KNOWLEDGE BASE ARTICLE

Missing Column Values in the Employee Directory

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Introduction

Vitextra Employee Directory web part supports two types of data source: **Azure AD** and **User Profiles**. In the case of using SharePoint User Profiles as a data source, some columns may be empty in the details view. This guide describes the core reason if the issue and workaround to resolve it.

Data Flow

User Data flow is following:

1 User Profile is updated manually or automatically
1 SharePoint Search Crawler gets data from User Profiles and put it in Crawled Properties
1 SharePoint Search Service populate data to Managed Properties according to search schema (mapping between crawled properties and managed ones)
1 Employee Directory retrieves data from Managed Properties

Employee Directory has a predefined set of Managed Properties which is used to populate employee attributes. Also, you can use custom properties to extend the set of employee attributes.

Tip

Use our how-to guide to create custom searchable user profile properties: How To Create Custom Searchable User Profile Property

Column Mapping

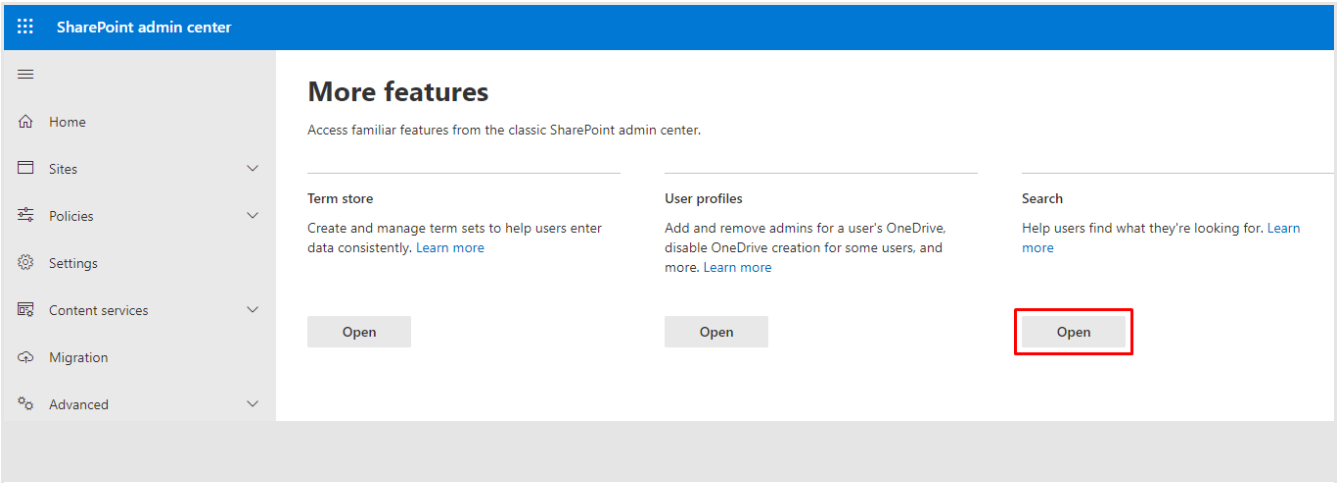
The Employee Directory uses the SharePoint search service to retrieve user profile data. The table below presented column mapping between employee attributes in the Employee Directory web part, User Profile and SharePoint search schema:

Employee Directory Column	Profile Property	Crawled Property	Managed Property
DisplayName	***Hidden***	Title	Title
FirstName	FirstName	FirstName	FirstName
LastName	LastName	LastName	LastName
JobTitle	Title	SPS-JobTitle	JobTitle
Department	SPS-Department	SPS-Department	***Not Mapped***
WorkPhones	WorkPhone	WorkPhone	WorkPhone
MobilePhone	CellPhone	CellPhone	MobilePhone
HomePhone	HomePhone	HomePhone	***Not Mapped***
WorkEmail	WorkEmail	WorkEmail	WorkEmail
Location	***Not exists***	***Not exists***	Location
OfficeLocation	SPS-Location	SPS-Location	BaseOfficeLocation
About	AboutMe	AboutMe	Description
Schools	SPS-School	SPS-School	Schools
Skills	SPS-Skills	SPS-Skills	Skills
Interests	SPS-Interests	SPS-Interests	Interests
Projects	SPS-PastProjects	SPS-PastProjects	PastProjects
Responsibilities	SPS-Responsibility	SPS-Responsibility	Responsibilities

