

Corrective steps for User Sync P1s for blocked Azure users

Symptoms and conditions:

1. User Sync module is used for syncing Azure users
2. Latest sync blocked all Azure users

Cause:

Client secret generated for the Claromentis app in Azure has expired which causes connection error between Intranet and Azure during the sync.

Immediate resolution

Support team to

- take the screenshot of the User Sync admin panel which includes the security groups in it. Ignore this step if the 'Security groups' is already blank
- Communicate to the customer that they need to update the Secret ID in Azure and copy it to User sync
 - In Azure it is found in App registration > [App Name] > Manage > Certificates & Secrets > New client secret
- Customer provides the Secret ID to Claromentis:
- Custom team then
 - adds it to User Sync admin panel and
 - updates the groups, ether from the screenshot or from the recent backup of core.json
 - Runs a sync
- Customer confirms that the issue is fixed

See [further details](#) for screenshots

Permanent solution

Custom development team are currently working on the solution which will prevent the negative effects of Client secret expiry.

Further details

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