

What Happens When a Mapping Is Changed

Changing and saving the mapping for **Contacts** or **Organizations** has an important operational effect.

Critical operation

A mapping change must be treated as a **synchronization rebuild**, not as a simple configuration edit.

Effect of saving

When the module is active and a new mapping is saved, the connector does not apply it only to future records.

For enabled Exchange users, the connector can **remove previously synchronized Contact or Organization copies from Exchange and publish them again from vtenext using the new mapping**.

The original vtenext records are not deleted by the mapping change; the rebuild affects the synchronized Exchange copies.

What users may notice

- affected records may temporarily disappear from Exchange;
- they may then be recreated with the new mapped fields;
- resynchronization can take time when many records or users are involved;
- Exchange identifiers for recreated copies may change;
- concurrent manual edits can make it harder to determine which value is correct.

Recommended production procedure

Plan before saving

Make the change in a controlled maintenance window, preferably after a test, and keep a screenshot of the previous mapping.

1. Save a screenshot of the current mapping.
2. Verify that no bulk imports or mass edits are running.
3. Choose a low-activity period.
4. Test the new mapping in a test environment if possible.
5. Verify that the main e-mail field remains mapped correctly.
6. Save the new configuration.
7. Allow resynchronization to complete.
8. Check sample records in vtenext and Exchange.

If only one field is changed

Even a small mapping change is saved as a new module configuration. Do not assume that only that single field will be updated on existing records.

If something is wrong after the change

Do not keep changing the mapping

Wait for resynchronization to complete and verify the saved configuration, user connections and a few sample records before making another change.

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