

# Users missing from display

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## Overview

Some users may not be available in the Administration console for a number of scenarios.

## Prerequisites

Swivel 3.x

### License Exceeded

Users may not be imported if the license has been exceeded. Users who have been deleted and marked as a [Deleted User](#) and may need a [Purge](#) carried out

### Deleted User

A [Deleted User](#) may not be visible, go to the Status page and click on deleted users

### User Administration Filtering

User filtering on the Administration console may need to be set to view users in a particular or all repository, or status such as deleted users, see [User Administration How to guide](#).

### Swivel version 3.7.3474

The patch listed below is for Swivel version 3.7.3474 only. Swivel versions 3.8 onwards do not suffer this issue. The problem does not manifest itself when using the Internal database.

#### Swivel version 3.7.3474 error

The problem described here is that not all existing users are listed in the User Administration screen. This refers to users which should be shown within the body of the list. It does not cover users not being displayed because of the limit on the number of users displayed.

This problem occurs under the following circumstances:

- A database other than Internal (or Shipping) is being used.
- Usernames are stored in the repository with inconsistent case: some names starting with upper case, some with lower case. Typically, it is the lower-case names that are missing.
- There are more users in the repository than will fit on one page.

#### Swivel version 3.7.3474 solution

The solution for this problem is a patch for Swivel. Note that this patch is only relevant for version 3.7.3474. Do not use it with any other version. The patch can be found [here](#).

To apply the patch, see the following instructions:

1. Stop Tomcat.
2. Open WinSCP and browse to /usr/local/tomcat/webapps/pinsafe/WEB-INF/classes/com/swiveltechnologies/pinsafe/server/user/database.
3. Take backup copies of all files beginning with AbstractJDBCDatabaseImpl.
4. Unzip the attached files and copy them to this folder, replacing the existing files.
5. Ensure that the owner of these files is "swivel" (it should be, if you replaced the existing files, rather than removed the old ones first).
6. Restart Tomcat.

All users should now be shown in the correct order, with no omissions.