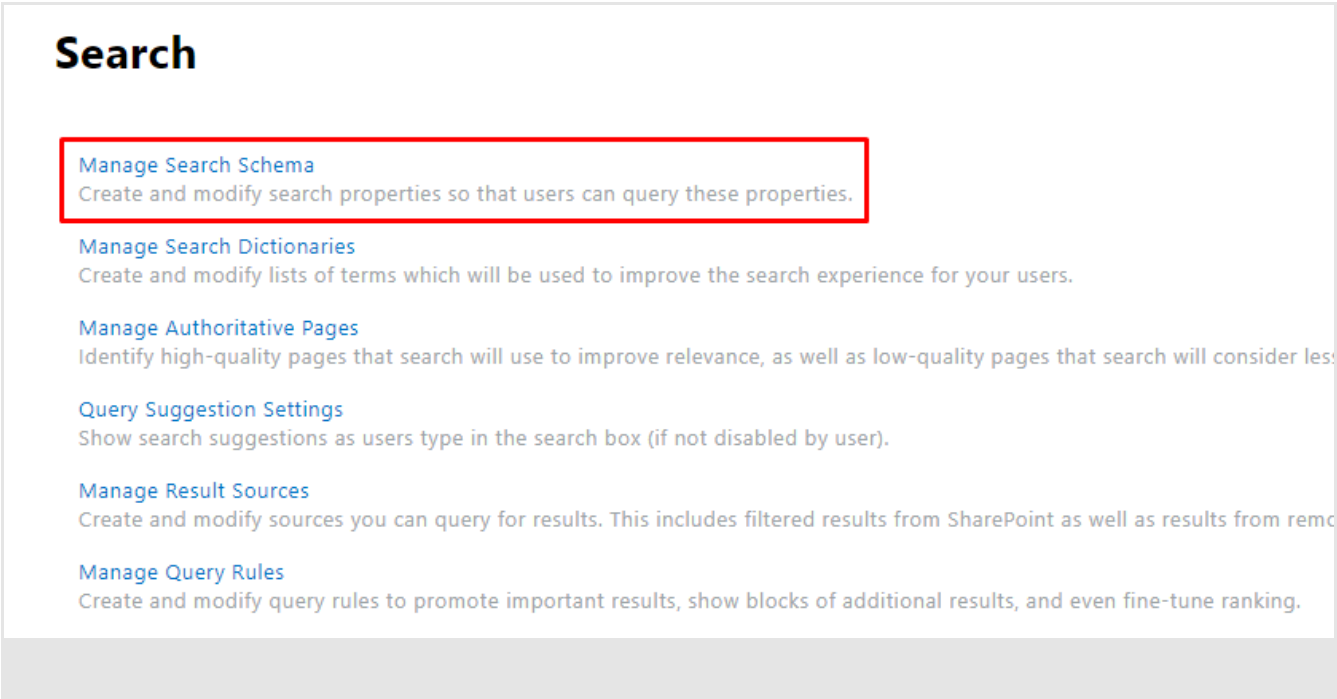
The lack of managed properties in the search schema is the main reason that some columns in the details views are empty.

