I got the below error in the Software Upgrade checklist >> Database Upgrade >> Synchronize Database in AX 2012R3 when I installed **KB 4035163** in AX 2012 R3.

**Error: Failed to create a session; confirm that the user has the proper privileges to log on to Microsoft Dynamics**

Below are the steps, which I followed to resolve the error:

1. First in SQL, review the “USERINFO” table and checkout how many times you see the Admin ID in the table:  select \* from userinfo where id = ‘admin’
2. When you have multiple partitions you should see the record in there for as many partitions as you have.  So, in our instance there should be 3 admin records in the USERINFO table
3. Select the **UserInfo** table in SQL and right click on the table >> Select Edit top 22 rows >> Copy the Admin record which already exist and paste on new line and change **Partition** and **Recid** values for this new row
4. Select the **SecurityUserRole** table in SQL and right click on the table >> Select Edit top 22 rows >> Copy the Admin record which already exist and paste on new line and change **Partition** and **Recid** values for this new row
5. Restart AX service
6. Now try to sync the database in AX and you should have success!

Below is the link for your reference:

<https://community.dynamics.com/ax/f/33/p/128614/279020>