

# Importing users and groups from LDAP


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You can import users and groups after all LDAP server configuration is completed. Teamwork Cloud importing also works as a user synchronization mechanism. Existing users will only be synchronized and new users in the Teamwork Cloud Admin will be imported. You can see user data in the **Users application** before choosing to import users. This importing and synchronization mechanism applies to groups as well. Data, including full name, phone, email, and department, will be synchronized.

## Importing and synchronizing users and groups

To import/synchronize users and groups

1. On the selected LDAP server card click the **Import** button. The **Import LDAP user/group** pane opens.
2. Query all users/groups or specific users/groups and select them.
3. Click the  button. New users/groups will be imported or existing users/groups will be synchronized. The existing user information will be updated but the role assignment stays the same.

## Managing roles

You can assign roles in the same pane, while selecting users and groups to be imported.

### Assigning roles

To assign a role from one user/group to another

1. On the **Import LDAP user/group** pane, next to **Role assignments**, click **Set Roles**.
2. In the **Set roles** pane, type a role name in the search bar.
3. Select a role. If it is a custom role, specify scope.
4. Click the **Save** button to save the changes.

### Copying assignments

To copy assignment(s) from one user/group to another

1. On the **Import LDAP user/group** pane, next to **Role assignments**, click **Set Roles**.
2. In the **Set roles** pane, type a username whose assignments you want to copy in the search bar.
3. Select a user/group. The assignments associated with the selected user/group will appear.
4. Click the **Save** button to save the changes. The selected assignments will be assigned to the target user/group.

## Troubleshooting

If you cannot synchronize users and/or groups, check the **server.log** file for a message warning about illegal characters. For example:

```
INFO 2023-10-17 01:00:01.111Z CN=Name, OU=Users Has illegal character [\\]. Cannot be imported
```

If you see a similar message, allow the use of the character in the **application.conf** file:

```
esi.ldap.allowBackslashChar = true
```