

# GSD. ServiceNow - User available in ServiceNow but not in Active Directory

**Article ID:** KB0039638

**Created:** 2024-12-19 14:03:22

**Updated:** 2024-12-19 14:03:23

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/5e325c48c38a1a100acd3300150131e3',

'value': '5e325c48c38a1a100acd3300150131e3'}

General Information:

Possible symptoms/errors:

User's profile is visible in ServiceNow but not in Active Directory.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

If user's profile is available in ServiceNow but user's account cannot be found in Active Directory the ticket should be passed to the ServiceNow SLS team. They will check the account and process it accordingly. If the ServiceNow account needs to be deleted, the team will retire all services for this account and remove user (they will pass the ticket to another team if any further action is needed).

Assignment Group:

Ext\_WW\_ServiceNow\_SLS\_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A