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CATEGORY: WindowsUserProfiles

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User-profile operations directly affect login behavior, application settings, data persistence, troubleshooting, and system hygiene. These SOPs ensure every profile-related action performed through RDAM Script Wizard is **controlled**, **auditable**, and aligned with enterprise operational and security standards.

SOP 1 – List User Profiles

1. Purpose

Retrieve all user profiles on the system for inventory, troubleshooting, and cleanup.

2. Scope

- Local user profiles
- Domain user profiles
- Default and Public profiles

3. Preconditions

- Operator must have permission to query profile data

4. Required Inputs

- None

5. Procedure Steps

- **Profile Enumeration** – Retrieve all profiles from WMI and filesystem.
- **Attribute Extraction** – Username, SID, profile path, status (Local/Temp).
- **Output Formatting** – Structured profile list.
- **Logging** – Operator and timestamp.

6. Expected Output

- List of user profiles with metadata

7. Error Handling

- Access denied
- Profile service unavailable

8. Security Considerations

- Profile paths may reveal sensitive user data locations

9. Audit Logging Requirements

- Operator ID
- Timestamp

10. Organizational Benefit Statement

This procedure provides a reliable inventory of user profiles, supporting troubleshooting, compliance, and system hygiene.

SOP 2 – Get User Profile Details

1. Purpose

Retrieve detailed information about a specific user profile.

2. Scope

- Local and domain profiles

3. Preconditions

- Operator must have permission to query profile details

4. Required Inputs

- Username or SID

5. Procedure Steps

- Input Collection
- Profile Resolution
- Attribute Extraction – Path, size, last modified, temp-profile status.

- **Output Formatting**
- **Logging**

6. Expected Output

- **Detailed profile metadata**

7. Error Handling

- **Profile not found**
- **Access denied**

8. Security Considerations

- **Profile data may reveal sensitive user information**

9. Audit Logging Requirements

- **Operator ID**
- **Profile identifier**
- **Timestamp**

10. Organizational Benefit Statement

This procedure ensures accurate visibility into user-profile health and configuration, supporting diagnostics and compliance.

SOP 3 – Remove User Profile

1. Purpose

Delete a user profile safely and completely.

2. Scope

- **Local and domain profiles**

3. Preconditions

- **Operator must have administrative rights**
- **User must not be logged in**
- **Action must be authorized**

4. Required Inputs

- **Username or SID**

5. Procedure Steps

- **Input Collection**
- **Profile Resolution**
- **Safety Check** – Prevent deletion of system or active profiles.
- **Removal Operation** – Delete profile directory and registry entries.
- **Post-Removal Verification**
- **Logging**

6. Expected Output

- **Profile removed successfully**

7. Error Handling

- **Profile in use**
- **Access denied**
- **Profile not found**

8. Security Considerations

- **Deletion permanently removes user data**

9. Audit Logging Requirements

- **Operator ID**
- **Profile identifier**
- **Timestamp**

10. Organizational Benefit Statement

This procedure ensures profiles are removed cleanly and safely, preventing corruption, reclaiming storage, and maintaining system hygiene.

SOP 4 – Backup User Profile

1. Purpose

Create a backup of a user profile for migration, recovery, or archival.

2. Scope

- Local and domain profiles

3. Preconditions

- Operator must have administrative rights
- Destination path must be accessible

4. Required Inputs

- Username or SID
- Backup destination path

5. Procedure Steps

- Input Collection
- Profile Resolution
- Backup Operation – Copy profile directory and registry hive.
- Post-Backup Verification
- Logging

6. Expected Output

- Profile backup completed successfully

7. Error Handling

- Access denied
- Insufficient storage
- Profile not found

8. Security Considerations

- Backups may contain sensitive user data

9. Audit Logging Requirements

- **Operator ID**
- **Profile identifier**
- **Backup location**
- **Timestamp**

10. Organizational Benefit Statement

This procedure ensures user data is preserved safely and consistently, supporting migrations, recovery, and compliance.

SOP 5 – Detect Temporary Profile Issues

1. Purpose

Identify whether a user is logging in with a temporary profile and determine root causes.

2. Scope

- **Local and domain users**

3. Preconditions

- **Operator must have permission to query profile status**

4. Required Inputs

- **Username or SID**

5. Procedure Steps

- **Input Collection**
- **Profile Resolution**
- **Temp-Profile Detection** – Check registry and profile service state.
- **Cause Analysis** – Locked hives, corrupt profile, permissions issues.
- **Output Formatting**
- **Logging**

6. Expected Output

- **Temp-profile status and diagnostic details**

7. Error Handling

- **Profile not found**
- **Access denied**

8. Security Considerations

- **Temp-profile issues may expose data-loss risks**

9. Audit Logging Requirements

- **Operator ID**
- **Profile identifier**
- **Timestamp**

10. Organizational Benefit Statement

This procedure provides early detection of profile corruption, preventing data loss and reducing support incidents.

SOP 6 – Repair User Profile (Non-Destructive)

1. Purpose

Repair a corrupted user profile without deleting user data.

2. Scope

- **Local and domain profiles**

3. Preconditions

- **Operator must have administrative rights**
- **User must be logged out**

4. Required Inputs

- **Username or SID**

5. Procedure Steps

- **Input Collection**
- **Profile Resolution**
- **Registry Repair** – Fix profile list entries, SID mappings, and state flags.

- **File System Repair** – Validate folder structure and permissions.
- **Post-Repair Verification**
- **Logging**

6. Expected Output

- **Profile repaired and functional**

7. Error Handling

- **Corruption too severe**
- **Access denied**

8. Security Considerations

- **Incorrect repairs may cause login failures**

9. Audit Logging Requirements

- **Operator ID**
- **Profile identifier**
- **Timestamp**

10. Organizational Benefit Statement

This procedure restores user-profile functionality without data loss, reducing downtime and improving user satisfaction.