

# Phone Number Format incorrect



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## Overview

Swivel 3.8 introduced the ability to reformat a mobile phone number from a data source such as Active Directory, for a user.

## Prerequisites

Swivel 3.94854

## Symptoms

Mobile telephone number prefix is incorrectly added or removed.

## Solution

There is a bug affecting Swivel 3.9.4854 where the Active Directory prefix is not added for users. Upgrade to a more recent version of Swivel.

If a custom attribute is used, then it may not add/remove the prefix. Test with the Swivel attribute phone, which can be mapped to different LDAP attributes. This affects versions up to and including 3.9.5.