

Email Address does not change for user



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Overview

Changes to a users email address in the data source are not reflected in PINsafe

Prerequisites

PINsafe 3.x

Symptoms

The email address for a user is altered in the data source, such as AD, but after a user sync, the user details do not show the correct email address.

Solution

Check the PINsafe logs for error messages, specifically has a successful sync taken place?

Do the PINsafe logs reveal a user name conflict?

In an A/A appliance, are the appliances in synchronisation?

Is the appliance running in slave mode?

Ensure that a user is a member of only one PINsafe group. Membership of multiple groups can mean that a group with no transports will be used, and therefore the security strings will not be sent out.