

**Report Title:** Knowledge Details  
**Run Date and Time:** 2024-02-14 10:17:34 Eastern Standard Time  
**Run by:** Sekar Venkatesh  
**Table name:** kb\_knowledge

Knowledge

|                             |                             |                      |                          |
|-----------------------------|-----------------------------|----------------------|--------------------------|
| Number:                     | KB0021941                   | Version:             | 2.01                     |
| Display number:             | KB0021941 v2.01             | Base Version:        | KB0021941 v2.0           |
| Knowledge base:             | IT Facing/Help              | Article type:        | HTML                     |
| Category:                   | Application                 | State:               | Draft                    |
| Primary Configuration item: | DealerSource                | Source:              |                          |
| Configuration Item:         | DealerSource                | Source Task:         | INC0174871               |
| Published:                  |                             | Source Interaction:  |                          |
| Valid to:                   | 2024-12-31                  | Source Call:         |                          |
| Author:                     | Nicholas RajKumar (conmnsi) | Attachment link:     | false                    |
| Ownership Group:            | KCS OPS Dist Apps           | Display attachments: | false                    |
| Image:                      |                             | Revised By:          | Dileep Maddena (congvwv) |
| Flagged:                    | false                       | Latest AQI:          |                          |

Short description:

user is unable to log in to Dealer Source.

Article body:

Issue - Symptom/problem/question/error message: User is unable to log in 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.

Meta:

DealerSource, Dealer Source, JMA, User is unable to log in to Dealer Source.

Wiki:

Notes

Work Notes:

**Related List Title:** Approval List  
**Table name:** sysapproval\_approver  
**Query Condition:** Source table = kb\_knowledge AND Approving = ec6be7809718061432d2fd57f053af65 AND State != No Longer Required  
**Sort Order:** Order in ascending order

None

**Related List Title:** Knowledge Version List

**Table name:** kb\_version

**Query Condition:** Knowledge Article ID = f004ef2a1b799c1484212f876e4bcbc7

**Sort Order:** Created in descending order, Sys ID in ascending order

6 Knowledge Versions

| Version | Modified By                  | Modified On         | State     | Knowledge       |
|---------|------------------------------|---------------------|-----------|-----------------|
| 2.01    | Dileep Maddena (congvwv)     | 2024-02-07 02:53:24 | Draft     | KB0021941 v2.01 |
| 2.0     | Tiffani Barbour (conpqvu)    | 2023-09-29 17:22:29 | Published | KB0021941 v2.0  |
| 1.02    | Nicholas RajKumar (conmnsi)  | 2023-01-19 02:39:31 | Published | KB0021941 v2.0  |
| 1.01    | Nicholas RajKumar (conmnsi)  | 2023-01-12 00:56:27 | Published | KB0021941 v2.0  |
| 1.0     | Nicholas RajKumar (conmnsi)  | 2023-01-06 22:53:00 | Outdated  | KB0021941 v1.0  |
| 0.01    | Girish Dindukurthy (conctkq) | 2022-01-17 04:24:01 | Outdated  | KB0021941 v1.0  |

**Related List Title:** Article Checklist Summary List

**Table name:** kb\_article\_checklist\_summary

**Query Condition:** Article = (empty)

**Sort Order:** Number in ascending order

None