Search Schema

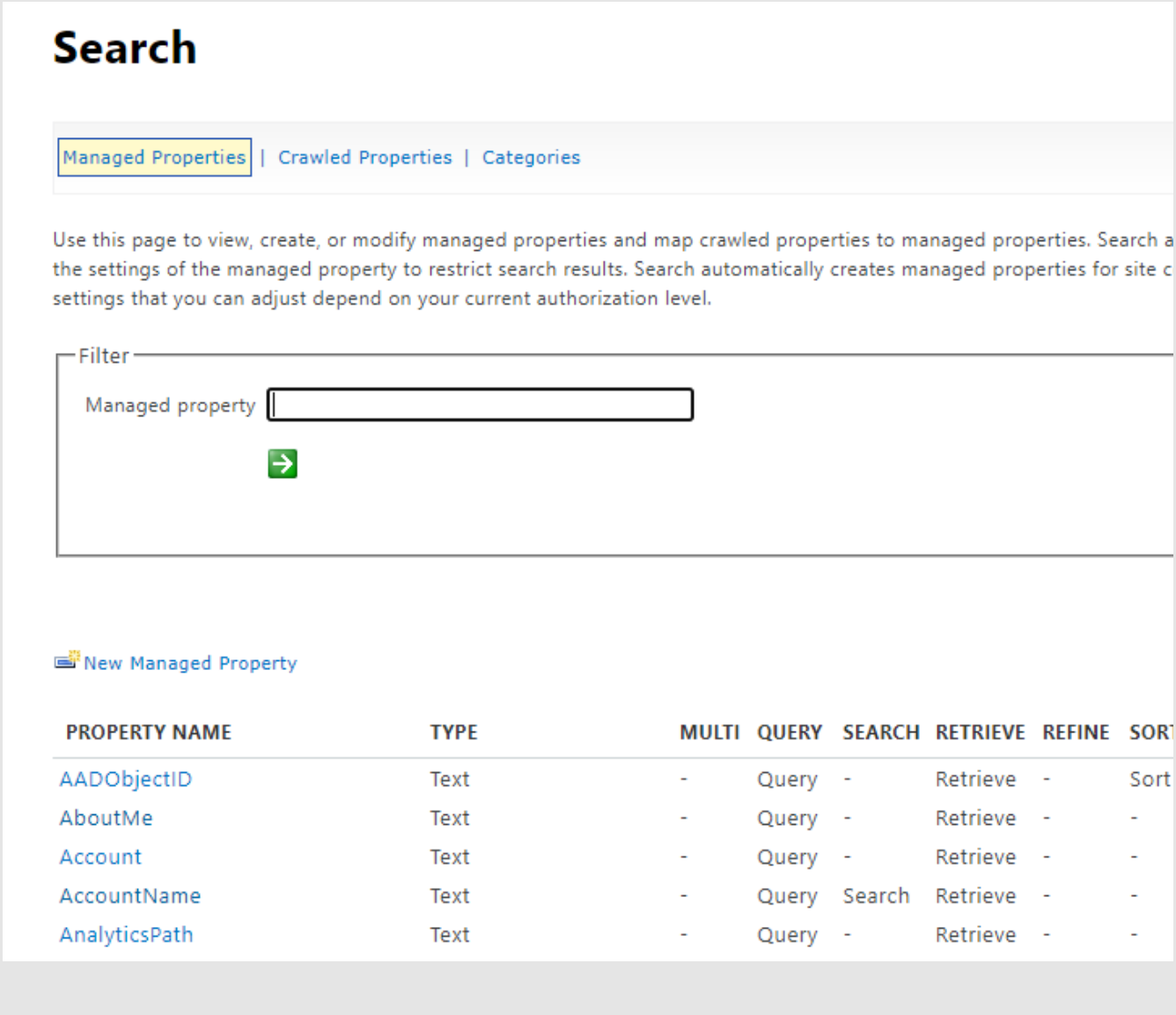
To manage search schema open SharePoint admin center and go to **More Features** and select **Open** under Search heading:



Select **Manage Search Schema**:



Employee Directory refers to managed properties defined in the search schema.



Managed property may be mapped to one or more crawled properties. In this article, we will look at the following case: crawed property is not mapped to existing managed property.

