**User is unable to log in to Dealer Source**

\*\*Description: \*\*Users encounters issue for login to Dealer Source

\*\*Cause: \*\* User id was not Configured in AD

\*\*Resolution: \*\* The steps taken to resolve the issue:

Contact Security-ITSAccess Team to update user id in AD group. User Id to be configured as case sensitive it should be in lower case always. If the issue

still exists. Please contact JMA IT Sales Enablement.

\*\*KB Number: \*\* KB0021941