

# Duplicate records causing problem in AD Org Or User listing display

## Summary

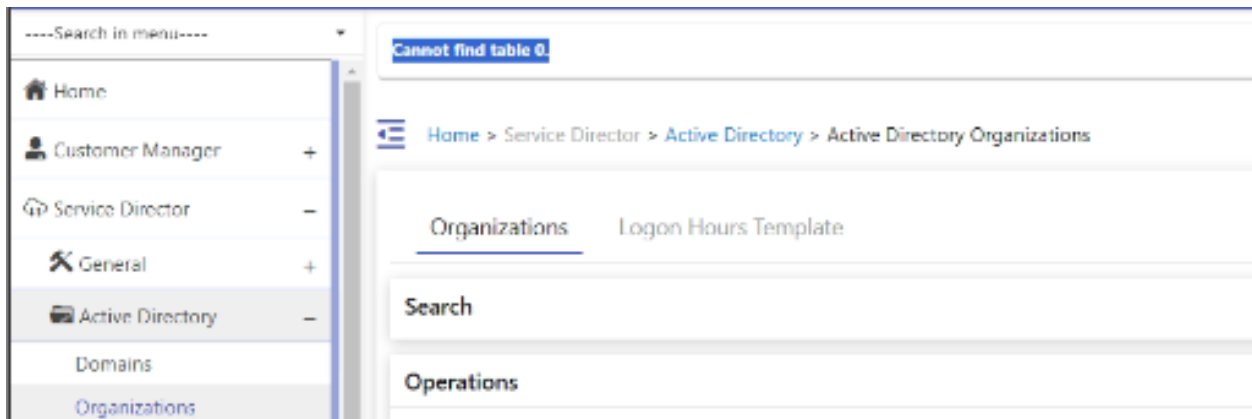
This article provides information about, how to fix the issue of AD organization or AD User listing due to duplicate records exists in the database.

## Applies To

MachPanel v7 and above

## Issue Details

We have optimized AD Org and User listings by pre-processing records and keeping them in new table. It should work for clients but at times clients have some garbage/duplicate records that can break things and error can be seen on AD Organization or AD User listing like below:



## Resolution

Below queries can be used to find duplicates in ADUser and Mailbox table, have to remove and keep only 1 working record in specific table:

## Duplicate records causing problem in AD Org Or User listing display

```
(  
Select UserLDAPURL from HB_tblADirUsers  
Where ADUserID not in (Select ADUserId from HB_tblADirUserGroupJobs Where StatusId not in (2,3))  
and UserLDAPURL!="  
Group By UserLdapURL  
Having Count(UserLDAPURL) > 1  
)  
order by UserLDAPURL asc  
GO
```

**--Duplicate in tblExchangeMailboxes against UserLDAP, if found have to keep one record for 1 LDAP url.**

```
Select * from HB_tblExchangeMailboxes  
Where UserLDAPUrl in  
(  
Select UserLDAPURL from HB_tblExchangeMailboxes  
Where MailboxID not in (Select AccountId from HB_tblExchangeGroupJobs Where AccountType=0 and  
StatusId not in (2,3))  
and UserLDAPURL!="  
Group By UserLdapURL  
Having Count(UserLDAPURL) > 1  
)  
order by UserLDAPURL asc  
GO
```

## Duplicate records causing problem in AD Org Or User listing display

Where ADUserID in

(

Select ADUserID from HB\_tblExchangeMailboxes

Where MailboxID not in (Select AccountId from HB\_tblExchangeGroupJobs Where AccountType=0 and StatusId not in (2,3))

Group By ADUserID

Having Count(ADUserID) > 1

)

order by MailboxID asc

GO

**Once all duplicates are removed, run below script:**

## Duplicate records causing problem in AD Org Or User listing display

GO

**Important:** Rules to follow when deleting from aduser:

- If AdUser has 2 different CustomerId, keep the record which has highest value for ADUserId.
- If CustomerId is same, check for ADUserid in Mailbox table, keep record which is in mailbox table.
  - o If no enterprise service enable on ADUser, keep latest record.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/55782/Duplicate-records-causing-proble...>