

Data Does Not Synchronize

If the user is connected but a record does not synchronize, first check the connector configuration and the record context.

Initial checks

- the relevant module is enabled;
- the user is connected correctly;
- the correct folder is selected;
- the record belongs to the expected user;
- for Contacts or Organizations, the mapping contains the field being checked;
- an initial synchronization or resynchronization is not still in progress.

The record exists but a field does not change

For Contacts and Organizations, check the mapping. If the field is not mapped, the connector cannot transfer its value. If the mapping was changed recently, wait for resynchronization to complete before changing the configuration again.

It works in one direction only

1. Create or edit a record in vtenext and check Exchange.
2. Edit the same record in Exchange and check vtenext.

If only one direction fails, record exactly which step fails. This helps distinguish an outbound issue from an inbound issue.

The problem affects only one user

Check the user's connection or credentials, selected folders, record assignee and any Resource/Impersonation configuration.

The problem affects all users

Check the global configuration and automatic connector processes first. Do not disconnect all users as the first troubleshooting step; if the problem is global, reauthorization will not fix the root cause.

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