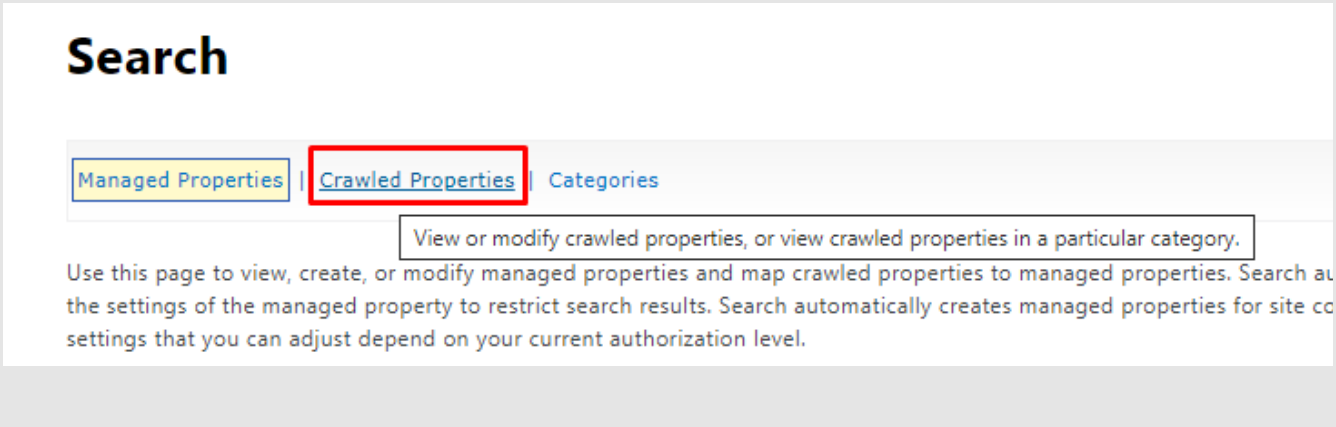
Tip

Crawled Properties are created automatically by SharePoint Crawler. It may take up to 24 hours for a new property to shows up in the search schema.

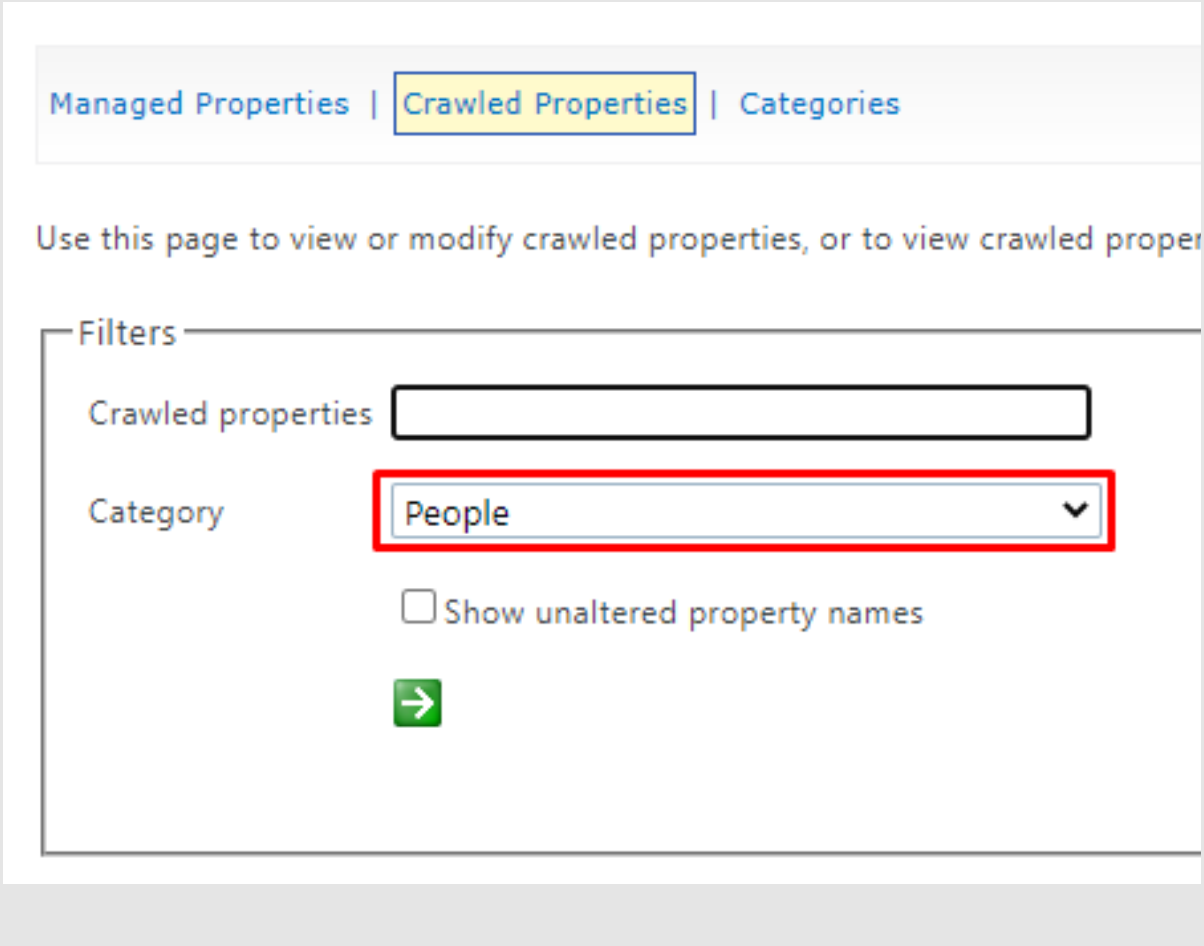
Map Crawled Property to existing Managed Property

