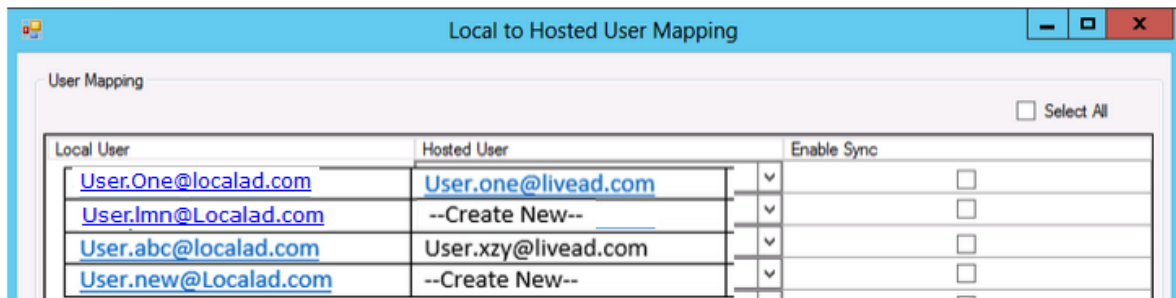
This issue arises in case there was any other Sync tool previously used on the AD to the Sync the users. In this scenario, the old Sync tool used Division attribute that causes the conflicts with MachPanel ADSync.



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### Solution:

1. To resolve this issue, clear the **Division** attribute of the users that are being Synced.
2. To clear division attribute for all the users, from ADSync user mapping interface unselect/Uncheck Sync option for all users then click on save and exit, this will clear division attribute for all the users listed in interface.
3. Now you can configure the **user mapping** again.
  - Click **Options > User Mappings** to choose mapping between Hosted and Local User, click check-box to enable sync for selected users.



MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/54532/User-Mapping-Issue-with-ADSync>