

## Why is the Users Synchronize (SIS) job not successfully updating or clearing the Preferred Name fields? (How to use the "Restore" button to relink fields to the job.)

- **Product:** Alma

### Question

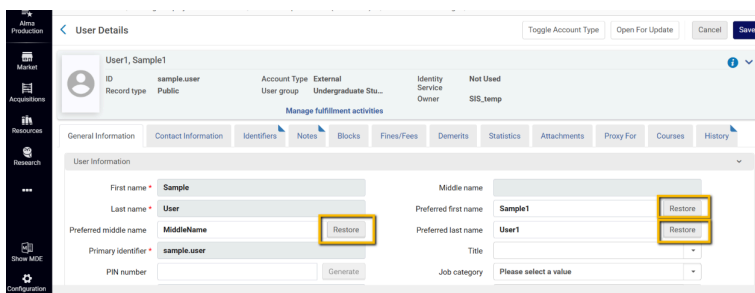
Why is the Users Synchronize job not successfully updating or clearing the preferred name fields (pref\_first\_name, pref\_middle\_name, pref\_last\_name) of external users?

### Answer

A common reason why the job might not be able to update these fields is because they were previously modified manually within Alma.

When any of the preferred name fields (of an external user) are manually changed within Alma when editing the user's account, then those fields will not be overridden by subsequent runs of the Users Synchronize (SIS) job. The existing values of the preferred name fields will be retained, even if an XML file processed by the job contains different values for them. Similarly, even if the fields are blank in the processed XML file, the existing values will not be cleared from them.

However, there is a simple way to reverse this. If any preferred name field is manually edited, a "Restore" button will appear next to that field.



The screenshot shows the 'User Details' page for 'User1, Sample1'. The 'User Information' tab is active, displaying various fields. The 'Preferred first name' field contains 'Sample1' and the 'Preferred last name' field contains 'User1'. Both fields have a 'Restore' button next to them, which is highlighted with a yellow box. Other fields include 'First name' (Sample), 'Last name' (User), 'Preferred middle name' (MiddleName), and 'Primary identifier' (sample.user). The 'Restore' buttons are located to the right of the 'Preferred first name' and 'Preferred last name' input fields.

**Clicking this button will "reattach" that field to the Users Synchronize job, and the field will receive any updates contained within the XML data processed by future job runs.**

Note: After a preferred name field is manually edited, there are certain actions that may sometimes lead to the "Restore" button disappearing (such as toggling the account type between "External" and "Internal"). If the "Restore" button stops appearing at any point (for external users), manually add a new value into the field, and save the account, and the button will reappear.

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