In the case of crawled property exists, you can map it to existing managed property to make it available for searching as well as for Employee Directory. As you can see *SPS-Department** crawled property not mapped to the managed property by default.

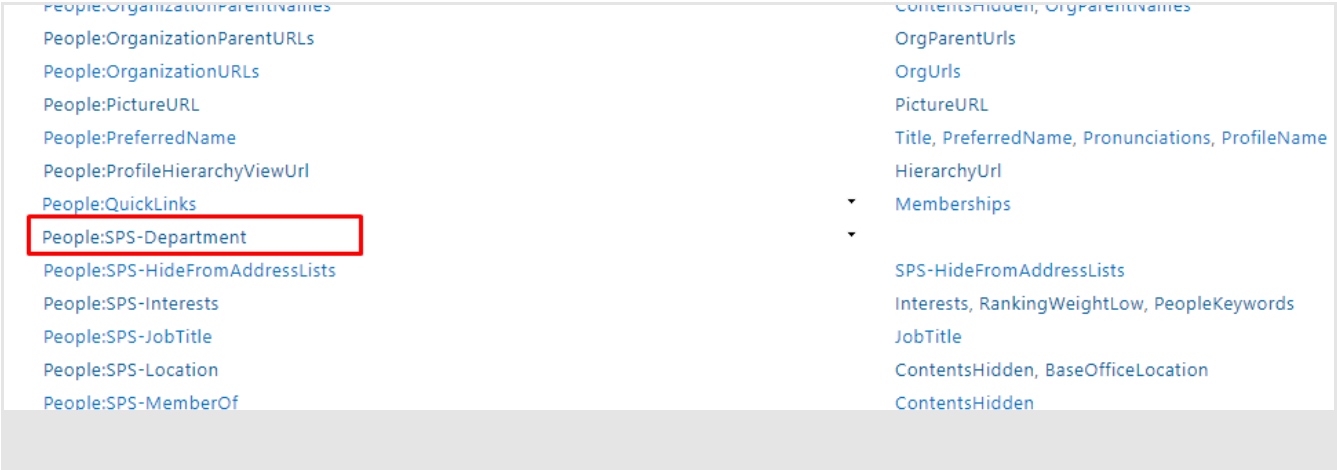
Select **Crawled Properties** on the command bar:



