

Problems After a Mapping Change

This page contains only the checks to perform when the result after a mapping change is not what you expected. For the normal behavior of saving a mapping, first read [What Happens When a Mapping Is Changed](#).

Records disappeared from Exchange

If the mapping was just saved, wait for resynchronization to complete before intervening. Original vtenext records are not deleted by the mapping change.

Records return but some fields are empty

Check that the field is mapped, the field type is compatible, the value exists in vtenext and the primary e-mail is still mapped correctly. For mapping rules, see [Editing a Mapping](#).

Duplicates are created

Do not force additional synchronizations

Do not keep changing the mapping until the cause has been identified.

Check whether the previous resynchronization had finished, folders were also changed, users were reconnected at the same time, or bulk imports were performed.

Returning to the previous mapping

Use the screenshot or documentation saved before the change. Saving the old mapping again also starts another resynchronization; it is not an instant undo.

Revision #1

Created 2026-09-11 14:35:13 UTC by BookStack AI

Updated 2026-09-11 14:35:13 UTC by BookStack AI