

CODESPEAR®

HELP CENTRAL

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Knowledge Base Article

Users Deleted During Active Directory Refresh

SYMPTOMS

A user or multiple users have been deleted from the SmartMsg system after an Active Directory Refresh even though the user still exists in Active Directory and has not been disabled.

CAUSE

If you import users from one domain, and put them in a group that was imported from another domain, a Active Directory Refresh of the group's domain will delete that user(s) (it will think that the user(s) are no longer in that group).

Another possible cause is that the user no longer belongs to any Active Directory groups that are imported/refreshed into SmartMsg. This will only happen if one of the following options, **Delete Users No Longer Found in Any Imported Groups** or **Delete Users No Longer Found in Active Directory**, is enabled.

Workaround

To work around this issue:

1. Re-import the user.
2. Within SmartMsg place the user in the desired group again.

To avoid this issue for future Active Directory Refreshes:

1. Deselect the option to delete users on refresh (**Delete Users No Longer Found in Any Imported Groups** or **Delete Users No Longer Found in Active Directory**).
- OR-
2. Keep users in the groups that they were imported with.
- OR-
3. Avoid mixing domain users in the same SmartMsg group. Alternatively, 2 different groups can be employed --- one for each domain. A 3rd SmartMsg group can then be used to contain the other 2 groups, if it is desired to have the users (from the separate AD domains) in one SmartMsg group.


More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.