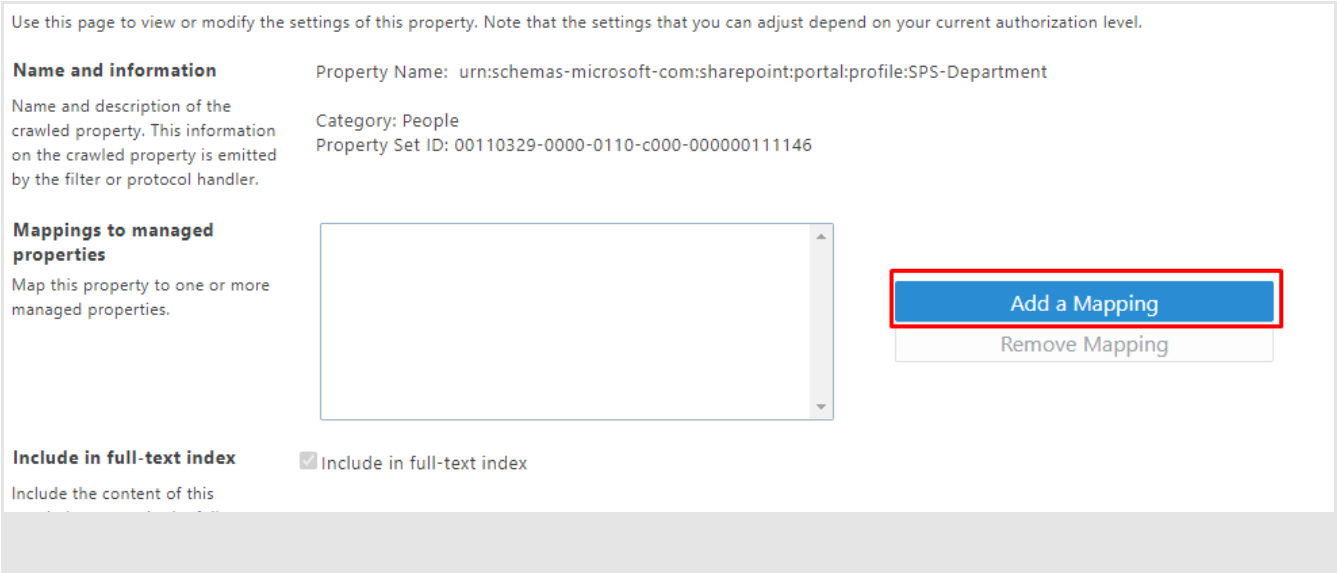
Choose *People* category and click **Apply** button:



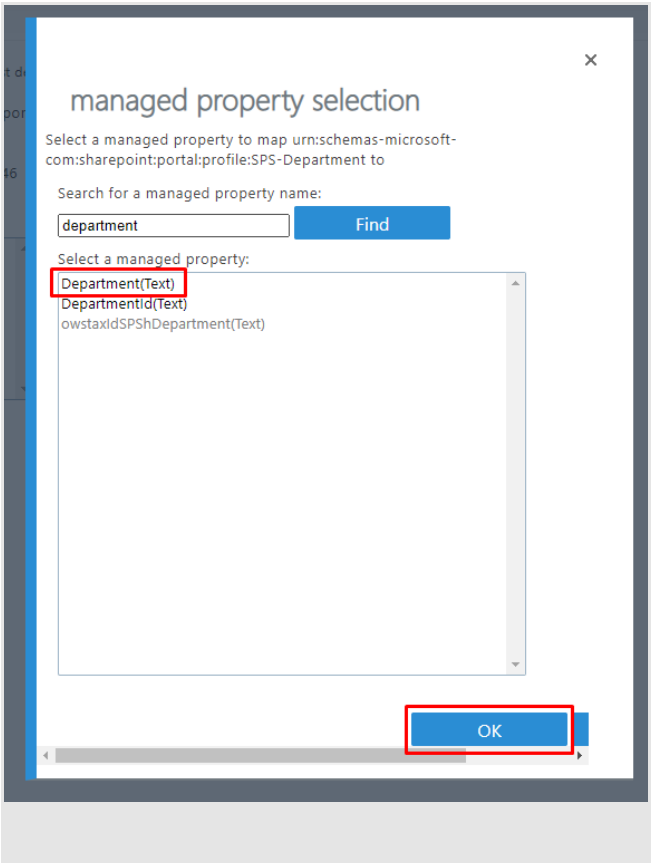
Scroll down and select *SPS-Department* property in the list:



Click **Add mapping**:



In the dialog type *department* in the search field and click **Search**. Once search results show up select **Department** property in the list and click **Add** button.



Click **OK** button to save your changes.

Note

It takes up to four hours for changes in the search schema to apply.

As soon as the search schema is updated, you can use the managed property to show data in the Employee Directory.

Terms

Azure AD (Active Directory)

Azure Active Directory is a cloud-based identity provider which allows employees in your organization sign in and get access to Microsoft 365 as well as many other SaaS applications.

User Profile

A user profile is a set of properties that describe a user.
The properties include basic information about the user, contact details, and other data. The user profile is used for such services as Delve, My Site, and others