User Missing

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Overview

One or more users are missing in the Administration page

Prerequisites

Swivel 3.x

Symptoms

When viewing the user administration one or more users are missing. The users may be viewed when carrying out a username search.

Solution

Check the Swivel logs for repository synchronisation errors

Ensure correct user repository has been selected

Ensure filter is correct when used.

Ensure correct state is used

Number of users may have been exceeded in page view settings Max No of Users, and Users per page

If using Swivel 3.5 a bug exists that stops some users being displayed correctly, upgrade PINsafe

For AD synchronisation see Trusted_Domains_in_Active_Directory

The user may already exist in another repository

The user may have been imported but not have the correct attribute where multiple attributes are being used, verify that the required attributes such as UPN, SAM, email are all correct in the data source.