Recover a mass-creation run

Applies to userXpress 2.0.0.0

Resume unfinished account creation, retain recorded passwords and resolve a specific creation or display failure.

Use recovery after stopping Mass User Create or after an application, workstation or connection failure interrupts the run. userXpress retains the batch and its recorded account results so it can continue unfinished work.

Resume or stop recovery

Continue from the open window

After **Mass User Create was stopped** or **Mass User Create was incomplete**:

1. Save the displayed results with the **Save** toolbar button.
2. Connect any missing target clients through the Control Panel.
3. Choose **Accounts** → **Start** to continue.

Resume skips system/client/user combinations that already have a recorded result, including recorded failures. It processes combinations without a recorded result and includes the earlier results in the new output.

After recovery has finished, address any **The user … was not created** result. Correct the reported cause, then prepare a separate batch for that account and target. For an account that was created but whose role assignment failed, update its assignments.

Continue after reopening userXpress

1. Start userXpress and connect the target clients.
2. Open **Mass User Create**. userXpress detects the incomplete run and asks whether you want to resume.

Choose the action you need:

- **Yes** loads the original workbook and saved batch, then resumes. If **Systems Not Connected** lists missing clients, connect them and choose **Accounts** → **Start**.
- **No** opens a worksheet of the recorded results and clears the saved resume state. Use this when you want to finish handling the run manually. At **Save Users Processed**, choose **Yes** to save those results.

Choosing **No** ends automatic recovery even if you cancel the subsequent save dialog. Save the displayed results before closing the window. If no results were recorded, userXpress reports that none were found.

If **Missing Spreadsheet** appears, restore the original workbook to the path shown in the message. Reopen Mass User Create and choose **Yes** at the recovery prompt.

Resolve uncertain accounts

A failure can occur after SAP creates an account but before its details are recorded. During recovery, an account found in this state is marked in **Messages** and in the results worksheet.

The **Username** and **Password** cells are highlighted, and **Password** begins with `Error:`. The cell comment explains that the initial password is unknown and role assignment could be incomplete.

For that system/client/user combination:

1. Reinitialize the password to obtain a new initial password.
2. Display its role assignments and compare them with the requested roles and dates in the input workbook.
3. Use Update role assignments for any missing assignments.

If the recovery prompt does not appear after an interrupted run, contact support with the last displayed message and the time of the interruption. Keep the input workbook and any saved results available for that investigation.

SAP creation completed with a display warning

SAP creation completed with a Global User Table display warning means the account-creation run finished, but the table could not show every created account. Save the results, then disconnect and reconnect the affected client to load its account list again. Do not rerun account creation to repair the display.

If **Mass User Create results could not be displayed** appears, the completed-user recovery data is retained. Reopen Mass User Create to use the recovery prompt.

Work with a mail-merge template

Use the results worksheet as a Word mail-merge source when you want to send each user their account details. Each system/client/user row becomes a separate message, so a person with accounts in several clients receives several messages.

Save the result workbook first. The template is available through **Mass User Create → Help → Save Example MS Word Mail Merge**. Email merge requires desktop Word and a compatible email program. See Microsoft's mail-merge instructions for the supported setup.

1. Open the template in Word and choose **Mailings → Start Mail Merge → E-mail Messages**.

2. Choose **Select Recipients → Use an Existing List**, select the saved workbook and select its results worksheet.
3. Use **Insert Merge Field** to place **Username**, **System**, **Client Nr** and the other required account values in your message.
4. Choose **Preview Results** and move through the records. Match each account's details to its **Email** recipient, and exclude rows with failed creation or an unknown password.
5. Choose **Finish & Merge → Send E-mail Messages**. Select **Email** in **To**, enter the subject and choose the records to send. Choose **OK** to send the individual messages.